



**QUEZON CITY LOCAL GOVERNMENT**

**CITIZEN'S CHARTER**  
2023 (1<sup>st</sup> Edition)



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### I. **Mandate:**

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

### II. **Vision:**

To sustain Quezon City as Quality Community – a progressive and peaceful, clean and orderly place, conducive and hospitable to living, employment, and business.

### III. **Mission:**

To provide quality service, making Quezon City an ideal community where people live, work and do business in a hospitable, progressive and 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.

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Covered Basketball Court (Cemented Court )	<b>2100</b>
Weightlifting Gym	<b>2101</b>
Open Badminton,Open Volleyball, Open 3x3 Half Court	<b>2102</b>
Table Tennis	<b>2103</b>
Chess and Dart Room	<b>2104</b>
Amoranto Arena	<b>2105</b>
Swimming Pool	<b>2106</b>
Tennis Court	<b>2108</b>
<b>PROCUREMENT DEPARTMENT</b>	
Procurement Process on Project Procurement Management Plan for Goods and Services	<b>2109</b>
Public Bidding Activities	<b>2111</b>
Alternative Mode Procurement	<b>2113</b>
Bid / Post Evaluation and Post-Qualification	<b>2115</b>
Documentation and Issuance of Notice of Award, Purchase Order/Contract and Notice to Proceed	<b>2116</b>
Procurement Process on Purchase Request for Goods and Services	<b>2118</b>
Procurement Process on Request for Infrastructure Projects	<b>2120</b>
Public Bidding Activities	<b>2122</b>
Alternative Mode Procurement	<b>2125</b>
Bid / Post Evaluation and Post-Qualification	<b>2126</b>
Documentation and Issuance of Notice of Award, Contract and Notice to Proceed	<b>2127</b>
Procurement Process on Request for Consulting Services	<b>2129</b>
Public Bidding Activities	<b>2131</b>
Eligibility and Bid / Post Evaluation	<b>2133</b>
Contract Negotiation	<b>2134</b>
Post-Qualification	<b>2135</b>
Documentation and Issuance of Notice of Award, Contract and Notice to Proceed	<b>2136</b>
<b>TASK FORCE ON CONTROL, PREVENTION, AND REMOVAL OF ILLEGAL STRUCTURES AND SQUATTING</b>	
Monitoring of Anti-Squatting and Illegal Structures	<b>2139</b>
Clearing of Illegal Structures Built Within the City	<b>2139</b>

<b>OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD</b>	
Certify Subdivision Plans, Deeds of Donations, and other Records on File	<b>2140</b>
Certify and Authenticate Legislative Documents of the Quezon City Council	<b>2142</b>
Issuance of Certificate of Appearance	<b>2144</b>
<b>QUEZON CITY FOOD SECURITY TASK FORCE</b>	
Facilitation of Capacity Buidling Programs Related to Urban Agriculture, Urban Aquaculture and Food Systems	<b>2145</b>
Programs/ Projects/ Activity Coordination and Monitoring Related to Food Security and Food Systems	<b>2146</b>
<b>SUSTAINABLE DEVELOPMENT PROJECTS OFFICER</b>	
Processing of inquiries, requests for meetings, presentation of proposals, orientations, and other general communications	<b>2155</b>
Programs/ Projects/ Activity Coordination and Monitoring	<b>2158</b>
<b>DEPARTMENT OF ENGINEERING</b>	
Asphalt Patching	<b>2166</b>
Declogging/ Desilting, Crack Sealing and Installation of Manhole Cover & Repair of Sidewalk/ Curb & Gutter/ Inlets	<b>2168</b>
Road Repair	<b>2170</b>
Building Maintenance	<b>2172</b>
Demolition Permit	<b>2174</b>
Mechanical Permit	<b>2177</b>
Issuance of Permit or Certificate to Operate	<b>2179</b>
Issuance of Renewal for Annual Mechanical Certificate to Operate	<b>2181</b>
Equipment Repair and Maintenance	<b>2183</b>
Electrical Permit	<b>2184</b>
Request for Certificate of Final Electrical Inspection (CFEI)	<b>2186</b>
Infrastructure Billing Cycle	<b>2188</b>
Excavation Clearance Processing	<b>2191</b>
Preparation of Detailed Engineering Documents	<b>2193</b>
Receiving/ Releasing of Various Communications, Complaints, Requests, Billings, etc.	<b>2196</b>
Issuance of Certified Photocopies	<b>2198</b>
Application for Employment	<b>2200</b>
Application for Promotion	<b>2202</b>
Application for Leave of Absences	<b>2204</b>
Application for Retirement	<b>2206</b>
Application for Terminal Leave	<b>2209</b>
Issuance of Certificate of Employment	<b>2211</b>
Issuance of Office Clearance	<b>2212</b>

Request for Certification of Leave Credits	2214
Authentication of Personnel Records	2215
<b>HUMAN RESOURCE MANAGEMENT DEPARTMENT</b>	
Preparation of Regular Payroll	2216
Preparation of Payroll for Bonuses/ Benefits	2217
Preparation of Special Payroll for First Salary/ Salary Differential	2218
Preparation of Special Payroll for Longevity and Loyalty Benefits	2219
Preparation of Payroll for RATA	2220
Preparation of Income Tax Returns (ITR) for Permanent Employees	2221
Preparation of Payroll/ Vouchers for the Following Concerned Offices	2222
Loan Deduction and Deletion (For Permanent Employees Only)	2224
Processing of Application for Vacation Leave/ Sick Leave	2225
Processing of Application for Travel Abroad, 50% Monetization of Leave Credits	2226
Processing of Application for Terminal Leave	2228
Processing of Application for Rehabilitation Leave, Magna Carta for Women (RA 9710) and Maternity Leave	2230
Process of Application for Retirement	2232
GSIS Loan Application via Electronic Online	2234
Endorsement for Landbank ATM	2235
Hiring and Renewal of Consultancy/Contract of Service (COS) Under Executive Branch and Division of City Schools (SEF Funded)	2236
Hiring and Renewal of Consultancy Contracts/ Contract of Service (COS)/ Job Order Contract Under the Legislative Branch	2240
Hiring and Promotion of Plantilla Personnel	2243
Issuance of Authority to Transfer	2249
Change of Name and Marital Status	2251
Issuance of Notice of Order of Separation	2252
Issuance of Acceptance of Resignation	2254
Issuance of Service Record/ Certificate of Employment (COE)	2256
Issuance of Authority to Attend Seminar/ Training on Official Business/ Official Time	2259
Request for Official Travel Authority	2261
Request for Authority to Conduct Training	2263
Online Application for Quezon City Internship	2265
Issuance of ID	2267
Rationalization	2268
Job Application	2270







# OFFICE OF THE CITY MAYOR

## Administrative Management Division

### 1. REQUEST FOR ISSUANCE OF MAYOR’S CLEARANCE AND/OR CERTIFICATION

For purposes of the following:

- a. Local employment
- b. Business Requirement
- c. PNP/AFP/PMA/Reservist/BFP Admissions
- d. Record check
- e. Marriage requirement
- f. Correction of Entry (Birth Certificate)
- g. License to own firearms/sell firecrackers
- h. Certification to Solemnize Marriage
- i. Municipality Certification of Unemployment (DepEd, SHS Voucher and ESC)
- j. Authentication and/or Certification of Residency (DFA req)
- k. Affidavit and/or Certification of Support

<b>Office or Division:</b>	Administrative Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Quezon City Residents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For Purposes A to F:</u> <ul style="list-style-type: none"> <li>• Barangay Clearance</li> <li>• Police Clearance</li> <li>• Fiscal Clearance</li> </ul>	<ul style="list-style-type: none"> <li>• Barangay of the resident-client</li> <li>• PNP</li> <li>• Office of the City Prosecutor</li>   <li>• Metropolitan Trial Court</li> <li>• Regional Trial Court</li> <li>• NBI</li>   <li>• SEC</li>   <li>Requesting party</li> <li>Barangay</li> </ul>
<u>For Purpose G only (Additional):</u> <ul style="list-style-type: none"> <li>• MTC Clearance</li> <li>• RTC Clearance</li> <li>• NBI Clearance</li> </ul>	
<u>For Purpose H only (add'l req.):</u> <ul style="list-style-type: none"> <li>• SEC Cert. of Inc.</li> <li>• Gen. Info Sheet</li> </ul>	
<u>For Purpose I only (add'l req.):</u> <ul style="list-style-type: none"> <li>• Affidavit of unemployment</li> <li>• Bgy. Cert. of Indigency</li> </ul>	

<ul style="list-style-type: none"> <li>Letter request</li> </ul> <p><u>For Purpose J only (add'l req.):</u></p> <ul style="list-style-type: none"> <li>Photocopy of passport</li> <li>Photocopy of valid ID</li> <li>Proof of Relationship (BC, MC etc.)</li> </ul> <p><u>For Purpose K only (add'l req.):</u></p> <ul style="list-style-type: none"> <li>Photocopy of passport</li> <li>Photocopy of valid ID</li> <li>Proof of Relationship (BC, MC etc.)</li> </ul>	<p>Requesting party</p> <p>DFA Any government agency, employment Local Civil Registry</p> <p>DFA Any government agency, employment Local Civil Registry</p>
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CLIENT STEPS	STEPS/ PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Purposes A to G:</u>	<p>Issuance of Order of Payment after evaluation of requirements</p> <p>Pay fees at the City Treasurer's Office (Ground Floor)</p> <p>Release/Issuance of Mayor's Clearance after presentation of receipt</p>	<p>PHP 50.00</p> <p>QC Revenue Code: Art.37, Sec.160(13-C) Amended under Ord. No. 1452, S-2004</p>	15min. - 20 min.	<p>ADM. MGT. DIV</p> <p>Team Leader • Julius Perlota</p> <p>Support Group • Kely Cayampat • Val Casada • Kelvin Javier • Clarissa Garcia</p>
<u>For Purposes H to K:</u>	<p>Issuance of Order of Payment after evaluation of requirements</p> <p>Pay fees at the City Treasurer's Office (Ground Floor)</p> <p>Release/Issuance of Mayor's Clearance after presentation of receipt</p>	<p>PHP 50.00</p> <p>QC Revenue Code: Art.37, Sec.160(13-C) Amended under Ord. No. 1452, S-2004</p>	15min. - 20 min.	<p>Team Leader • Julius Perlota</p> <p>Support Group • Kely Cayampat • Val Casada • Kelvin Javier • Clarissa Garcia</p>

# OFFICE OF THE VICE MAYOR

## 1. Matters that require City Council Action

Accommodating Complaints, Notices, Requests or other Matters that may require action from the Quezon City Council, including inclusion in the agenda of the city council, endorsement to council committees or other offices for review and action.

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2C, G2G		
<b>Who may avail:</b>		Individuals, Businesses, government offices		
Checklist of Requirements: Original copy of the document with attachments (if any), with the receiving copy returned to the person			Where to secure:  From the requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor or through email at OVM@quezoncity.gov.ph	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forward to the Legislative	None	2 minutes	Receiving personnel
	Assessment of the Legislative	None	60 minutes	Legislative Division
	Drafting of an endorsement/transmittal	None	60 minutes	Legislative Division
	Endorsement of the same to the City Secretary or	None	24 hours	Legislative Division

	the proper committees for inclusion in the Agenda or other appropriate action			
Follow up on the request in person, through phone call or email.	<ol style="list-style-type: none"> <li>1. Coordinate s the request for status</li> <li>2. Gives a copy of the endorsement/ agenda to the requesting party</li> <li>3. Note if other appropriate action should be taken</li> </ol>	None	60 minutes	Legislative Division
Total		None	27 hours, 9 minutes	

## 2. Certified True Copies of Local Ordinances or Resolutions

Accommodating requests for copies of local ordinances or resolutions, whether of the current city council or those passed by the previous city councils, for whatever legal purpose the requesting party may need it for.

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2C, G2G		
<b>Who may avail:</b>		Individuals, Businesses, government offices		
Checklist of Requirements: Request letter with attachments (if any), with the receiving copy returned to the person			Where to secure: From the requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Drop off the Request Letter to the Receiving Section of the Office of the Vice Mayor or through email at <a href="mailto:OVM@quezoncity.gov.ph">OVM@quezoncity.gov.ph</a>	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the Document	None	5 minutes	Receiving personnel
	Forwards to the Legislative	None	2 minutes	Receiving personnel
	Assessment of the Legislative	None	60 minutes	Legislative (Division)
	Drafting of an endorsement	None	60 minutes	Legislative Division
	Legislative shall forward the same to the Office of the City Secretary for proper action	None	60 minutes	Legislative (Division)

Follow up on the request in person, through phone call or email.	<ol style="list-style-type: none"> <li>1. Coordinate s the request for status</li> <li>2. Gives a copy of the endorsement to the requesting party</li> <li>3. Note if other appropriate action should be taken</li> </ol>	None	60 minutes	Legislative (Division)
Total		None	4 hours, 9 minutes	



### 3. Approved Legislative Measures for Signature

Receiving of the final official draft of the legislative measure, whether a resolution or an ordinance, that was passed by the City Council, that needs the signature of the Vice Mayor for final approval.

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2G		
<b>Who may avail:</b>		Office of the City Council Secretary		
Checklist of Requirements: Cover letter with the final draft of the legislative measure, with the receiving copy returned to the person			Where to secure: Office of the City Council Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Drop off the Final Draft of the Legislative Measures to the Receiving Section of the Office of the Vice Mayor	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forward to the Legislative	None	2 minutes	Receiving personnel
	Assessment of the Legislative  If there are no amendments, the same shall be forwarded to the Vice Mayor for signature.  If there are amendments, the concerned	None	24 hours	Legislative Division

	councilor/s shall be contacted and the same shall be returned to the Office of the City Secretary with the directive to amend the same.			
Follow up in person, through phone call or email.	<ol style="list-style-type: none"> <li>1. Track the legislative measure</li> <li>2. Identify where the delay is coming and the action needed to address it</li> <li>3. Note if other appropriate action should be taken</li> </ol>	None	24 hours	Legislative Division
Total		None	2 days, 9 minutes	

#### 4. Official Communications/Correspondence (from outside the Quezon City Government)

Receiving/Acceptance of official documents, communications, correspondences, notices, letters, invitations from individuals, private organizations or other government agencies (aside from the offices with the Quezon City Government)

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2C		
<b>Who may avail:</b>		Individuals, private organizations, NGOs, and other government agencies		
Checklist of Requirements: Original copy of the document (letter, invitation, memorandum, or other official correspondence) and attachments (if any), with the receiving copy returned to the person			Where to secure: From the requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor or through email at <a href="mailto:OVM@quezoncity.gov.ph">OVM@quezoncity.gov.ph</a>	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for schedule and proper endorsement	None	60 minutes	Chief of Staff
	An admin personnel will inform the client of the action taken	None	24 hours	Admin personnel

Follow up in person, through phone call or email.	<ol style="list-style-type: none"> <li>1. Coordinate the request for status</li> <li>2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any</li> <li>3. Note if other appropriate action should be taken</li> </ol>	None	60 minutes	Administrative personnel
Total		None	26 hours, 7 minutes	

## 5. Official communications/Correspondence (from offices within the Quezon City Government)

Receiving/Acceptance of official documents, communications, correspondences, notices, letters, and invitations from offices within the Quezon City Government.

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2G		
<b>Who may avail:</b>		Offices within the Quezon City Local Government		
Checklist of Requirements: Original copy of the document and attachments (if any), with the receiving copy returned to the person			Where to secure: From the requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor or through email at OVM@quezoncity.gov.ph	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for schedule and proper endorsement	None	60 minutes	Chief of Staff
	An admin personnel will inform the client of the action taken	None	24 hours	Admin personnel

Follow up in person, through phone call or email.	1. Coordinate the request for status  2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any  3. Note if other appropriate action should be taken	None	60 minutes	Administrative personnel
Total		None	26 hours, 7 minutes	

## 6. Personnel Related Transactions

Accommodating personnel transactions, including Issuance of Certificate of Acceptance, Checks, Obligation Requests, Application for Leave of Absence, for Travel Authority, for Travel Order, and Acceptance of Resignation Letter of Employees, job Order Contracts, and Consultants under the Legislative Department

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2G		
<b>Who may avail:</b>		Personnel, Job Order Contracts, and Consultants under the Legislative Department		
Checklist of Requirements: Request letter/Filled up form with attachments (if any), with the receiving copy returned to the person			Where to secure: From the requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor or through email at <a href="mailto:OVM@quezoncity.gov.ph">OVM@quezoncity.gov.ph</a>	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for review and endorsement	None	60 minutes	Chief of Staff
	Forwarded to the Admin Officer for proper action	None	24 hours	Admin Officer

Follow up in person, through phone call or email.	1. Coordinate the request for status 2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any 3. Note if other appropriate action should be taken	None	60 minutes	Admin Officer
Total		None	26 hours, 7 minutes	



## 7. Purchase Requests from Legislative Offices

Receiving of Purchase requests for procurement needs of different offices under the Legislative Department

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2G		
<b>Who may avail:</b>		Heads of Offices under the Legislative Department		
Checklist of Requirements: Submission of Purchase Request Form with attachments (if any), with the receiving copy returned to the person			Where to secure: From the requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for review and endorsement	None	60 minutes	Chief of Staff
	Forwarded to the Admin Officer for proper action	None	24 hours	Admin Officer

Follow up in person, through phone call or email.	<p>4. Coordinate s the request for status</p> <p>5. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any</p> <p>Note if other appropriate action should be taken</p>	None	60 minutes	Administrative personnel
Total		None	26 hours, 7 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.

<b>OFFICE OR DIVISION:</b>	Administrative Division			
<b>CLASSIFICATION:</b>	Simple, Complex			
<b>TYPE OF TRANSACTION:</b>	G2C(Government to Citizen) G2B(Government to Business) G2G(Government to Government)			
<b>WHO MAY AVAIL:</b>	City Departments/Offices/Operating Units City Councilors Private entities National government agencies Other local government units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip</li> <li>One (1) set of supporting documents, if warranted</li> </ul>			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document/s to Receiving Area.	1.1. Receives, classifies and encodes various submitted document/s/communications (such as Transmittals, Memoranda, registered mails,	None	5 minutes	<i>Assigned Staff</i> Administrative Division

	emails, etc.) in the Document Tracking System for Reference/Control Number. Gives to Acting Head/Chief Administrative Officer, Administrative 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	<i>Chief Administrative Officer/Acting Head Administrative Division</i>
	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</i>

				<i>Monitoring Division; Technical Division And/or Assigned Staff</i>
	1.4. Approves/signs final revised action documents.	None	1 day*	<i>City Administrator</i>
	1.5. Releases signed document/s to concerned city department/office/unit, concerned entity/ies, concerned NGAs/LGUs.	None	5 minutes	<i>Assigned Staff/Records Officer Administrative Division</i>
<b>TOTAL</b>		<b>NONE</b>	<b>6 DAYS * 20 MINUTES</b>	

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

## 2. Programs/Projects/Activity Coordination and Monitoring

Assists in the overall coordination among concerned stakeholders in the implementation of a program, project or activity.

<b>OFFICE OR DIVISION:</b>		Operations, Coordination and Monitoring Division		
<b>CLASSIFICATION:</b>		Simple, Complex		
<b>TYPE OF TRANSACTION:</b>		G2C (Government to Citizen) G2G (Government to Government) G2B (Government to Business)		
<b>WHO MAY AVAIL:</b>		City Councilors City Departments/Offices/Units Private entities National Government Agencies Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Letter</li> <li>• Project/Program Description</li> </ul>		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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</i> Administrative Division
	1.2. Coordinates with requesting party on their logistics.		5 days	<i>Assigned Staff</i> Operations, Coordination and Monitoring Division

	Prepares and submits report and drafts of proper action documents on resources/logistics needed, if warranted.			
	1.3. Reviews evaluation report and appropriate action document/s. Recommends final action to the City Administrator.	None	1 day	<i>Head Operations, Coordination and Monitoring Division</i>
	1.4. Approves/signs final revised action document/s	None	1 day *	<i>City Administrator</i>
	1.5. Releases action document/s, if warranted.	None	5 minutes	<i>Assigned Staff Administrative Division</i>
<b>TOTAL</b>		<b>NONE</b>	<b>7 DAYS * 10 MINUTES</b>	

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

### 3. Application and Issuance of QCitizen ID

Online application and processing of Quezon City Citizen ID (QCID) for residents with its own distinctive identification system. The QCID determines the accurate number of registered people residing in the city in order for the local government to appropriately address their social needs and to efficiently provide necessary public services.

<b>OFFICE OR DIVISION:</b>	QCID Team			
<b>CLASSIFICATION:</b>	Simple, Complex			
<b>TYPE OF TRANSACTION:</b>	G2C (Government to Citizen)			
<b>WHO MAY AVAIL:</b>	QC Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
QC e-Services account			<a href="http://www.quezoncity.gov.ph">www.quezoncity.gov.ph</a> (How to Apply for a QCitizen ID)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the website and register or log in to <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	1. None	None	Real time	<i>None</i>
2. Register with your own personal email account (Gmail, Yahoo or FB account)	2. None	None	Real time	<i>None</i>
3. Fill up the necessary personal information.	3. None	None	Real time	<i>None</i>
4. Submit/upload the required documents.	4. Evaluate the submitted documents. 4.1. If invalid, notify the	None	7 days*	Designated Staff



	applicant thru email to submit correct documents. 4.2. If valid, approve the application. 4.3. Verify the submitted documents.			
5. Download the virtual QCitizen ID thru its app (Google or Apple Play Store) or wait for email/SMS on availability of physical QCID card.	5. Printing of ID	None	5 minutes	Designated Staff
<b>TOTAL</b>		<b>NONE</b>	<b>7 DAYS 5 MINUTES*</b>	

Note: \* Dependent on:

- a) number of applications received daily;
- b) validity of submitted documents; and
- c) turn-around time of applicants to re-submit the requested correct document/s.

#### 4. New Installation of Streetlights

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.

<b>OFFICE OR DIVISION:</b>		Office of the City Administrator - Task Force Streetlighting		
<b>CLASSIFICATION:</b>		Complex / Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>WHO MAY AVAIL:</b>		Quezon City Government Offices/Departments Elected Officials Homeowners Association QC Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request letter from requesting parties</li> </ul>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter	1.1. Receives letter request	None	5 mins.	Task Force Streetlighting Staff
	1.2. Forwarded letter is for Officer-In-Charge / Action Officer's approval of route assignment	None	1 day	Task Force Chairman / Task Force Officer-In-Charge/Action Officer
	1.3. For inspection if feasible or not  <b>If feasible:</b> Prioritization & finalization of layout plan for approval of the Officer-In-Charge / Action Officer <i>(Depends on number of incoming request letters)</i>  <b>If not feasible:</b> Requesting party will be notified that the installation is not feasible due to a certain reason	None	2 days	Task Force Streetlighting Inspector

	through formal letter Officer-In-Charge / Action Officer approves the layout plan for implementation or signs the letter informing the requesting party that the installation is not feasible	None	5 mins.	Task Force Officer-In-Charge / Action Officer
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 &amp; processing of MERALCO meter application)</i>	None	7 days	Task Force Streetlighting Civil and Electrical Crew
	<b>TOTAL</b>	<b>NONE</b>	<b>10 DAYS 10 MINUTES (EXCLUDING THE APPROVAL OF CA &amp; PROCESSING OF MERALCO METER APPLICATION)</b>	

## 5. Repairs and Maintenance of Existing Streetlights

Existing streetlights are being maintained by the City Government 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.

<b>OFFICE OR DIVISION:</b>		Task Force Streetlighting		
<b>CLASSIFICATION:</b>		Complex / Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>WHO MAY AVAIL:</b>		Quezon City Government Offices/Departments Elected Officials Homeowners Association QC Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request letter from requesting parties</li> <li>Walk-in request/ phone calls</li> </ul>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request	1.1. Receives letter request	None	5 mins	Task Force Streetlighting Staff
	1.2. Receives phone call request / walk-in	None	5 mins	Task Force Streetlighting Staff
	1.3. Forwards to Head for approval of route assignment	None	1 day	Task Force Office-In-Charge/Action Officer or Assistant Action Officer
	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	None	1 day	Task Force Streetlighting Inspector

	forwarded to the right department/ office/agency			
2. Receives notification of request approval	2.1. Repair of non-operational streetlights & always on/damaged post replacement	None	7 days	Task Force Streetlighting Civil & Electrical Crew
	<b>TOTAL</b>	<b>NONE</b>	<b>9 DAYS 10 MINUTES</b>	

## 6. Provision of Other Support Services

Assistance is provided to different city departments/offices, government agencies, barangays and homeowners in other tasks and activities like tree trimming; installation of tarpaulins, lanterns and Christmas decorations; CCTV rectification; dangling wires operation; debris removal and emergency rescue during typhoons or other calamities.

<b>OFFICE OR DIVISION:</b>		Office of the City Administrator - Task Force Streetlighting		
<b>CLASSIFICATION:</b>		Simple / Complex		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>WHO MAY AVAIL:</b>		Quezon City Government Offices/Departments Government Agencies Barangays Homeowners Association QC Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request letter from requesting parties</li> <li>Walk-in request/ phone calls</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<u>TREE TRIMMING</u>				
1) Letter Request or Phone Call	1) Receive letters and/or phone calls 2) Route Assignment 3) Evaluate request and prepare schedule of trimming 4) Issue Job Order 5) Approve Job Order 6) Notify and coordinate with requesting party on schedule	None	5 minutes  1 day 1 day  15 minutes 15 minutes 1 day* ----- 3 days 35 minutes  * depends on the scheduled number per day	Assigned Staff  Action Officer Assigned Officer  Assigned Officer Action Officer Team Leader with Electrical crew

<p style="text-align: center;"><u>PROVIDE ASSISTANCE FOR TARPAULINS/ LANTERNS/ DECORS/ CCTV</u></p> <p>1) Letter request with details of installation and complete materials</p>	<p>1) Receive letter request  2) Route Assignment  3) Prepare schedule based on given time frame  4) Issue Job Order  5) Approve Job Order  6) Coordinate with requesting party on schedule</p>	<p style="text-align: center;">None</p>	<p>5 minutes  1 day  30 minutes</p> <p>15 minutes  15 minutes  15 minutes</p> <p>-----  1 day, 1 hour and 20 minutes</p>	<p>Assigned Staff  Action Officer  Assigned Officer</p> <p>Assigned Officer  Action Officer  Team Leader with Civil and/or Electrical crew</p>
<p style="text-align: center;"><u>EMERGENCY RESCUE</u></p> <p>1) Phone calls from QC122 or QCDDRRMO</p>	<p>1) Receive phone call  2) Issue Job order for immediate response  3) Approve Job Order  4) Coordinate with Rescue Team</p>	<p style="text-align: center;">None</p>	<p>5 minutes  15 minutes</p> <p>15 minutes  15 minutes</p> <p>-----  50 minutes</p>	<p>Assigned Staff  Assigned Officer</p> <p>Action Officer  Immediate Supervisor,  Team Leader and Electrical crew</p>

# INTERNAL SERVICES

## 1. Formulation and Review of Proposed Policies or City Ordinances

Preparation and development of strategies, as well as thorough review of similar plans for an efficient and effective implementation of city programs or projects, through executive issuances or city ordinances.

<b>OFFICE OR DIVISION:</b>		OCA Divisions Assistant City Administrator for General Affairs		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL:</b>		City Government Officials and/or Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Written proposal</li> <li>• Draft of proposed policy instrument (Executive Order, Office Order, Memo Circular) or ordinance</li> <li>• Other supporting documents as warranted.</li> </ul>			Requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit proposal.	1.1. Receives and encodes document/s in the Document Tracking System. Routes document/s to concerned OCA Division.	None	5 minutes	<i>Assigned Staff</i> Administrative Division
	1.2. Conducts Complete Staff Work thru research; coordination with concerned city department/office;	None	15 days *	<i>Assigned Staff</i> concerned OCA Division



	review, evaluation and analysis; recommendation of action; preparation of necessary action documents Gives evaluation report and/or draft action documents to the Assistant City Administrator for General Affairs for final review.			
	1.3. Reviews legality on submitted report and action documents.	None	5 days	<i>Assistant City Administrator for General Affairs</i>
	1.4. Approves/signs document/s.	None	2 days **	<i>City Administrator</i>
	1.5. Releases signed documents.	None	5 minutes	<i>Releasing Officer/ Assigned Staff Administrative Division</i>
2. Follow-up.	2.1. Informs the requesting party on status of documents	None	1 minute	<i>Assigned Staff Administrative Division</i>
<b>TOTAL</b>		<b>NONE</b>	<b>22 DAYS 11 MINUTES</b>	

Note: \* May be extended for another 15 days due to the nature of activity requiring public policy.

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

## 2. Evaluation of Requests for Monetization of Leave Credits

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

<b>OFFICE OR DIVISION:</b>	Fiscal Management Division, Assistant City Administrator for Fiscal Affairs			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2G (Government to Government)			
<b>WHO MAY AVAIL:</b>	City Government Officials and/or Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter-request of official/employee</li> <li>• Endorsement/Indorsement of concerned department/office head</li> <li>• Other supporting documents as warranted.</li> </ul>			Requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submit document/s to the Receiving Area.	2.2. Receives and encodes document/s in the Document Tracking System. Routes document/s to the Fiscal Management Division.	None	5 minutes	<i>Assigned Staff</i> Administrative Division
	2.3. Conducts Complete Staff Work. Evaluates request and checks supporting docs. Interviews requesting party, <i>if necessary.</i>	None	30 minutes	<i>Assigned Staff</i> Fiscal Management Division
	2.4. Prepares transmittal	None	30 minutes	<i>Assigned Staff</i>

	documents for approval of the City Administrator.			Fiscal Management Division
	2.5. Reviews, initial transmittal document/s.	None	10 minutes	<i>Chief Administrative Officer/Acting Head</i> Fiscal Management Division
	2.6. Approves/signs document/s.	None	1 day *	<i>City Administrator</i>
	2.7. Releases signed documents.	None	5 minutes	<i>Releasing Officer/Assigned Staff</i> Administrative Division
3. Follow-up.	3.1. Informs the requesting party on status of documents	None	1 minute	<i>Assigned Staff</i> Administrative Division and/or Fiscal Management Division
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY * 1 HOUR 21 MINUTES</b>	

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

### 3. Processing of Selected Financial Documents

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

<b>OFFICE OR DIVISION:</b>		Fiscal Management Division, Assistant City Administrator for Fiscal Affairs		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
<b>WHO MAY AVAIL:</b>		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 Other local government units Private entities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Incoming financial documents: <ul style="list-style-type: none"> <li>● Payrolls</li> <li>● Checks</li> <li>● Disbursement Vouchers (DV)</li> <li>● Obligation Requests (OBR)</li> </ul>		HRMD CTO City Accounting Department City Budget Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Assigned Staff</i> Administrative Division

	1.2. Receives, records and checks completeness of submitted financial documents.	None	5 minutes	<i>Assigned Staff</i> 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	<i>Chief Administrative Officer/Acting Head</i> Fiscal Management Division
	1.4. Initials financial documents.	None	30 minutes*	<i>Assistant City Administrator for Fiscal Affairs</i>
	1.5. Signs financial documents (payrolls and disbursement vouchers on salaries and allowances).	None	30 minutes*	<i>Assistant City Administrator for Fiscal Affairs</i>
	1.6. Signs financial documents (disbursement vouchers and checks).	None	1 day*	<i>City Administrator</i>
	1.7. Releases signed documents to Administrative Division.	None	5 minutes	<i>Assigned Staff</i> Fiscal Management Division
2. Follow-up.	2.1. Informs requesting party on status of financial document.	None	1 minute	<i>Assigned Staff</i> Fiscal Management Division or Administrative Division

<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY * 1 HOUR 21 MINUTES</b>	
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Note: \* Subject to time availability of the signatories due to prior scheduled meeting/s or immediate notice by the City Mayor. Qualified for multi-stage processing.

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

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

<b>OFFICE OR DIVISION:</b>		Management and Organization Division, Assistant City Administrator for General Affairs		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL:</b>		Concerned City Departments/Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Proposal of city department/office</li> <li>• Office mandate and other legal bases</li> <li>• Plantilla positions</li> </ul>		End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 for General Affairs and/or Management and Organization Division.	None	5 minutes	<i>Assigned Staff Administrative Division</i>
	1.2. Conducts Complete Staff Work to determine feasibility of the Department or	None	20 days*	<i>Assigned Staff Management and Organization Division</i>

	Office to be rationalized/ reorganized. Coordinates with concerned city offices/ departments and relevant national government agencies for other necessary data. Submits report and drafts of necessary action documents to the City Administrator.			<i>Assigned Staff</i> by the Assistant City Administrator for General Affairs
	1.3. Approves/signs final revised action document/s.	None	2 days**	<i>City Administrator</i>
	1.4. Releases signed document/s.	None	5 minutes	<i>Records Officer/ Releasing Staff Administrative Division</i>
<b>TOTAL</b>		<b>NONE</b>	<b>22 DAYS * 10 MINUTES</b>	

Note:

\* Subject to completeness of data submitted and number of revisions made on the proposal.

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



## 5. Provision of Other Administrative Support Services

Evaluation of requests as well as the monitoring of usage and payment for the general administrative operation of the city in terms of fleet card usage, QCBus Program and installation of connections for telephone, electricity and water.

<b>OFFICE OR DIVISION:</b>		Management and Organization Division Operations, Coordination and Monitoring Division		
<b>CLASSIFICATION:</b>		Simple, Complex		
<b>TYPE OF TRANSACTION:</b>		G2B (Government to Business) G2G (Government to Government)		
<b>WHO MAY AVAIL:</b>		City departments/offices Concerned national government agencies with city government-issued service vehicle/equipment Service Provider		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Letter request for utility service connection and repair</li> <li>• Letter-request for new fleet card issuance or replacement of damaged/lost fleet card</li> <li>• Billing/Statements of Accounts</li> <li>• Daily Trip Ticket (QCBus Program)</li> </ul>		<ul style="list-style-type: none"> <li>• Requesting party</li> <li>• Requesting party</li> <li>• Service Provider</li> <li>• TTMD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter-request with supporting documents as warranted, or Billing Statement.	1.1. Receives and encodes document/s in the Documents Tracking System for Reference/Control Number. Routes to concerned Division.	None	5 minutes	<i>Assigned Staff</i> Administrative Division
	1.2. Conducts Complete Staff Work. Evaluates/verifies	Fleet Card Damaged = Php250.00;	7 days	<i>Assigned Staff</i> Management and Organization Division

	request or billing statement. Conducts inspection, if warranted. Submits evaluation report and appropriate action document/s.	Lost = Php400.00		or 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	<i>Head</i> Management and Organization Division or Operations, Coordination and Monitoring 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	10 minutes	<i>Assigned Staff/Releasing Officer</i> Administrative Division
	1.6. Coordinates with service provider.	None	10 days**	<i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division
	1.7. Encodes data on consumption. Monitors process flow of documents for payment by authorized signatories until	None	15 days***	<i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division

	signing of bank check.			
2. Follow-up.	2.1. Informs requesting party on status.	None	2 minutes	<i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division
<b>TOTAL</b>		<b>P400.00</b> <b>P250.00</b>	<b>32 DAYS</b> <b>17 MINUTES</b>	

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

\*\* Delivery of fleet card or installation date of connection depends on service provider.

\*\*\* Subject to turn-around time of concerned department/office during process flow for payment.

# CITY CIVIL REGISTRY DEPARTMENT

## 1. Registration of Regular and Timely Certificate of Live Birth

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Quezon City, within thirty (30) days from the date of birth.

<b>Office or Division:</b>	City Civil Registry Department – <b>Birth Registration Division</b> (Counter 18)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
For Legitimate Child ( <i>children born at the time of marriage of parents</i> ): <ul style="list-style-type: none"> <li>• Duly Accomplished Certificate of Live Birth Form (4 copies);</li> <li>• Marriage Certificate of Parents;</li> <li>• Passport (<i>If one or both parents is a foreigner</i>)</li> </ul>				
For Illegitimate Child ( <i>children born outside of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>;</li> <li>• Affidavit to Use the Surname of the Father (AUSF) executed by:               <ul style="list-style-type: none"> <li>• Mother or Father (deceased mother or in case of abandonment) for children below 7 years</li> <li>• Child if 7 to 17 years old, with Sworn Attestation of the Mother or Father (deceased mother/ in case of abandonment)</li> <li>• Child if 18 years old and above (majority age)</li> </ul> </li> </ul>		City Civil Registry Department - Counter 18		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificate of Live Birth and all the requirements	1. Receives Certificate of Live Birth for registration	None - Free within Days after birth	5 Minutes / Certificate Live Birth	Receiving Clerk City Civil Registry Department
	1.1. Checks completeness of entries and attachments			

	1.2. If complete, assigns regis number			
2. Receive registered person's copy of registered Certificate of Live Birth	2. Release personal copy to registrant			
<b>TOTAL:</b>		None	5 Minutes	
<p>Registration of Regular and Timely Certificate of Live Birth is qualified for multi- stage processing. All incomplete data/requirements will not be accepted.</p>				

## 2. Registration of Regular and Timely Certificate of Live Birth Via QC Birth Registration Online

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Quezon City, within thirty (30) days from the date of birth through the QC Birth Registration Online portal at the QC E-services.

<b>Office or Division:</b>	City Civil Registry Department – <b>Birth Registration Division</b> (Counter 18)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
For Legitimate Child ( <i>children born at the time of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>Duly Accomplished Certificate of Live Birth Form (4 copies);</li> <li>Marriage Certificate of Parents;</li> <li>Passport (<i>If one or both parents is a foreigner</i>)</li> </ul>				
For Illegitimate Child ( <i>children born outside of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>;</li> <li>Affidavit to Use the Surname of the Father (AUSF) executed by: <ul style="list-style-type: none"> <li>Mother or Father (deceased mother in case of abandonment) for children below 7 years old</li> <li>Child if 7 to 17 years old, with Sworn Attestation of the Mother or Father (deceased mother/ in case of abandonment)</li> <li>Child if 18 years old and above (majority age)</li> </ul> </li> </ul>		City Civil Registry Department - Counter 18		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>	Clerk monitors the QC Birth Registration Online (QC BRO) Dashboard. Once a submission received, Clerk shall evaluate the virtual accomplished Certificate of Live Birth Form and its		1-3 working Days upon receipt of submission	City Civil Registry Department staff
Click "Civil Registry Online Services"				
At the lower part of the page, click "Submit Birth Registration"				

Fill in all the required fields with the correct information about the child the circumstances of birth.	attachments.	NONE		
Upload the digital copy of the required documents to the assigned folder.				
An email notification will be received stating that the required original documents should be submitted.	Once documentar requirements are deemed complete and correct, clerk updates the status submission to "For Submission of Original Documents".  Clerk then prints, four (4) copies, the virtually accomplished Certificate of Live Birth			
Proceed to the City Civil Registry Department Office to submit original documents.	Receives original requirements for b registration  If complete, assign registry number.		5 Minutes	
Receive personal copy of registered Certificate of Live birth	Release personal copy to registrant			
	TOTAL	NONE	1-3 Working Days	
Registration of Regular and Timely Certificate of Live Birth is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.				

### 3. Late Registration of Certificate of Live Birth

This is the process of registering the Certificates of Live Birth of Filipino citizens, born in Quezon City, after the thirty (30)-day filing period from the date of birth of the person or those who have no existing record in the Register of Births of the City.

<b>Office or Division:</b>	City Civil Registry Department – Birth Registration Division ( <b>Counter 16</b> )
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/ other birth attendants, QC Constituents, Non-QC residents (who were born in QC)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Accomplished Certificate of Live Birth for Late Registration (4 copies)	Hospital, Maternity/Lying-In Clinics, other birthing facilities or City Civil Registry Department (Counter 16)
Signed Affidavit for Delayed Registration at the back of the Certificate of Live Birth form	
Negative Certification of Birth from PSA	PSA
Certificate of No Record (CNR)	City Civil Registry Department - Counter 1 or 2
Any two of the following documents which show the name, date and place of birth of the child, name of the mother and father (if acknowledged): <ul style="list-style-type: none"> <li>• Baptismal Certificate (1 original, 1 photocopy)</li> <li>• School Record (Form 137) or Report Card (Form 138)</li> <li>• Income Tax Return of Parents</li> <li>• Insurance Policy</li> <li>• Medical Records</li> <li>• Barangay Certification</li> <li>• Member's Data Record</li> <li>• Member's Data Form</li> <li>• SSS E-1 Form</li> <li>• Voter's Certification</li> </ul>	Religious Institutions Sch ool BIR Concerned Hospitals or other birthing facilities Barangay of residence PhilHealth Pag-ibig SSS COMELE C
For Legitimate Child: <ul style="list-style-type: none"> <li>• Original or Certified True Copy of Parents' Certificate of Marriage</li> </ul>	PSA or the Local Civil Registrar where the marriage certificate was registered



<ul style="list-style-type: none"> <li>• For Illegitimate Child Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>;</li> <li>• Affidavit to Use the Surname of the Father (AUSF) executed by: <ul style="list-style-type: none"> <li>• Mother or Father (deceased mother or in case of abandonment) for children below 7 years old</li> <li>• Child if 7 to 17 years old, with Sworn Attestation of the mother or Father (deceased mother/ in case of abandonment)</li> <li>• Child if 18 years old and above (majority age)</li> </ul> </li> <li>• Joint Affidavit of Two Disinterested Persons / Witnesses</li> <li>• Government issued ID or Cedula</li> </ul>	City Civil Registry Department - Counter 16;			
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 falls on Saturday or Sunday, release shall be on a Monday	<i>Receiving / Releasing Clerk</i>  City Civil Registry Department
	1.1. If Issued with a CNR, provides requirements for late registration of birth certificate 1.2. Upon completion of requirements, issues a dummy Certificate of Live Birth Form to be Filled-out by the applicant 1.3. If completely filled – out with attached requirements, issues order of payment	Late Registration - PHP 150.00		
2. Pays at City Treasurer's Office the corresponding fees	2. Once paid, gives personal copy of applicant/ registrant indicating the date of release			<i>Collector</i> City Treasurer's Office

3. 10 days Mandatory Posting Period	3. Once paid, wait for the mandatory posting period of 10 days			<i>Receiving / Releasing Clerk City Civil Registry Department</i>
4. Release Date	4. Date of Release shall be the 11 <sup>th</sup> day			
		PHP 200.00	11 Days	
	<b>TOTAL:</b>	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.

## 4. Late Registration of Certificate of Live Birth Via QC Birth Registration Online

This is the process of registering the Certificates of Live Birth of Filipino citizens, born in Quezon City, after the thirty (30)-day filing period from the date of birth of the person who have no existing record in the Register of Births of the City, through the QC Birth Registration Online portal at the QC E-services.

<b>Office or Division:</b>	City Civil Registry Department – <b>Birth Registration Division</b> (Counter 18)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
For Legitimate Child ( <i>children born at the time of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Duly Accomplished Certificate of Live Birth Form (4 copies);</li> <li>• Marriage Certificate of Parents;</li> <li>• Passport (<i>If one or both parents is a foreigner</i>)</li> </ul>				
For Illegitimate Child ( <i>children born outside of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>;</li> <li>• Affidavit to Use the Surname of the Father (AUSF) executed by:               <ul style="list-style-type: none"> <li>• Mother or Father (deceased mother or in case of abandonment) for children below 7 years old</li> <li>• Child if 7 to 17 years old, with Sworn Attestation of the Mother or Father (deceased mother/ in case of abandonment)</li> <li>• Child if 18 years old and above (majority age)</li> </ul> </li> </ul>		City Civil Registry Department - Counter 18		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	Clerk monitors the QC Birth Registration Online (QC BRO) Dashboard.		1-3 working Days upon receipt of submission	City Civil Registry Department staff
Click "Civil Registry Online Services"	Once a submission			

At the lower part of the page, click "Submit Birth Registration"	is received, Clerk shall evaluate the virtually accomplished Certificate of Live Birth Form and its attachments.			
Fill in all the required fields with the correct information about the child and the circumstances of birth.				
Upload the digital copy of the required documents to the assigned folder.				
An email notification will be received stating that the required original documents should be submitted.	Once documentary requirements are deemed complete and correct, clerk updates the status of submission to "For Submission of Original Documents".  Clerk then prints, in four (4) copies, the virtually accomplished Certificate of Live Birth.			
Proceed to the City Civil Registry Department Office to submit original documents.	Receiving Clerk informs applicant/ registrant to secure Certificate of No Record.  If Issued with a CNR, Clerk receives original requirements for birth registration	Certificate of No Record (CNR) - PHP 50.00	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	
Pays at City Treasurer's Office the corresponding fees	Once paid, gives personal copy of applicant/ registrant indicating the date of release	Late Registration Fee Php 150.00		City Treasurer's Office
10 days Mandatory Posting Period	Once paid, wait for the mandatory posting period of 10 days			City Civil Registry Department staff
Release Date	Date of Release shall be the 11th day			

	TOTAL	Php 200.00	11-14 Days	
<p>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.</p>				

## 5. Application and Issuance of Marriage License

The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Quezon City, and intends to marry in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - Counter 11	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who intends to marry in Quezon City) <i>*Marriageable Age: 18 years old; No "Legal Impediments to Marry"</i>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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 Baptism	
Certificate of No Marriage (CENOMAR)	PSA	
Community Tax Certificate (if no valid Government – issued Identification Card)	City Treasurer's Office	
2x2 picture of both applicants (1 for each applicant)	Client	
<p>If applicable:</p> <ul style="list-style-type: none"> <li>• <b>Municipal Form No. 92</b> <i>Consent of Marriage of A Person Under Age (18- 20 yrs. old)</i></li> <li>• <b>Municipal Form No. 7</b> <i>Sworn Statement that Advice of Parents or Guardian has been asked (21-25 yrs. old)</i></li> <li>• <b>Municipal Form No. 8</b> <i>Advice upon Intended Marriage (21-25 yrs. old)</i></li> <li>• Certificate of Family Planning</li> <li>• Certificate of Marriage Counseling</li> </ul> <p>If either the contracting parties is previously married:</p> <ul style="list-style-type: none"> <li>• Judicial Decree of Annulment or declaration of nullity of his or her previous marriage</li> <li>• Judicial decree of Absolute Divorce</li> <li>• Death Certificate of the deceased spouse</li> </ul>	<p>City Civil Registry Department - Counter 11;</p> <p>City Civil Registry Department - Counter 11;</p> <p>City Civil Registry Department - Counter 11;</p> <p>City Health Department; Social Services and Development Department (SSDD);</p> <p>Court of the place where the decision was rendered;</p> <p>Court of the place where the decision was rendered;</p> <p>PSA</p>	

<p>For Foreigners:</p> <ul style="list-style-type: none"> <li>• Photocopy of valid passport (<i>indicating the date of arrival</i>)</li> <li>• Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials</li> <li>• Certificate of Family Planning and Marriage Counseling &amp; Responsible Parenthood</li> <li>• If Divorced: <ul style="list-style-type: none"> <li>• Copy of final decree or absolute divorce</li> </ul> </li> </ul> <p>❖ <b>Present to the Civil registry Officer the original copies of the requirements for examination;</b></p> <p>❖ <b>Personal appearance of both the contracting parties are required;</b></p> <p>❖ <b>Marriage License is valid for 120 days from the date of issuance.</b></p>	<p>Client;</p> <p>Embassy of country of origin based in the Philippines;</p> <p>City Health Department;</p> <p>Court where the divorce was decided</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification documents	1. Issuing clerk shall determine the residence of contracting applicants	None	<p><b>11 Days</b></p> <p>*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.</p> <p><b>Marriage license shall be issued on the 11<sup>th</sup> day from the submission of the application</b></p>	<i>Receiving / Releasing Clerk City Civil Registry Department</i>
2. Pay at City Treasurer's office the corresponding fees	2. Issues order of payment	Marriage License Application Form - PHP 50.00		<i>Collector City Treasurer's Office</i>
3. Submit the notarized marriage license application form and all the other required	3. Once the payment is received, issuing clerk shall give the	Filing Fee - PHP 100.00		<i>Receiving / Releasing Clerk City Civil Registry Department</i>

documents	marriage license application form		
4. Before release: Submit the Certificate of Family Planning and if applicable, submit the Certificate of marriage Counseling	4.Release of Marriage License	Marriage License - PHP 100.00	Receiving / Releasing Clerk City Civil Registry Department
		<b>TOTAL: PHP 250.00</b>	
<p>ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED</p> <p>Application and Issuance of Marriage License is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.</p>			



## 6. Registration of Marriage Certificate

The process of registering the Certificates of Marriage of constituents who married in Quezon City. Timely registration of Marriage Certificate is fifteen (15) days following the solemnization of marriage. For marriage exempt from license requirement, the prescribed period is thirty (30) days from the solemnization of marriage.

<b>Office or Division:</b>	City Civil Registry Department - Counter 12			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC constituents, Non-QC Residents (who were married in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Marriage (4 copies) signed by the solemnizing officer		Church, Place of marriage		
Original or Photocopy of Marriage License		Civil Registry of the place of residency		
Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer		Church		
If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)				
If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law.		Solemnizing officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a Certificate of Marriage for registration	1. Receives Certificate of Marriage for registration, check entries and signatures	None	5 Minutes / Certificate of Marriage	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at City Treasurer's office the corresponding fees	2. Issues order of payment	Registration Fee - PHP 50.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same	None	5 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 50.00	15 Minutes	
<b>ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED</b> Registration of Certificate of Marriage is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.				

## 7. Late Registration of Marriage Certificate

The process of registering the Certificates of Marriage constituents who married in Quezon City and which were not filed within 15 days following the solemnization of marriage or 30 days, for those exempted from marriage license requirement.

<b>Office or Division:</b>	City Civil Registry Department – Counter 12			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	QC constituents, Non-QC Residents (who were married in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Marriage (4 copies) signed by the solemnizing officer		Church, Place of marriage		
Original or Photocopy of Marriage License		Civil Registry of the place of residency		
Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer		Church		
If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)				
If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law.		Solemnizing officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a Certificate of Marriage for registration	1. Receives Certificate of Marriage for registration, check entries and signatures	None	5 Minutes / Certificate of Marriage	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at City Treasurer's office the corresponding fees	2. Issues order of payment	Registration Fee – PHP 150.00  Certificate of No Records (CNR) – PHP 50.00	<b>11 Days POSTING</b>  *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.	<i>Collector</i> City Treasurer's Office

3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same	None		<i>Receiving / Releasing Clerk City Civil Registry Department</i>
			<b>Certificate of Marriage shall be issued on the 11<sup>th</sup> day from the submission of the application</b>	
<b>TOTAL:</b>		PHP 200.00		
<p align="center"><b>ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED</b>  Registration of Certificate of Marriage is qualified for multi-stage processing.  All incomplete data/requirements will not be accepted.</p>				

## 8. Registration of Regular and Timely Certificate of Death

This is the process of registering the Certificates of Death of the constituents whose death occurred in Quezon City within thirty (30) days from the date of death.

<b>Office or Division:</b>	City Civil Registry Department - Counter 7			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors		
Autopsy Report		PNP - Medico-Legal Section		
Photocopy of Government Issued ID's		BIR, UMID, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Receiving / Releasing Clerk City Civil Registry Department</i>
2. Pays at City Treasurer's Office corresponding fees	2. Issues order of payment			<i>Collector City Treasurer's Office</i>
3. Receive and released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			<i>Receiving / Releasing Clerk City Civil Registry Department</i>
<b>TOTAL:</b>		PHP 50.00	20 Minutes	
<p>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</p>				

## 9. Late Registration of Certificate of Death

This is the process of registering the Certificates of Death of the constituents who died in Quezon City after the thirty (30)-day filing period from the date of death.

<b>Office or Division:</b>	City Civil Registry Department - Counter 7 and Counter 8			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors		
Autopsy Report		PNP - Medico-Legal Section		
Certificate of Burial/Cremation		Cemetery/Columbarium		
Certificate of Service		Funeral Parlors		
PSA Negative Certification		PSA		
Local Civil Registry (LCR) Certificate of No Record (CNR)		City Civil Registry Department - Counter 6 and 7		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Certificate of Death for late registration	1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	Certificate of No Record (CNR) - PHP 50.00	11 Days *mandated 10 days posting period from date of receipt	<i>Releasing Clerk / Acting Chief</i> City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. Issues order of payment	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	<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
<b>TOTAL:</b>		PHP 200.00	11 Days	
<p>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.</p>				

## 10. Request for Exhumation Permit

This is the process of securing Exhumation permit for constituents whose death occurred in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department – Window, 6, 7, 8			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who presently buried in all public and Private Cemeteries in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Certificate of Death	where the Certificate of Death registered Health Department (Superhealth)			
Exhumation Letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Certificate of Death to the Health Department	Health Department shall review the exhumation request;			
2. Once reviewed by the Health Dept., submit the Certificate of Death and exhumation letter for issuance of order of payment	Receives the Certificate of Death and Exhumation Letter	Exhumation of Cadaver Fee - PHP 75.00 Removal of Cadaver Fee PHP 75.00	20 - 30 Minutes	<i>Receiving / Releasing Clerk City Civil Registry Department</i>
3. Pays at City Treasurer's Office corresponding fees	Issues order of payment			<i>Collect or City Treasurer's Office</i>

4. Receive released document	Upon receipt of Official Receipt, record OR no. and release the same			<i>Receiving / Releasing Clerk City Civil Registry Department</i>
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## 11. Burial Process

This is the process of securing burial permit for constituents whose death occurred in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department – Window, 6, 7, 8			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors Civil Registry (Window 6, 7, 8)		
Affidavit of Undertaking (Bag-Bag Cemetery, Novaliches Cemetery)				
Negative Swab Test Result, if the cause of death is Covid related (Bag-Bag Cemetery, Novaliches Cemetery)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Certificate of Death to the Health Department	Health Department shall review the cause of death of the deceased;	Registration Fee - PHP 50.00	30 - 45 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Once reviewed by the Health Dept., submit the Certificate of Death for registration	Receives the Certificate of Death for registration, Interment Form for (Bag-Bag/Nova Cemetery) Checks if reviewed by health dept. and embalmer's signature	Burial Permit Fee PHP 50.00 If (Bag-Bag/Nova Cemetery) Niche PHP 500 (120cm below Length of Casket) Interment Fee PHP 1500 (121cm Above Length of Casket)		



3. Pays at City Treasurer's Office corresponding fees	Issues order of payment			<i>Collector City Treasurer's Office</i>
4. Receive released document	Upon receipt of Official Receipt, assign registry no. and release the same			

## 12. Cremation Process

This is the process of securing cremation permit for constituents whose death occurred in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department – Window, 6, 7, 8			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tentative Schedule of Cremation		Social Services Development Department (SSDD)		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors		
Cremation Permit		Civil Registry (Window 6, 7, 8)		
Certificate of Indigency		Office of the Barangay concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain a tentative schedule of Cremation from the SSDD				
2. Submit the Certificate of Death to the Health Department	Health Department shall review the cause of death of the deceased;			
3. Once reviewed by the Health Dept., submit the Certificate of Death for registration	Receives the Certificate of Death for registration, the tentative schedule of cremation; Checks if reviewed by health dept. and embalmer's signature	Registration Fee - PHP 50.00  Cremation Permit Fee (Baesa) – PHP 50.00	30 - 45 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
4. Pays at City Treasurer's Office corresponding fees	Issues order of payment			<i>Collector</i> City Treasurer's Office

5. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			
6. Submit the Registered Certificate of Death, Cremation Permit, and the Certificate of Indigency to SSDD	SSDD will schedule the cremation			<i>Social Services Development (SSDD)</i>
<b>TOTAL:</b>		PHP 100.00		

### 13. Request for Issuance of Certified True Copy of Birth Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR)

Copy of the Certificates of Live Birth registered in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Counter 1 or 2</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who was born in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for Birth Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the document owner: <ul style="list-style-type: none"> <li>- Authorization Letter or Special Power of Attorney from the document owner (one original)</li> <li>- Photocopy of Government Issued ID with signature of the document owner</li> <li>- Photocopy of the Government Issued ID of the representative</li> </ul>		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client/ Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Birth Certificate	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	- PHP 40.00	5 Minutes - if document is in the database (1945 – 2015)  5 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
<b>TOTAL:</b>		PHP 40.00/ EACH COPY	15 minutes – available on database 5 days – Manual searching	
Request for issuance of Birth Certificates is qualified for multi-stage processing.				

## 14. Request for Issuance of Certified True Copy of Marriage Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) Copy of the Certificates of Marriage registered in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Counter 3</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who married in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for Marriage Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the document owner: <ul style="list-style-type: none"> <li>- Authorization Letter or Special Power of Attorney from the document owner (one original)</li> <li>- Photocopy of Government Issued ID with signature of the document owner</li> <li>- Photocopy of the Government Issued ID of the representative</li> </ul>		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client/ Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Marriage Certificate - PHP 50.00	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		5 Minutes - if document is in the database (1945 – 2015)  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
<b>TOTAL:</b>		PHP 50.00/ EACH COPY	15 minutes – available on database 5 days – Manual searching	
Request for issuance of Marriage Certificates is qualified for multi-stage processing.				

## 15. Request for Issuance of Certified True Copy of Death Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) copy of the Certificates of Death registered in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - Counter 4			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who died in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for Death Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the document owner: <ul style="list-style-type: none"> <li>- Authorization Letter or Special Power of Attorney from the document owner (one original)</li> <li>- Photocopy of Government Issued ID with signature of the document owner</li> <li>- Photocopy of Government Issued ID of the representative</li> </ul>		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		5 Minutes - if document is in the database (1945- 2015)  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
<b>TOTAL:</b>		PHP 40.00/ EACH COPY	15 minutes – available on database 5 days – Manual searching	

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

## 16. Request for Issuance of Certified True Copy of Birth/ Marriage and Death Certificates via Civil Registry Online Services

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) Copy of the Certificates of Live Birth registered in Quezon City through the Civil Registry Online Services portal at the QC E-services.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p> <p>Click "Civil Registry Online Services"</p> <p>At the lower part of the page, click "Apply for a Certificate"</p> <p>Fill in all the required fields with the correct information about the document you are requesting.</p>	<p>Verifier handling the "Civil Registry Online Services" through the QC E-service portal, receives an online request for Certified True Copy with corresponding Reference number.</p>	NONE	1-3 working Days upon receipt of submission	City Civil Registry Department
<p>An email notification will be received stating that the CTC document is ready for pick-up.</p>	<p>Verifier conducts electronic or manual verification</p> <p>If a record is found, verifier updates the status at the portal from "Pending" to "For pick-up".</p>			
<p>Proceed to the City Civil Registry Department office to pick-up the document.</p>	<p>Receiving clerk receives the printed e-mail confirmation with reference number and other necessary documents.</p>		5 minutes	
<p>Pays at the City Treasurer's Office the corresponding fees</p>	<p>clerk issues an Order of Payment</p>	<p>Php 40.00-80.</p>		City Treasurer's Office

	amounting to to be paid at the City Treasurer's Office.	00 per copy		
Receive document/s	Release the document			City Civil Registry Department
	TOTAL	Php 40.00-80. 00	1-3 Working Days	

## 17. Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

This is the process of allowing the child, born from March 19, 2004 onwards, whose parents are not married during the time of birth up to the present, but was acknowledged by the father, to use the surname of the father.

<b>Office or Division:</b>	City Civil Registry Department - Counter 14
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Parents of Quezon City-born illegitimate children
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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 ( <i>Form 137/ Form 138</i> ) Medical records ( <i>Immunization Record</i> )	School, Hospital
<p><b>FATHER:</b> To prove child's filiation, any two (2) of the following:</p> <ul style="list-style-type: none"> <li>• Employment Record</li> <li>• SSS/GSIS Record/ Insurance Policy</li> <li>• Income Tax Return (ITR)</li> <li>• Statement of Assets and Liabilities (SALN)</li> <li>• Pag – ibig / Philhealth (MDR)</li> </ul> <p><b>NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</b></p> <p>Please bring the following:</p> <ul style="list-style-type: none"> <li>- <b>Valid ID's or CEDULA</b></li> <li>- <b>Original documents and One (1) set photocopy</b></li> </ul> <p><b>***If not Acknowledged by the father, same requirements shall be required. Please prepare two (2) sets of Admission Paternity</b></p>	<p>Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR;</p> <p>Pag – Ibig/ Philhealth</p>

<p><b>If child is 0-6 yrs. old:</b></p> <ul style="list-style-type: none"> <li>• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother</li> </ul> <p><b>If child is 7 – 17 yrs. old:</b></p> <ul style="list-style-type: none"> <li>• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child with mother’s attestation</li> </ul> <p><b>If child is above 18 yrs. old:</b></p> <ul style="list-style-type: none"> <li>• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child without mother’s attestation</li> </ul>		City Civil Registry Department - Counter 13		
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	RA. 9255- PHP 100.00  Certified True Copy (CTC)- PHP 120.00	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		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.  3.1. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.	Admission of Paternity - PHP 300.00  Legal Instrument - PHP 150.00	3 Days	<i>Searcher / Processor / Signing Officer</i> City Civil Registry Department  <i>Releasing Clerk</i> City Civil Registry Department
	<b>TOTAL:</b>	Admission and Legal Instrument -		

		PHP 450.00 Admission, AUSF, Legal Instrument and CTC -PHP 670.00		
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**ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED**

Admission of Paternity is qualified for multi-stage processing. All incomplete data/requirements will not be accepted

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

Legitimation is the process of allowing the child who was born outside wedlock of parents who, at the time of conception of the former were not disqualified by any impediment to marry each other or were so disqualified only because either or both of them were below eighteen (18) years of age, but has a subsequent marriage, to use the surname of the father.

Supplemental Report is the process of supplying the missing or omitted information in the Certificates of Live Birth registered in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - Counter 13
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Parents/minor parents of Quezon City-born illegitimate children who eventually married each other; document owner with missing entry in the COLB (supplemental)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<b>For Legitimation with Admission of Paternity and Legitimation including R.A. 9858:</b>	
Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)	PSA
Certificate of Marriage of parents - PSA or Local Copy	PSA; City Civil Registry Department - Counter 3
Child's Certificate of Live Birth - PSA copy or Local Copy	PSA; City Civil Registry Department - Counter 3
Government-issued/Valid Identification Card of the Parents	
Signed Joint Affidavit of Legitimation (parents who have no legal impediment to marry)	City Civil Registry Department – Counter 13
Signed Supplemental Joint Affidavit of Legitimation under R.A 9858 (parents who were disqualified to marry each other due to minority)	Public Attorney's Office; law Offices
Affidavit Of Admission of Paternity	City Civil Registry Department – Counter 13
<b>FATHER:</b> To prove child's filiation, any two (2) of the following: <ul style="list-style-type: none"> <li>• Employment Record</li> <li>• SSS/GSIS Record/ Insurance Policy</li> <li>• Income Tax Return (ITR)</li> <li>• Statement of Assets and Liabilities (SALN)</li> <li>• Pag – ibig / Philhealth (MDR)</li> <li>• Medical Record of the Child (immunization or baby book)</li> <li>• School Record of the Child</li> <li>• Baptismal Certificate of the Child (original)</li> <li>• <b>Joint Affidavit of Acknowledgement</b> (<i>executed by both parents, in the absence of proof</i>)</li> </ul>	Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR;  Pag – Ibig/ Philhealth Hospitals; Clinics  School  Public Attorney's Office; Law Offices
<b>ADDITIONAL REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>• PSA copy of Death Certificate (if any or both parents are dead)</li> <li>• Certified True Copy of the Decision and Certificate of Finality of Annulment/ Divorce ( if any or both parents are annulled or divorced from the first marriage)</li> </ul>	PSA  Court
<b>NOTE:</b> <ul style="list-style-type: none"> <li>• <b>PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</b></li> </ul> <b>LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY:</b>	

<ul style="list-style-type: none"> <li>Any or both parents have previous valid marriage</li> <li>Child is conceived and born without any Court Order or Decision of Annulment of Divorce</li> </ul> <p><b>Please bring the Original documents and One (1) set photocopy</b></p>				
<p>For <b>SUPPLEMENTAL</b>:</p> <ul style="list-style-type: none"> <li>PSA Copy of the Certificate of Live Birth/ Marriage/ Death (1 original)</li> <li>Local Copy of the Certificate of Live Birth/ Marriage/ Death (1 original)</li> <li><b>Affidavit of Supplemental Report</b></li> </ul>		PSA City Civil Registry Department – Counter 1 or 2 Public Attorney’s Office; Law Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents	requirements for registration, check if documents are in	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  3.1. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly signed before release.	Legal Instrument - PHP 150.00  Supplemental Report - PHP 100.00	3 Days	<i>Receiving Clerk</i> City Civil Registry Department  <i>Searcher / Processor</i> City Civil Registry Department  <i>Releasing Clerk</i> City Civil Registry Department



	<b>TOTAL</b>	Legitimation, Admission and Legal instrument - PHP 850.00		
		Legitimation and Legal Instrument - PHP 550.00		
		Supplemental Report and Legal Instrument - PHP 250.00		

**ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED**

Legitimation with Admission of Paternity, Legitimation including R.A. 9858, and Supplemental are qualified for multi-stage processing. All incomplete data/requirements will not be accepted

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

This is the process of allowing the document owner to have his/her first name be changed in his/her Certificate Live Birth.

<b>Office or Division:</b>	City Civil Registry Department - Counter 19 and 2 <sup>nd</sup> Floor
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Certified True Copy /Local Copy of the Certificate of Live Birth (3 original)	City Civil Registry Department - Counter 1, 2, or 3
Authenticated/Latest PSA Copy of the Certificate of Live Birth (1 original, 3 photocopies should be in legal size paper)	PSA

<p><b>Mandatory requirements to be submitted (3 photocopies - should be in legal size paper):</b></p> <ul style="list-style-type: none"> <li>• Certification of Employment with no pending case (if employed);</li> <li>• Affidavit of Non-Employment (If not employed);</li> <li>• NBI Clearance (latest) <b>purpose: For Change of First Name</b></li> <li>• Police Clearance (latest with 6 months validity) <b>purpose: For Change of First Name</b></li> </ul>	<p>Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice;</p> <p>NBI; Police District Office</p>
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<p>Any three (2) of the following <b>Supporting Documents</b> 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):</p> <ul style="list-style-type: none"> <li>• Baptismal Certificate</li> <li>• School Records</li> <li>• Voter's Affidavit</li> <li>• SSS/GSIS Records</li> <li>• Medical or Business Record</li> <li>• Certificate of Marriage (if applicable)</li> <li>• Certificate of Live Birth of Child</li> <li>• (2) Government-issued / Valid Identification Card or CEDULA</li> </ul> <p>*NOTE: The processor will determine applicable documents</p>	<p>Place of baptism;</p> <p>School of Client; Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office</p>
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<p><b>Other relevant documents the Civil Registrar may require for the approval of the Petition</b></p>	<p>Depends on the documents required</p>
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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	30 Minutes/ petition	Interviewer/ Processor City Civil Registry Department

	1.2. Issues list of applicable requirements.	Publication - PHP 2,300.00	10 Days mandatory posting period	
2. On the 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 number, signed by the petitioner/ attorney-in- fact and gives contact numbers for follow-up after 3 months.	Additional fee for Migrant Petition - PHP 1,000.00		<i>Collector</i> City Treasurer's Office
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.		4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Interviewer / Processor</i> City Civil Registry Department
				<i>Interviewer / Processor</i> City Civil Registry Department
			Interview time (10 minutes)	<i>Receiving Clerk / Processor</i> PSA
			<i>Processor / Releasing Clerk</i> City Civil Registry Department	
<b>TOTAL:</b>		PHP 5,300 For Migrant Petition- PHP 6,300	3-4 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

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

This is the process of allowing the document owner to correct clerical or typographical error in his/her Civil Registration documents.

**(Birth Certificate, Marriage Certificate, Death Certificate).**

<b>Office or Division:</b>	City Civil Registry Department - Counter 19 and 2 <sup>nd</sup> Floor
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage, and Death

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 (1 original, 3 photocopies should be in legal size paper)		PSA		
<p>Any three (2) of the following <b>Supporting Documents</b> 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):</p> <ul style="list-style-type: none"> <li>• Certificate of Live Birth (Wife/Husband, for Marriage Petition)</li> <li>• Baptismal Certificate</li> <li>• School Records</li> <li>• Voter's Affidavit</li> <li>• SSS/GSIS Records</li> <li>• NBI Clearance (latest)</li> <li>• Police Clearance (latest,6 months validity)</li> <li>• Medical or Business Record</li> <li>• Certificate of Marriage</li> <li>• Certificate of Live Birth of Child/Children</li> <li>• Certificate of Live Birth of the Father, Mother, and Siblings</li> <li>• Certificate of Marriage of Parents</li> <li>• (2) Government-issued / Valid Identification Card/ CEDULA</li> </ul> <p>*NOTE: A processor will determine applicable documents</p>		<p>PSA;</p> <p>School of Client; Comelec; SSS; GSIS; Hospital; NBI Police</p> <p>Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office</p>		
Other relevant documents the Civil Registrar may require for the approval of the Petition		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	<p>1. Receiving clerk compares PSA and local copy for consistency of discrepancy.</p> <p>1.2. Issues list of applicable requirements.</p>	Filing fee - PHP 1,000.00	<p>30 Minutes/ petition</p> <p>10 Days mandatory</p>	<p><i>Interviewer / Processor</i></p> <p>City Civil Registry Department</p>

			posting period	
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2. On the interview, submits requirement to processor.	2. If requirements are in order, issues order of payment	Additional fee for Migrant Petition - PHP 500.00		
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	Collector City Treasurer's Office
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.		*Time of interview: (10 minutes)	Interviewer / Processor City Civil Registry Department
<b>TOTAL:</b>		PHP 1,000.00 For Migrant Petition - PHP 1,500.00	2-3 Months	Receiving Clerk / Processor PSA  Processor / Releasing City Civil Registry Department

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 process.

## 21. R.A. 10172 Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth (in the Certificate of Live Birth)

This is the process of correcting the entry of the sex or day and/or month of date of birth of the document owner in his/her Certificate of Live Birth.

<b>Office or Division:</b>	City Civil Registry Department - Counter 19 and 2 <sup>nd</sup> Floor
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	<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
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

<b>Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)</b>	City Civil Registry Department - Counter 1, 2, or 3
<b>Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)</b>	PSA
<b>Mandatory requirements to be submitted (3 photocopies - should be in legal size paper):</b> <ul style="list-style-type: none"> <li>● Certification of Employment with no pending case (<i>if employed</i>);</li> <li>● Affidavit of Non-Employment (<i>If not employed</i>);</li> <li>● NBI Clearance (latest) <b>purpose: Petition to correct Date of Birth/Sex</b></li> <li>● Police Clearance (latest with 6 months' validity) <b>purpose: Petition to correct Date of Birth/Sex</b></li> <li>● Baptismal Certificate</li> <li>● Elementary School Record</li> <li>● (2) Government-issued / Valid Identification Card or CEDULA</li> <li>● <b>Medical Certification (for petition to correct entry of sex)</b> issued by an accredited government physician that the petitioner did not undergone sex change or sex transplant with the following required information: <ul style="list-style-type: none"> <li>- Full name of government physician with valid medical/PRC license</li> <li>- Name of hospital, designation, and contact number</li> </ul> </li> <li>● Medical Record</li> </ul>	Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office; Hospital / Clinic  Place of baptismal; School of Client; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office

*NOTE: A processor will determine applicable documents	
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<b>Other relevant documents the Civil Registrar may require for the approval of the Petition</b>	Depends on the documents required
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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.			<i>Interviewer / Processor City Civil</i>



	1.2. Issues list of applicable requirements.		*30 Minutes/ petition	Registry Department
2. On the interview, submits requirement to processor.	2. If requirements are in order, issues order of payment	Filing fee - PHP 3,000.00  Publication - PHP 2,300.00  Additional fee for Migrant Petition, Date of Birth - PHP 1,000.00	10 Days mandatory posting period  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 3 months.		4 Weeks (in PSA Legal Division) depending on the volume of transaction  *Time of interview (10minutes)	<i>Collector</i> City Treasurer's Office
				<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>Receiving Clerk / Processor PSA</i>
		PHP 5,300.00	3-4 Months	<i>Processor / Releasing City Civil Registry Department</i>
<b>TOTAL:</b>		For Migrant Petition - PHP 6,300.00		

Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth in the Certificate of Live 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.

# CITY GENERAL SERVICES DEPARTMENT

## 1. Preparation of disbursement voucher- Procurement of Goods, Infrastructure, Projects, and Consultancy Services

The Disbursement Voucher is being prepared as part of the requirements in the payment for services rendered or goods delivered, including claims on Infrastructure, Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al.

<b>Office or Division:</b>	<b>ADMINISTRATIVE DIVISION</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business	
<b>Who may avail:</b>	Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

<p>a. For Bidding / Negotiated / Shopping</p> <ul style="list-style-type: none"> <li>● Approved Acceptance and Inspection Report (1 original copy)</li> <li>● Approved Requisition and Issue Slip</li> <li>● Delivery &amp; Invoice Receipts (1 original)</li> <li>● Approved Purchase Order, Purchase Order, and Contract, if any (1 photocopy)</li> </ul> <p>b. For Infrastructure</p> <ul style="list-style-type: none"> <li>● Billing Statement / Contract / Notice to Proceed / Notice to Commence (1 photocopy)</li> </ul> <p>c. For Retention</p> <ul style="list-style-type: none"> <li>● Letter Request, Certificate of Acceptance (End-User) / Delivery &amp; Invoice Receipts (1 original copy)</li> <li>● Old Disbursement Voucher / Purchase Order / Purchase Request, Notice of Award &amp; Notice to Proceed (1 photocopy)</li> </ul> <p>d. Insurance</p> <ul style="list-style-type: none"> <li>● Policy Schedule from GSIS &amp; Certification (in good running condition) from the CGSD</li> </ul> <p>e. For Reimbursement</p> <ul style="list-style-type: none"> <li>● Certificate of Acceptance (End-User) / Delivery &amp; Invoice Receipts (1 original copy)</li> <li>● Old Disbursement Voucher / Obligation Request Slip/ Purchase Order / Purchase / Confirmatory Report/ Requisition and Issue Slip / Inspection Report / Justification/ Request, Notice of Award &amp; Notice to Proceed (1 photocopy)</li> </ul>		<p>Administrative Division, Fiscal Management Section (FMS)</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Complete Checklist of Requirements are submitted to the Administrative Division, Fiscal Management Section (FMS)	1.1. Receives and records document / Conducts initial evaluation of completeness of documents	None	6 minutes	Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.2. Assigns personnel who will prepare vouchers / Review completeness of documents / Prepares voucher / Review final voucher	None	1 hour	Division Chief / Section Chief / Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.3. Forwards the voucher to the Records Management & Control Division (RMCD)	None	4 minutes	Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.4.1. <i>For Infrastructure &amp; Retention</i>  Prepares endorsement letter, addressed to the end-user / Release of voucher, for signature of the end-user	None	5 minutes	Clerical Staff Records Management and Control Division (RMCD)
	1.4.2. <i>For Goods &amp; Services</i>  Coordinates with the end-user / Release of voucher, for signature of the end-user	None	10 minutes	Clerical Staff Records Management and Control Division (RMCD)
	1.5. <i>For Goods &amp; Services</i>  Forwards the signed voucher with the complete documents to the Officer-In-Charge, CGSD, for signature of Acceptance and Inspection Report (AIR)	None	5 minutes	Clerical / Releasing Staff Records Management and Control Division (RMCD)

	<p>1.6. For Goods &amp; Services</p> <p>Prepares transmittal letter upon return of the signed Acceptance and Inspection Report (AIR) / Forwards voucher to the City Accounting Department</p>	None	1 hour	Clerical / Releasing Staff Records Management and Control Division (RMCD)
	<b>TOTAL:</b>	<b>None</b>	<p>Infrastructure &amp; Retention:</p> <p><b>1 hour &amp; 15 minutes</b></p> <p>Goods &amp; Services:</p> <p><b>2 hours &amp; 25 minutes</b></p>	

*Note: Processing time is applicable only to regular transactions.*

## 2. Provision/ Fast Tracking 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.

<b>Office or Division:</b>	<b>RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	The Bureaucracy; All City Constituencies, with concern			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter- requests with valid reason/ endorsement (1 original and 2 photocopies)		The Bureaucracy; All City Constituencies, with concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits authenticated letter-requests  <ul style="list-style-type: none"> <li>Personal (submit at receiving area of Records Management &amp; Control Division)</li> </ul> E-mail (send to <a href="mailto:gsd@quezoncity.gov.ph">gsd@quezoncity.gov.ph</a> )	1.1. Checks availability of document / letter / communication for reproduction	None	30 minutes	Staff, Records Storage Section (RSS)  Records Management and Control Division (RMCD)
	1.2. Approves release of requested document/s	None	2 minutes	Chief, RMCD & City Govt. Dep't. Head III

2. Receives requested copy of document/s	2.1. Releases to applicant/client	None	2 minutes	Releasing Staff Current Records & Mails Section, RMCD  -
	<b>TOTAL</b>	<b>None</b>	<b>34 minutes</b>	



### 3. 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 filled-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 are remitted to the City's Treasury Department.

<b>Office or Division:</b>	<b>RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD)</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Local Government Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request letter (1 original and 2 photocopies)</li> <li>Three (3) copies of Request for Authority to Dispose Records (NAP Form No. 3) signed by the head of agency</li> </ul>			Quezon City Local Government Offices/Departments	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter and three (3) copies of NAP Form No. 3	1.1. Receives, logs, and scans  Reviews if included in the RRDS	None	10 minutes	Receiving Staff Records Management and Control Division (RMCD) –  Records Officer & Chief, RMCD

2. Wait for action taken / release of endorsement letter addressed to NAP	2.1. Forwards letter to Department Head with recommendation as to RRDS compliance  Signs the endorsement letter addressed to NAP	None	1 hour	RMCD Records Officer, Division Chief  City Govt. Dep't. Head III
	2.2. Endorses to National Archives of the Philippines for final evaluation and approval and issuance of authority to dispose	None	14 days	Records Officer  RMCD
3. Transfers valueless records to RMCD storage	3.1. Transfer of valueless records with accompanying NAP approved authority to dispose, from requesting department to RMCD storage	None	30 minutes	RMCD staff and Representative/s Requesting Dept./Office
4. Witness the conduct of city-wide disposal of valueless records	4.1. Conducts city-wide disposal of valueless records	None	3 hours	RMCD staff and Representative s from: 1. Commission on Audit 2. Requesting Dept./Office 3. National Archives of the Philippines
	<b>TOTAL</b>	<b>None</b>	<b>14 days, 4 hours and 40 minutes (Excluding NAP processing of approval to dispose records)</b>	

#### 4. 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.

<b>Office or Division:</b>	<b>RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Housing Community Development and Resettlement Department (HCDRD)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request letter signed by the Department Head (1 original and 2 photocopies)</li> </ul> <p><b><u>1 certified copy of the following:</u></b></p> <ul style="list-style-type: none"> <li>Certified true copy of Cert. Authorizing Registration (CAR)</li> <li>Deed of Absolute Sale</li> <li>Contract to Sell</li> <li>Declaration of Tax Payment</li> <li>Certification of Full Payment (HCDRD &amp; CTO)</li> <li>Certification of Exemption from payment of Transfer Tax</li> </ul> <p><b><u>1 photocopy of:</u></b></p> <ul style="list-style-type: none"> <li>TCT</li> </ul>		Quezon City Housing Community Development and Resettlement Department (HCDRD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submits letter request duly signed by the HCDRD Department Head	1.1. Receives, logs, & scans	None	5 minutes	Receiving Staff Records Management and Control Division (RMCD)
2. Wait for action taken / release of requested Original Certificate of Title/s	2.1. Forwards to CGSD Department Head for approval	None	2 minutes	City Gov't. Dep't. Head III
	2.2. Returns to RMCD for review of required documents	None	10 minutes	City-owned Land Title Custodian and Division Head, RMCD
	2.3. Prepares endorsement letter to HCDRD for signature by the CGSD Dept. Head	None	10 minutes	City-owned Land Title Custodian, RMCD  City Gov't. Dep't. Head III
3. Receives the requested Original Certificate of Title/s	3.1. Transmits to HCDRD	None	10 minutes	City-owned Land Title Custodian, RMCD  Head, HCDRD
	<b>TOTAL</b>	<b>None</b>	<b>37 minutes</b>	

## 5. Posting of notices, advisories & bulletins & issuance of certificate 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.

<b>Office or Division:</b>	<b>RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Any Government Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original and 2 photocopies) with attached copy of document to be posted		Local and National Government Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter  <ul style="list-style-type: none"> <li>Personal (submit at receiving area of Records Management &amp; Control Division)</li> </ul> E-mail (send to <a href="mailto:gds@quezoncity.gov.ph">gds@quezoncity.gov.ph</a> )	1.1. Receives request	None	5 Minutes	Receiving Staff Records Management and Control Division (RMCD)
2. Wait for action taken / issuance and release of certificate of posting	2.1. Approves requests	None	5 minutes	Division Chief RMCD

	2.2. Posts requests	None	15 minutes	Clerical Staff RMCD
	2.3. Encodes Certification	None	15 minutes	Clerical Staff RMCD
	2.4. Initials Certificate of Posting	None	5 minutes	Division Chief RMCD
	2.5. Signs Certificate of posting	None	5 minutes	City Govt. Dept. Head III / Asst. Govt. Dept. Head
	2.6. Forwards to the Office of the City Mayor for Mayor's Certification with Seal (as per request only)	None	15 minutes	Clerical Staff RMCD
	2.7. Records Certification	None	5 minutes	Clerical Staff RMCD
3. Receives the approved certificate of posting	3.1. Issuance & Release of Certification to RMCD	None	5 minutes	Clerical Staff RMCD
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 15 minutes</b>  <b>(approximately 3 days with City Mayor's Certification)</b>	

## 6. 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. (Sec. 161 of COA Circular 92-386)

<b>Office or Division:</b>	<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Offices / Departments / Schools – Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• General Clearance Form (1 original copy)</li> <li>• Office Clearance - No Property Accountability (1 original copy, 1 duplicate copy)</li> <li>• Division Office Clearance (1 original copy, 1 duplicate copy)</li> <li>• ID Picture for Retirees, size: 2x2 (1 piece)</li> </ul>		<ul style="list-style-type: none"> <li>• Human Resource Management Department</li> <li>• Concerned Office/Departments</li>   <li>• Division Office, Division of City Schools</li>   <li>• Requesting Party</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for processing of General Clearance, with complete requirements	1.1. Receives, records, evaluates, affixes initials, approves AND signs request	None	1 hour	Receiving Staff, Records Management and Control Division (RMCD)

	a. Rank-and-File & Contractual			Staff, Inventory and Disposal Section - MPMCD
	b. Department Heads/ Accountable Officers/ Elected Officials	None	3 working days	Chief and Asst. Chief – MPMCD  CGADH III and CGDH III  CGADH III and CGDH III
2. Receives approved General Clearance	2.1. Releases approved Clearance	None	10 minutes	Receiving Staff, Records Management and Control Division  (RMCD)
	<b>TOTAL</b>	<b>None</b>	Rank-and-File & Contractual: <b>1 hour &amp; 10 minutes</b>  Department Heads/ Accountable Officers/ Elected Officials: <b>3 working days &amp; 10 minutes</b>	



## 7. 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, Accounting Department, and the Commission on Audit.

<b>Office or Division:</b>	<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Offices / Departments / Schools – Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Five (5) original copies of the following:</p> <ul style="list-style-type: none"> <li>● Inventory Form (GF 41A (3)– (4))</li> <li>● Acknowledgement Receipt for Equipment (ARE, GF 9(2))</li> </ul> <p>Property Acknowledgment Receipt (PAR, Appendix 51)</p> <ul style="list-style-type: none"> <li>● Inventory Custodian Slip (ICS, Appendix 9-9)</li> <li>● List of Unaccounted Movable Properties (QCG-GSD-LUMP-87)</li> </ul>		MPMCD- CGSD and / or End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Receives notice of Inventory taking activities	1.1. Issuance of memorandum together with schedule of inventory, to various offices/department	None	2 days	Receiving Staff, Records Management and Control Division (RMCD)
2. Partakes part of the Inventory Team	2.1. Conducts physical inventory of movable assets together with the Inventory Team	None	3 days	Staff, Inventory and Disposal Section
3. None	3.1. Reconciles Inventory Report by the assigned personnel 3.3.1 Establishment of List of Unaccounted Properties (if any)	None	5 days	Staff, Inventory and Disposal Section
4. Signs final inventory report as end-user	4.1. Prepares, affixes initials and signs final Inventory report	None	3 days	Staff, Inventory and Disposal Section  Asst.Chief and Chief - MPMCD
5. None	5.1. Submits and transmits final inventory report to: 1. Commission on Audit 2. City Accounting Department 3. Office of the City Mayor	None	1 day	Staff, Inventory and Disposal Section  Releasing Staff, Records Management and Control Division (RMCD)
	5.2. Furnishes copy to the end-user	None	5 minutes	Staff, Inventory and Disposal Section

	<b>TOTAL</b>	<b>None</b>	<b>14 days &amp; 5 minutes</b>	
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## 8. 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.

<b>Office or Division:</b>	<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business			
<b>Who may avail:</b>	Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Notice of Delivery (1 original copy and 3 photocopies)</li> <li>• Delivery Receipts (1 original copy and 3 photocopies)</li> <li>• Approved Purchase Order/s (3 photocopies)</li> </ul>		<ul style="list-style-type: none"> <li>• Supplier / End-user</li> <li>• Supplier</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Notice of delivery  (Inspection request)	1.1 Receives and records Notice of Delivery	None	5 minutes	Receiving Staff, Records Management and Control Division (RMCD)
	1.2. Notice of Delivery forwards to CGDH III (for instructions)	None	10 Minutes	City Gov't. Dep't. Head III
	1.3. Notice of Delivery forwards to MPMCD	None	5 minutes	Receiving Staff, Technical Inspection Section

	1.4. Assigns Technical Inspector	None	20 minutes	Chief, Technical Inspection Section
	1.5. Conducts inspection of deliveries	None	3 days	Inspector, Technical Inspection Section
	1.6. Prepares inspection report for review, affixes initials and approves report	None	4 hours	Inspector, Technical Inspection Section  Chief, Technical Inspection Section  Asst. Chief, MPMCD
	1.7. Approves and signs inspection column (AIR)	None	5 minutes	Chief, MPMCD
	1.8. Forwards duly approved and signed report to Fiscal Management Section, Administrative Division (For disbursement voucher preparation)	None	5 minutes	Receiving Staff, Technical Inspection Section
	<b>TOTAL</b>	<b>None</b>	<b>3 days, 4 hours &amp; 50 minutes</b>	

NOTE: Processing time is only applicable to regular transactions.

## 9. 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.

<b>Office or Division:</b>	<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Offices / Departments Barangays – Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Duly Accomplished Checklist Form</li> </ul>		Motorpool Division, CGSD		
<ul style="list-style-type: none"> <li>Certificate of Cover (GSIS), 1 original copy</li> </ul>		GSIS thru CGSD		
<ul style="list-style-type: none"> <li>LTO-Certificate of Registration (1 photocopy)</li> <li>LTO-Official Receipt of latest registration (photocopy)</li> </ul>		On file with CGSD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for LTO inspection schedule (Depends on the availability of motor vehicle)	1.1. Receives and records request	None	5 minutes	Staff, Programming and Utilization Section
	1.2. Assists end-user to undergo maintenance checklist	None	5 minutes	

2. Undergo maintenance checklist	2.1. Conducts inspection of motor vehicle	None	15 minutes	Mechanic personnel, Motorpool Division
3. Submits maintenance checklist	3.1. Assigns schedule for LTO inspection	None	5 minutes	Staff, Programming and Utilization Section
4. Brings motor vehicle at LTO for inspection.	4.1. Assists during inspection at LTO	None	4 hours	Staff, Programming and Utilization Section
	4.2. Facilitates renewal of Registration	None	4 hours	Staff, Programming and Utilization Section
	4.3. Prepares and transmits renewed O.R.  (with affixed initials and signature)	None	3 hours	Staff & Chief, Programming and Utilization Section  Asst.Chief and Chief - MPMCD
5. Receives photocopy of renewed O.R.	5.1. Furnishes photocopy of O.R. to end-user	None	10 minutes	Releasing Staff, Records Management and Control Division
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 3 hours &amp; 40 minutes</b>	

\*\*\* Request/s and other concerns regarding Inspection and Registration of Motor Vehicles are directly accommodated by MPMCD Staff





1. Submits request with complete prescribed forms, for schedule and checking of serviceable and unserviceable properties	1.1. Receives letter request	None	10 minutes	Receiving Staff, Records Management and Control Division (RMCD)
2. None	2.1. Receives, evaluates, verifies, and affixes initial on the submitted documents	None	20 minutes	Authorized Staff, Inventory and Disposal Section
3. Secures approved and duly signed gate pass	3.1. Conducts inspection of returned/turned-over serviceable /unserviceable properties	None	30 minutes	Authorized Staff, Inventory and Disposal Section
4. Bring the returned/turned-over serviceable /unserviceable properties to Manila Seedling Bank (MSB)	4.1. Transports the returned/turned-over serviceable /unserviceable properties to MSB	None	3 hours	Authorized Staff, Inventory and Disposal Section
4. None	4.1. Reviews/ affixes initials on the submitted documents	None	30 minutes	Chief, Inventory and Disposal Section  Asst. Chief, MPMCD  CGADH III
	4.2. Approves/ signs on the submitted documents	None	10 minutes	Chief, MPMCD  CGDH III

5. Receives copy of PRS / IIRUP / RWM	5.1. Releases approved documents	None	5 minutes	Authorized Staff, Inventory and Disposal Section
	<b>TOTAL</b>	<b>None</b>	<b>4 hours &amp; 45 minutes</b>	

## 11. 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.

<b>Office or Division:</b>	<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Bidders/ Private Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 original copy of the following: <ul style="list-style-type: none"> <li>● Property Return Slip (PRS)</li> <li>● Consolidated IIRUP &amp; RWM</li> <li>● In-house Appraisal Report</li> <li>● Bid Documents</li> </ul>		MPMCD, CGSD		
1 original copy and 3 photocopies of: <ul style="list-style-type: none"> <li>● Gate Pass</li> </ul>		Buildings & Grounds Management Division (BGMD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits bidding proposal	1.1. Receives & evaluates	None	1 hour	Secretariat - Disposal Committee, CGSD
2. Attends/ Participates in the bidding proper	2.1. Conducts Bidding  (Declaration of the highest offeror)	None	2 hours	Secretariat - Disposal Committee, CGSD

3. Submits all documentary requirements needed to qualify as the winning bidder	3.1. Conducts post evaluation process	None	3 days	Secretariat - Disposal Committee, CGSD
4. None	4.1 Prepares Notice of Awards approved and signed by the Committee on Disposal	None	2 days	Secretariat - Disposal Committee, CGSD
5. Receives Notice of Awards	5.1. Issues order of payment for the following:  a) 50% full payment of the offered bid  b) Performance bond equivalent to 25% of the offered bid	None	20 minutes	Secretariat - Disposal Committee, CGSD
6. Presents proof of payments applied from the City Treasurers Office accompanied with the Notice of Awards	5.1. Prepares Notice to Commence and Guidelines in Hauling	None	2 days	Secretariat – Disposal Committee, CGSD
7. Receives Notice to Commence and Guidelines in Hauling	5.1. Advises the awardee to secure Gate pass	None	10 minutes	Authorized Staff, Inventory and Disposal Section
8. Submits request to issue Gate pass for the awarded items	7.1. Receives and checks request	None	10 minutes	Authorized Staff, Inventory and Disposal Section
9. Receives approved Gate Pass	8.1. Issues approved and signed Gate pass	None	10 minutes	Authorized Staff, Inventory and

				Disposal Section
10. Hauls the awarded items	9.1. Monitors hauling process including clearing after hauling	None	15 days  (as the case maybe)	Authorized Staff, Inventory and Disposal Section  Chief, Inventory and Disposal Section  Asst.Chief and Chief – MPMCD  Chief, BGMD  CGDH III
11. Submits request for the issuance of Certificate of Completion	10.1 Issues Certificate of Completion  (for the withdrawal of performers bond)	None	1 day	Secretariat – Disposal Committee, CGSD
	<b>TOTAL</b>	<b>None</b>	<b>23 days, 3 hours and 50 minutes</b>	

## 12. Processing of Purchase Request (PR)/ Agency Procurement Request (APR)/ Requisition Issue Slip (RIS)

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.

<b>Office or Division:</b>	<b>CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Transacting Offices/Dept. of Q.C. Government			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Purchase Request, Agency Procurement Request, Requisition and Issue Slip (1 original copy and 3 photocopies)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Purchase Request (PR) / Agency Procurement Request (APR) / Requisition Issue Slip	1.1 Receives, logs and forwards to CWMD	None	7 minutes	Receiving Staff Records Management and Control Division (RMCD)
2. None	2 .1. Reviews / Evaluates as to Non-Availability from Central Stock/ DBM Catalogue	None	5 minutes	Staff / Chief, Storage Section / Assistant Division Chief - CWMD
	2.2. Forwards the same to Asst. Division Chief for review / initial			

	2.3. OIC-CWMD signs the certification as to availability or non-availability of the items listed in the Purchase Request	None	5 minutes	Officer-In-Charge - CWMD
3. Receives PR / APR / RIS	3.1. Releases PR / APR / RIS to end-user/s	None	5 minutes	Releasing Staff RMCD
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	

### 13. Receiving of goods/ deliveries

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 for each item received and issue the same to various offices and departments for their daily operation.

<b>Office or Division:</b>	<b>CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Contractors/Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Notice of Delivery (1 original copy and 3 photocopies)</li> <li>• Delivery Receipts / Sales Invoice (1 original copy and 3 photocopies)</li> <li>• Approved Purchase Order/s (3 photocopies)</li> </ul>		<ul style="list-style-type: none"> <li>• Supplier</li>   <li>• BAC</li>   <li>• Supplier</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Supplier to submit Notice of Delivery with the following attachments:  a. Notice of Delivery b. Approved PO c. Delivery Receipts	1. RMCD-GSD Receives Notice of Delivery to be forwarded to OIC-GSD for instruction 1. CWMD –delivery 2. MPMCD – inspection (advance info)	None	5 minutes	Receiving Staff Records Management and Control Division (RMCD)
	1.2. CWMD receives the deliveries (as scheduled 3 days prior to request)	None	30 minutes	Staff, Receiving and Programming Section



				CWMD
	<p>1.3. CWMD prepares request for inspection to the Technical Inspection Section- MPMCD copy furnished the COA</p> <p>1.3.1 Technical Inspector conducts inspection</p>	None	15 minutes	<p>Staff, Receiving and Programming Section</p> <p>CWMD</p> <p>(Technical Inspector)</p>
	<p>1.4. Items received and inspected shall now be recorded/registered to Warehouse Inventory System</p>	none	10 ± minutes	<p>Staff</p> <p>CWMD</p>
	<b>TOTAL</b>	<b>None</b>	<b>1 ± hour</b>	

## 14. 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 from 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.

<b>Office or Division:</b>	<b>CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Funded Requisition and Issue Slip (R.I.S.) (1 original copy and 3 photocopies)		End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits funded Requisition Issue Slip (RIS)	1.1 Receives, logs and forwards to CWMD	None	7 minutes	Receiving Staff Records Management and Control Division (RMCD)
2. None	2.1. Receives funded RIS and forwards the same to the OIC-CWMD  2.1.1. Refers to Chief, Storage and Processing Section	None	5 minutes	Staff / OIC  CWMD

	<p>2.2. Chief, Supplies and Storage Section prepares job order</p> <p>2.2.1. CWMD Staff prepares all the requested items for issuance</p>	None	10 ± minutes	<p>Section Chief / Staff Supplies and Storage Section (SPS)  CWMD</p>
3. Receives the requested goods	3.1. Issues goods to end-user	None	30 minutes	<p>Staff  SPS, CWMD</p>
	<b>TOTAL</b>	<b>None</b>	<b>52 ± minutes</b>	

## 15. Monitoring of issuances and utilization of supplies

As provided under Vol. 1, Chapter 6, Section 8 of the Government Accounting Manual for LGU (The Accounting Policies), monthly submission of Report of Supplies and Materials Issued (RSMI) should be done every 5th day of the following month. This is to monitor the proper utilization of supplies issued to various offices and departments. This will also establish an effective inventory management system as part of the reconciliation process of accounting records.

<b>Office or Division:</b>	<b>CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished and signed  1. Report of Supplies and Materials Issued (RSMI) 2. Requisition and Issue Slip 3. Copy of reference/s  a. Purchase Order  b. Agency Procurement Request		QC - Offices and Departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly accomplished RSMI and RIS (with supporting documents as references like PO, APR, etc.)	1.1 Receives, logs and forwards to CWMD	None	7 minutes	Receiving Staff Records Management and Control Division (RMCD)

	<p>2.1. Receives accomplished RSMI, RIS (with supporting docs) and forwards the same to the OIC-CWMD</p> <p>2.1.1. Refers to Acting Asst. Division Chief / Chief, Storage and Processing Section</p> <p>2.1.2 Chief, Storage and Processing Section gives instruction to evaluate the submitted documents</p>	None	5 minutes	Staff / OIC CWMD
	<p>3.1 CWMD Staff evaluates the documents</p> <p>3.1.1 If no discrepancy - subject to consolidation</p> <p>3.1.2 With discrepancy - prepares return letter to end-user</p>	None	5 ± days	Section Chief / Staff Supplies and Storage Section (SPS) CWMD
	<p>4.1. Consolidates RSMI.</p> <p>4.1.1 Drafts endorsement letter (for approval of OIC-GSD)</p> <p>4.1.2 Finalized endorsement letter approved by the OIC-GSD</p> <p>4.1.3 Forwards endorsement letter to RMCD for release to City Accounting Department</p>	None	30 minutes	Staff SPS, CWMD / RMCD

	<b>TOTAL</b>	<b>None</b>	<b>52 ± minutes</b>	
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## 16. Physical inventory supplies

In consonance with the provisions of COA Circular 92-386 relative to the conduct of annual physical inventory, all offices/departments/task forces/units of the Quezon City Government are mandated to submit an inventory of supplies and materials left in their storage on a semi-annual basis. A physical count of these supplies and materials shall be conducted to various offices and departments per schedule. Result of the physical count shall be consolidated per item category which shall then be furnished to the City Accounting Department, the Commission on Audit and the Office of the City Mayor.

<b>Office or Division:</b>	<b>CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished and signed 1.Report on the Physical Count of Inventory (RPCI)		QC - Offices and Departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly accomplished RPCI	1.1 Receives, logs and forwards to CWMD	None	7 minutes	Receiving Staff Records Management and Control Division (RMCD)

	<p>2.1. OIC-CWMD Receives Report on the Physical Count of Inventory (RPCI)</p> <p>2.1.1. Refers to Acting Asst. Division Chief / Chief, Storage and Processing Section</p> <p>2.1.2 Chief, Storage and Processing Section gives instruction to evaluate the submitted documents</p>	None	5 minutes	Staff / OIC CWMD
	<p>3.1 CWMD Staff evaluates the documents</p> <p>3.1.1 If no discrepancy - include in the schedule for the conduct of physical count</p> <p>3.1.2 With discrepancy - prepares return letter to end-user</p>	None	30 minutes	Section Chief / Staff Supplies and Storage Section (SPS) CWMD
	<p>4.1. Conducts physical inventory per schedule</p> <p>4.1.1 Consolidates the result of the physical count</p>	None	7 ± days	Staff SPS, CWMD /



	<p>5.1 Forwards the consolidated reports (RPCI) to the City Accounting Department, COA and Office of the City Mayor</p> <p>5.1.1 Drafts endorsement letter (for approval of OIC-GSD)</p> <p>5.1.2 Finalized endorsement letter approved by the OIC-GSD</p>	None	2 days	
	<b>TOTAL</b>	<b>None</b>	<b>9 days 42 ± minutes</b>	

## 17. 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.

<b>Office or Division:</b>	<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G– Government to Government			
<b>Who may avail:</b>	All City Constituents with Valid reasons (e.g. for City Development Project; Academic study or Thesis Reference)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request with authentication for Specific purpose		<ul style="list-style-type: none"> <li>• Client (Transacting Public)</li> <li>• Barangay</li> <li>• Other Agencies</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter for request 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

	<p>1.4. Land Inventory Section (LIS) evaluates Request Answer Query /Addresses Client Request</p> <ul style="list-style-type: none"> <li>· inspects/ verifies the location of requested property</li> <li>· request pertinent documents from National Agencies for validation of location</li> <li>· request for Real Property Assessment Records from City Assessor's Office</li> </ul>	None	5 days and 7 hours  <i>(including the coordination process with concerned agencies)</i>	Land Inventory Section (LIS) – Clerical Staff
	1.5. Reviews and initials	None	10 minutes	City Govt. Asst. Dept. Head III
	1.6. Approves by the Head, CGSD	None	15 minutes	City Govt. Dept. Head III
	1.7. Forwards docs. to RMCD for Release	None	5 minutes	Clerical Staff, FAMCD
2. Requesting party Receives Requested documents	2.1. Release of Documents RMCD	None	5 minutes	Clerical Staff, RMCD
	<b>TOTAL</b>	<b>None</b>	<b>6 days</b>	

Note: Processing Time varies on number of TCT's being requested.

## 18. 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.

<b>Office or Division:</b>	<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Transacting Public, Homeowners' Association, Party of Interest.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter communication or formal request		Client (Transacting Public)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department 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 to section concerned	None	10 minutes	Head, FAMCD

	1.4. Conducts: <ul style="list-style-type: none"> <li>· Ocular inspection</li> <li>· Verification / Research</li> <li>· Evaluation</li> <li>· Dialogue</li> </ul>	None	6 days  <i>(including the coordination process with concerned agencies)</i>	Section Concerned, FAMCD
	1.5. Encodes the result of inspection/ verification and submit to the Head, FAMCD	None	35 minutes	Clerical Staff - Concerned Section
	1.6. Reviews findings and forwards to assistant head of the department for approval or for further instruction	None	10 minutes	Head, FAMCD
	1.7. Reviews and initials	None	20 minutes	City Govt. Asst. Dept. Head III
	1.8. Approves by the Head, CGSD	None	20 minutes	City Govt. Dept. Head III
	1.9. 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
	<b>TOTAL</b>	None	<b>6 days, and 2 hours</b>	

## 19. 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.

<b>Office Division:</b>	or	<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>		
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Departments/Offices Barangay Chairman/School Principals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Inventory and Inspection Report of Unserviceable Properties (IIRUP)</li> <li>• Letter of Request for disposal/Barangay Resolution</li> <li>• Report of Waste Materials (RWM)</li> <li>• Latest photo of structure</li> </ul>		<ul style="list-style-type: none"> <li>• Barangay Chairman</li> <li>• School Principal</li> <li>• Head of Offices</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department 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	CGSD Head / Officer-in-Charge
	1.3. Assigns to section concerned	None	10 minutes	Head, FAMCD

	1.4. Facilitates IIRUP for Fixed Assets, WMR, and Gatepass	None	3 days	FAMCD Staff (Research and Disposition Section)
	1.5. Conducts Ocular inspection	None	1 day	FAMCD Staff (Research and Disposition Section)
	1.6. Forwards Disposal Documents to MPMCD for preparation of In-house Appraisal Report.	None	5 minutes	FAMCD Staff (Research and Disposition Section)
	<b>TOTAL</b>	<b>None</b>	<b>4 days and 30 minutes (excluding the activities of conformity and signature of the IIRUP, WMR, and Gatepass by the indicated signatories and the City Mayor)</b>	

## 20. 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.

<b>Office or Division:</b>	<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay Chairmen/School Principals/Head of Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request or Formal request</li> </ul>		<ul style="list-style-type: none"> <li>Barangay Chairman/School Principals</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department 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 to section concerned	None	10 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 inspection for verification of building size and area (with photo record) <ul style="list-style-type: none"> <li>● Research (if there is no existing plan)</li> <li>● Inspection</li> <li>● Drafting and Computation</li> </ul>	None	5 days	FAMCD Staff (LIS/BIIS)
	1.7. Prepares inventory report, site development plan and assign property card with property number and information sheet.	None	3 hours	FAMCD Staff (LIS/BIIS)
	1.8. Prepares draft of assignment for utilization for review and approval of the Division and Dept. Head.	None	30 minutes	FAMCD Staff (LIS/BIIS)
	1.9. Upon approval, prepare a final copy of assignment for utilization for signature of the Dept. Head	None	10 minutes	FAMCD Staff (LIS/BIIS)
	1.10. Forwards the assignment for utilization to the requesting party/end user for conformity and signature	None	10 minutes	FAMCD Staff (LIS/BIIS)

	1.11. Upon return of signed assignment for utilization 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)
	<b>TOTAL</b>	<b>None</b>	<b>5 days, 5 hours &amp; 20 minutes</b> <i>(excluding the activities of conformity and signature of the assignment for utilization by the end-user and City Mayor)</i>	

## 21. 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.

<b>Office or Division:</b>	<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen			
<b>Who may avail:</b>	Barangay Chairmen/School Principals/Head of Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>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</li> </ul>		FAMCD, CGSD and/or End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department 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 to section concerned	None	10 minutes	Head, FAMCD
	1.4. Conducts physical inventory / ocular inspection of city owned land and building	None	4 days	FAMCD Staff (LIS/BIIS)

	1.5. Reconciles inventory report with other office / department by the assigned personnel	None	1 hour	FAMCD Staff (LIS/BIIS)
	1.6. Prepares inventory report, site development plan, photo documentation	None	3 days	FAMCD Staff (LIS/BIIS)
	1.7. Checking and reviewing of final inventory report	None	1 hour	FAMCD Staff (LIS/BIIS)
	1.6. Reviews, signs, and forwards to assistant head of the department for further review	None	10 minutes	Head, FAMCD
	1.7. Reviews and initials	None	20 minutes	City Govt. Asst. Dept. Head III
	1.8. Approves by the Head, CGSD	None	20 minutes	City Govt. Dept. Head III
	1.9. 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
	<b>• TOTAL</b>	<b>None</b>	<b>7 days, 3 hours, and 25 minutes</b>	

## 22. Permit for distribution of leaflets/fliers

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

<b>Office or Division:</b>	<b>BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Employees / Agents of Real Estate Company			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>● Letter Request (1 original copy and 2 photocopies)</li> <li>● Duly filled-up Request Form for Distribution of Leaflets/ Fliers (2 original copies)</li> <li>● Sample Leaflet/ Fliers (2 original copies)</li> <li>● Photocopy of company ID (2 copies)</li> </ul>		<ul style="list-style-type: none"> <li>● Client</li>   <li>● Security and Housekeeping Services Section, BGMD</li>   <li>● Client</li>   <li>● Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request of permit for distribution of leaflets and fliers	1.1 Receives and logs letter request / Forwards letter request to the Department Head	None	10 minutes	Receiving Staff RMCD

	1.2. Forwards letter request with instruction to the BGMD  BGMD Head gives instruction	None	5 minutes	City Govt. Dept. Head III  Division Head / Clerical Staff  BGMD
2. Clients accomplish the form and submit requirements	2.1. Explains the guidelines and requirements	None	5 minutes	Clerical Staff  BGMD
	2.2. Evaluates and recommends approval of request	None	5 minutes	Section Chief  Security and Housekeeping Services Section
	2.3. Approves / Signs the request	None	5 minutes	Division Head BGMD
3. Receives approved permit	3.1. Issues approved permit to client	None	5 minutes	Clerical Staff  BGMD
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	

## 23. Issuance of gatepass

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.

<b>Office or Division:</b>	<b>BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All people with official transaction with the concerned Quezon City Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly filled-up Gate Pass Form with supporting documents (photocopies of Purchase Order, Receipts, Job Order Etc.) <ul style="list-style-type: none"> <li>· For Working Permits – 3 copies</li> <li>· For Catering – 2 copies</li> <li>· For Supplies – 4 copies</li> </ul>			Security and Housekeeping Services Section, BGMD / Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for Gate Pass Form and duly filled out form with complete necessary documents	1.1. Provides Gate Pass Form  Records the content of the gate pass in the logbook and indicates control number	None	10 Minutes	Clerical Staff  BGMD
2. Wait for the release of approved Gate Pass	2.1. Checks / Verifies the contents of the Gate Pass / Refer to concerned division	None	5 Minutes	Clerical Staff  BGMD

	2.2. Reviews / Initials / Recommends approval of Gate Pass	None	15 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
	2.3. Approves Gate Pass	None	15 minutes	City Govt. Asst. Dept. Head / City Govt. Dept. Head
3. Receives approved Gate Pass	3.1. Releases approved Gate Pass	None	5 minutes	Clerical Staff BGMD
	<b>TOTAL</b>	<b>None</b>	<b>50 minutes</b>	



## 24. Issuance of job order

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.

<b>Office or Division:</b>	<b>BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Offices within Quezon City Hall			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request (1 original copy and 2 photocopies) / verbal / phone request / email</li> <li>Job Order Form (1 original copy)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Building and Facilities Maintenance Section, Equipment Maintenance Section, BGMD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for repair	1.1. Receives, records & approves Request	None	10 Minutes	Clerical Staff / Section Chiefs / Division Chief  BGMD
2. Wait for action taken	2.1. Delegates the Job Order to concerned unit (Aircon, Carpentry, Electrical, Plumbing, Telephone, Janitorial)	None	10 Minutes	Unit Head / Clerical Staff BGMD
	2.2. Initial inspection of area requested for work and assessment if additional spare parts, supplies, tools or equipment (light or heavy) are needed	None	30 minutes	Unit Head / Maintenance personnel

	2.2. Secures needed supplies, tools or equipment from the stockroom	None	30 minutes	Storekeeper BGMD / Unit Head / Maintenance personnel
	2.3. Acts on the request	None	1 hour	Unit Head / Maintenance personnel
3. Signs the Job Order (Acknowledged portion)	3.1. Submits accomplished job order report	None	30 minutes	Unit Head / Maintenance personnel
	<b>TOTAL</b>	<b>None</b>	<b>2 hours &amp; 50 minutes</b>	

## 25. Request for venue, manpower assistance and logistics (sound system/tables/ chairs/ rostrum/ backdrop, extension outlets, etc.)

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

<b>Office or Division:</b>	<b>BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Departments/ Offices, National Government Agencies, Government activities organizers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request (1 original copy and 2 photocopies)</li> <li>Verbal or phone request</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter through:  Personal (submit at Records Management & Control Division)	1.1 Receives and logs letter request / Forwards letter request to the Department Head	None	10 minutes	Receiving Staff  Records Management & Control Division (RMCD)

E-mail (send to gsd@quez oncity.gov. ph)				
2. Wait for action taken or release of reply	2.1. Releases letter request to the concerned division with instruction of the Department Head	None	10 minutes	City Government Department Head III
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Verifies the availability of the requested logistics	None	10 minutes	Clerical Staff / Division Chief / Section Chief  BGMD
	2.3. Prepares reply letter either approved or disapproved  If approved, issues guidelines	None	30 minutes	Staff  Security and Housekeeping Services Section  BGMD
	2.4 Reviews and Initials reply letter	None	5 minutes	Section Chief / Division Head/ Asst. Dept. Head
	2.5. Approves and Signs reply letter	None	5 minutes	City Govt. Dept. Head III
3. Receives reply letter	3.1 Scans, logs, and releases reply letter to client through: <ul style="list-style-type: none"> <li>● Personal / Mail</li> <li>● E-mail</li> </ul>	None	1 hour	Releasing Staff  RMCD
	<b>TOTAL</b>	<b>None</b>	<b>2 hours and 10 minutes</b>	

## 26. Request for close circuit television (CCTV) footage

There are two (2) CCTV service providers in QC Hall compound, the QCDDRRMO and security agency of Quezon City Hall Compound. Other CCTV cameras in some offices are owned by respective users. CCTV cameras installed within the buildings, path walks, perimeter gates and other public facilities within the QC Hall premises were provided by the security agency in compliance with the technical requirements set forth in the Terms of Reference (TOR). The CCTV operation is being handled by the agency's security guard's certified CCTV operators and being monitored by the CGSD-BGMD Security Unit.

<b>Office or Division:</b>	<b>BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Any individual, groups, company, offices/ departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request (1 original copy and 2 photocopies)</li> <li>CCTV Request Form (2 original copies)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Security and Housekeeping Services Section, BGMD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits CCTV Request Form or letter request	1.1. Receives and logs request	None	10 Minutes	Clerical Staff RMCD & BGMD
2. Wait for action taken or release of request / response	2.1. Releases letter request to the concerned division with instruction of the	None	15 minutes	City Government Department Head III

	Department Head			
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Evaluates the nature and information of the request	None	15 Minutes	Staff Security Unit BGMD
	2.3. Records the request at the CCTV request logbook.	None	5 minutes	Clerical Staff Security Unit BGMD
	2.4 Evaluates / Recommends approval / Approves the CCTV Request Form	None	5 minutes	Security Unit/ Division Chief BGMD and Asst. Dept. Head - Operations
3. Receives request for assistance in the CCTV room	3.1. Releases request upon approval of the request.	None	5 minutes	Clerical Staff Security Unit BGMD
	<b>TOTAL</b>	<b>None</b>	<b>55 minutes</b>	

## 27. 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 serve as basis for approval.

<b>Office or Division:</b>	<b>MOTORPOOL DIVISION (MD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Government Offices/Departments and QC Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter Request for buses /AUV for non GSD personnel (1 original and 2 photocopies)</li> <li>Trip Ticket duly signed by Division Chief concerned for GSD Staff (2 original copies)</li> </ul>			<ul style="list-style-type: none"> <li>Client</li> <li>Motorpool Division (MD), GSD</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter through:  Personal (submit at Records Management & Control Division)	1.1 Receives letter request / Forwards letter request to the Department Head	None	5 Minutes	Receiving Staff  Records Management & Control Division (RMCD)

E-mail (send to gsd@quezoncity.gov.ph)				
2. None	2.1. Evaluates & Approves Request: AUV / Bus	None	1 day	City Gov't. Dep't. Head III and/or Chief, Motorpool Division//
	2.2. Receives Letter Request for recording & forwarded to Chief, Motorpool Division	None	5 minutes	Receiving Clerk Motorpool Division
	2.3. Instructs the Sr. Transport & Development Officer for Implementation	None	10 minutes	Asst. Chief / Chief, Motorpool Division
	2.4. Matching and scheduling of buses and drivers	None	10 minutes	Sr. Transport & Development Officer / Dispatcher, MD
	2.5. · Preparation of work plan and trip ticket. · Confirmation of scheduled trips	None	20 minutes	Motorpool Supervisor II and/or Dispatcher, MD
3. Receives notification request approval	3.1. Dispatches city-owned motor vehicles with driver	None	10 minutes	Dispatcher, MD
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 1 hour</b>	



**28. 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.

<b>Office or Division:</b>		<b>MOTORPOOL DIVISION (MD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Quezon City Government Offices/Departments (End-user)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>· Letter request for repair/maintenance of vehicle (1 original and 2 photocopies)</li> <li>· Job Order (2 original copies)</li> </ul>		Client  Motorpool Division (MD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter through:  · Personal (submit at Records Management & Control Division)  · E-mail	1.1 Receives letter request / Forwards letter request to the Department Head	None	5 Minutes	Receiving Staff  Records Management & Control Division (RMCD)

(send to gsd@quezoncity.gov.ph)				
2. None	2.1. Receives letter request from Chief, CGSD (with instructions)	None	5 Minutes	Receiving Clerk Motorpool Division
	2.2. Instructs the Special Operations Officer III	None	5 Minutes	Chief, Motorpool Division, Special Operations Officer V
	2.3. Instructs the SOO II / Mechanic II / III	None	5 Minutes	Special Operations Officer III, MD
3. Witness repair of vehicle	3.1. Start repair of vehicle (transmission , under chassis)  (engine overhaul)	None	2 - 3 days  2 Weeks	Special Operations Officer II, Mechanic II/III, MD
4. Acceptance / Release of Vehicle to the end user	4.1. Acknowledges receipt and signs the Job Order	None	10 Minutes	Special Operations Officer III/ V, MD
	<b>TOTAL</b>	<b>None</b>	<b>2 weeks, 3 days &amp; 30 minutes (actual repair period depends on the condition of the vehicle)</b>	

## 29. 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.

<b>Office or Division:</b>	<b>MOTORPOOL DIVISION (MD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Quezon City Government Offices/Departments (End-user)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Memo issued by MPMCD, GSD (1 photocopy)</li> <li>• Motor Vehicle Maintenance Checklist (2 original copies)</li> </ul>		<ul style="list-style-type: none"> <li>• Client</li> <li>• Motorpool Division, GSD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Motor Vehicle for inspection	None	5 Minutes	Clerk, Repair and Maintenance Section, Motorpool Division
3. None	3.1. Instructs the Special Operations Officer III, for Implementation	None	2 Minutes	Chief, Motorpool Division, Special Operations Officer V

	3.2. Instructs the Special Operations Officer II / Mechanic II / III	None	2 Minutes	Special Operations Officer III, MD
	3.3. Conducts Inspection of vehicle (based on checklist)	None	10 Minutes	Special Operations Officer II, Mechanic II / III, MD
4. Receives inspected vehicle/s	4.1. Reviews and signs the Check list form	None	3 Minutes	Special Operations Officer V / Special Operations Officer III, MD
	<b>TOTAL</b>	<b>None</b>	<b>32 minutes/ vehicle</b>	

# CITY TREASURER'S OFFICE

## 1. 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)

<b>Office or Division:</b>	Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City taxpayers engaging in Business, profession and/or transaction (Seller, Buyer, Heirs, Donor and Donee of Real Property)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Transfer Tax Form		Information Desk		
2.Legal Instrument (Deed of Sale /Donation/ Conveyance/Extra-judicial settlement of estate of property,etc.)		Legal Counsel		
3.Tax Declaration of Property		City Assessor's Office		
4.Certification of Real Property Tax Payment (Tax Clearance)		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, etc. (Optional)		BIR		
7.Representative: Special Power of Attorney (SPA), authorization letter with photocopy of government issued ID w/ 3 specimen signatures of both parties		Owner or client being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Present the duly accomplished form (Transfer Tax Form) and the required documents to Counter 1, 2, 6-14 for assessment and verification</p>	<p>1. Evaluate the completeness of filled-up form and the submitted documents  1.1 Compute transfer tax  1.2 Prepare tax bill for approval of the City Treasurer or his duly authorized signatory</p>	<p>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 whichever is higher</p>	<p>2 hours</p>	<p>Assessment Officer  Taxes and Fees Division   Asst. Chief Taxes and Fees Division   City Treasurer</p>
<p>2. Receive tax bill and pay the required amount at Counter 3 or 4  *Make sure to secure Official receipt/s that will be issued upon payment</p>	<p>2. Validate tax bill and issue Official Receipt/s</p>		<p>5 minutes</p>	<p>Local Revenue Collection Officer  Taxes and Fees Division</p>
<p>3. Provide photocopy of the receipt, tax bill and all the transfer tax requirements at Counter 5</p>	<p>3. Accept the submitted photocopies of the receipt, the tax bill, and all</p>	<p>₱ 100.00 for certification</p>	<p>5 minutes</p>	<p>Receiving Clerk Taxes and Fees Division</p>
<p>3.1 Receive claim stub at Counter 5 specifying the releasing date of the Certification of Transfer Tax</p>	<p>the transfer tax requirements.  3.1 Issue claim stub and process the requested certification  3.1 Prepare certification for approval of the City Treasurer or his duly authorized signatory</p>		<p>2 working days for the release of Certification of Transfer Tax</p>	<p>Asst. Chief Taxes and Fees Division   Legal Officer In charge   City Treasurer</p>

4. Return to Taxes and Fees Division. Submit the claim stub to Counter 5 to obtain the Certificate of Transfer Tax. * Check the indicated details reflected in the certification before leaving the premises	4. Release the Certificate of Transfer Tax with security seal at Counter 5		5 minutes	Releasing Clerk Taxes and Fees Division
Total			2 days, 2 hours and 15 minutes	
<b>Certified True Copy/Re – Printing of Certification of Payment of Transfer Tax</b>				
1. Accomplish the (Unified request form) at Counter 5 and accept order of payment	1. Accept accomplished form and issue order of payment	₱ 50.00 per copy  ₱ 20.00 additional – Verification Fee (non presentation of any copy of the Transfer Tax Payment Certification)	5 minutes	Releasing Clerk Taxes and Fees Division
2. Pay the required fee at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment	2. Accept payment and issue official receipt		5 minutes	Local Revenue Collection Officer Taxes and Fees Division
3. Present Official receipt at Counter 5 and wait for the release of your requested certified true copy	3.1 Accept official receipt 3.2 Prepare and release the requested certified true copy with signature of the City Treasurer or his duly authorized signatory		10 minutes	Releasing Clerk Taxes and Fees Division  Asst. Chief Taxes and Fees Division  City Treasurer
Total			20 minutes	

## 2. PAYMENT OF CONTRACTORS TAX

Pre-requisite for release of Building Permit

<b>Office or Division:</b>	Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Project owner (Corporation and Individual)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Order of payment		Dept. Building Official		
2.Original Bill of Materials (signed by license Engineer/Architect)		Contractor		
3.Locational Clearance		City Planning Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit complete requirements at Counter 1,2, 6-14 for evaluation	1. Accept and evaluate complete documentary requirements 1.1 Compute contractor's tax 1.2 Prepare tax bill for approval of the City Treasurer or his duly authorized signatory	As stated in the Order of payment	2 hours	Assessment Officer Taxes and Fees Division  Asst. Chief Taxes and Fees Division  City Treasurer
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 *Make sure to secure Official	2.Validate tax bill and issue official receipt			Local Revenue Collection Officer Taxes and Fees Division



receipt/s that will be issued upon payment				
	Total		2 hours	

### 3. PROPERTY TRANSFER APPLICATION PROGRAM (PTAP)

Single Window transaction for processing incoming taxpayers dealing with registering their property in Quezon City. It is an application that integrates processing of QC-LGU Registering property where property owners can “FILE-PAY-CLAIM” the requested documents mentioned below upon compliance to specific requirements which process of both offices will be done backroom.

<b>Office or Division:</b>	Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All QC Real Property owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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. Certification Authorizing Registration (C.A.R) or payment of Capital Gains Tax, Documentary stamp tax, estate tax, etc. (Optional)		BIR		
7.For Representative: Authorization letter and valid Government Issued ID w/ 3 specimen signatures of both parties		Owner or client being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Taxpayer accomplish Unified request form and submit complete requirements at Counter 1 or 2 and wait for the issuance of order of payment</p>	<p>1. Check and evaluate to confirm the completeness of the submitted documents  1.1 Records requested shall be validated by the following:  *City Assessor's Office for the Tax Declaration  *Real Estate Division for the Real Property Tax Payment and, if approve, print application  If not, return to client for compliance  1.2 Compute transfer tax  1.3 Prepare tax bill for approval of the City Treasurer</p>	<p>As stated in the order of payment</p>	<p>20 minutes</p>	<p>Assessment Officer  City Treasurer's Office of Taxes and Fees Division</p> <p>Clerk  City Assessor's Office</p> <p>Real Estate Division</p> <p>Asst. Chief Taxes and Fees Division</p>
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	<p>or his duly authorized signatory</p>			<p>City Treasurer</p>
<p>2. Accept order of payment and pay the required amount at the Counter 3 or 4  *Make sure to secure Official receipt/s that will be issued upon payment</p>	<p>2. Receive order of payment and issue official receipt</p>		<p>5 minutes</p>	<p>Local Revenue Collection Officer  Taxes and Fees Division</p>

<p>3. Upon payment of necessary fees, receive claim stub for the release of requested forms (specified date indicated)</p>	<p>3. Issue claim stub 3.1 tag application for processing City Treasurer's Office -Process the Real Property Tax Clearance</p> <p>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</p>		<p>4 hours</p>	<p>Assessment Officer City Treasurer's Office of Taxes and Fees Division</p> <p>Clerk City Assessor's Office</p>
<p>4. Return on the specified date, present the claim stub at Counter 1 or 2 and receive the certification</p>	<p>4. Accept claim stub and issue the requested certification</p>		<p>5 minutes</p>	<p>Releasing clerk City Treasurer's Office of Taxes and Fees Division</p>
<p>Total</p>			<p>4 hours and 30 minutes</p>	
<p>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.</p>				

#### 4. ASSESSMENT OF BUSINESS TAX (IN PERSON APPLICATION)

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

<b>Office or Division:</b>	Taxes and Fees Division / Examination Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All QC taxpayers engaging in Business and professional services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		Online - Business Permit and Licensing Department (BPLD)		
4.Preceding year's business tax bill and Official Receipts		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



computerized acknowledgement receipt 1.2 Proceed to City Treasurer's Office for Final Approval	acknowledgement receipt 1.3 Inform tax payer to proceed to City Treasurer's Office for Final Approval		10 minutes	City Treasurer
Total			20 minutes	

## 5. ASSESSMENT OF BUSINESS TAX (ONLINE APPLICATION)

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

<b>Office or Division:</b>	Taxes and Fees Division / Examination Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All QC taxpayers engaging in Business and professional services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Sales Declaration and Evaluation Form		qceservices.quezoncity.gov.ph		
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)		Online - Business Permit and Licensing Department (BPLD)		
4.Preceding year's business tax bill and Official Receipts		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>







## 6. ISSUANCE OF CERTIFIED TRUE COPY AND VERIFICATION OF PAYMENT RECORDS FOR BUSINESS AND TRANSFER TAX

Records of payments of business and transfer taxpayers, verifies and identifies the delinquent taxpayers and monitors the process of determining the tax collectibles. The records include the triplicate copies of official receipts issued by the City Treasurer's Office.

<b>Office or Division:</b>	Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City taxpayers engaging in Business, profession and/or transaction (Seller, Buyer, Heirs, Donor and Donee of Real Property)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Unified Request Form		Counter 1, 2 or 3		
2. Representative: Special Power of Attorney (SPA), authorization letter with photocopy of government issued ID w/ 3 specimen signatures of both parties; for Corporation: Secretary's Certificate with General Information Sheet		Owner or client being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the (Unified Request Form) at Counter 1, 2 or 3 and accept order of payment	1. Accept accomplished form and issue order of payment	<p>₱ 50.00 per copy (Certified True Copy)</p> <p>₱ 20.00 additional – Verification Fee (non presentation of any copy of Business or Transfer Tax Receipt/s)</p> <p>₱ 100.00 per copy Certificate of Records of Business or Transfer Tax Receipts</p>	10 minutes	Receiving Clerk Taxes and Fees Division (Records Section)

<p>2. Pay the required fee for CTC (Certified True Copy) or Certificate of Records of Business or Transfer Tax Receipts or Certificate of No Records of Business or Transfer Tax Receipts at Counter 4 or 5 *Make sure to secure Official receipt/s that will be issued upon payment</p>	<p>2. Accept payment and issue official receipt</p>	<p>₱ 100.00 per copy Certificate of No Records of Business or Transfer Tax Receipts</p>		<p>Collector Taxes and Fees Division</p>
<p>3. Present Official receipt at Counter 5 and wait for the release of your requested certified true copy</p>	<p>3. Process and release the requested certified true copy</p>			<p>Releasing Clerk Taxes and Fees Division (Records Section)</p>
<p>4. Proceed to Counter 5 at Assessment Section, present official receipt and certified true copy for approval signature</p>	<p>4. Accept official receipt and certified true copy 4.1 Prepare and release certified true copy with signature of the City Treasurer</p>		<p>10 minutes</p>	<p>Releasing Clerk Taxes and Fees Division (Assessment Section)  Asst. Chief Taxes and Fees Division</p>

	<p>or his duly authorized signatory</p>			<p>City Treasurer</p>
<p>Total</p>			<p>20 minutes</p>	

## 7. 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)

<b>Office or Division:</b>	Community Tax Certificate Section-Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City residents, business owners and taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Community Tax Declaration Form (CTDF)		CTC Section		
2.Government Issued valid ID		DFA,SSS, GSIS, Comelec, LTO etc.		
3. <b>New Business:</b> Single Proprietor Certificate of Registration		Department of Trade and Industry (DTI)		
4. <b>Renewal of Business:</b> Proof of Income (Approved business tax declaration by an evaluator)		City Treasurer's Office		
5. <b>Individual:</b> Proof of income, payslip, BIR Form 2316		Company, BIR		
6. <b>Claiming of paid CTC Single Proprietor</b> Original tax bill and official receipt (Duplicate or pink copy of official receipts)		City Treasurer's Office Cedula Section		
7.For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative w/ 3 specimen signatures of both parties		Owner or client being represented DFA,SSS, GSIS, Comelec, LTO etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>New Business:</b> 1.Taxpayer present original tax bill and duplicate or pink copy of official receipt/s	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	Clerk CTC Section

2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			
Total			5 minutes	
<b>Renewal of Business:</b> 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	Amount to be paid depends on the income of taxpayer	10 minutes	Clerk CTC Section

	which automatically compute tax due based on the declared gross sales on the CTDF			
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC			Collector CTC Section
Total			10 minutes	
<b>Claiming of paid CTC Single Proprietor</b> 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	Clerk CTC Section
2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			

Total			5 minutes	
<b>Individual</b> 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	10 minutes	Clerk CTC Section
2. Pay the required amount and receive the computerized community tax certificate (CTC)	2. Accept the payment and release the computerized CTC			Collector CTC Section
Total			10 minutes	
<b>ISSUANCE OF CERTIFIED TRUE COPY</b>				
1. Taxpayer accomplish unified request form, present to Counter 27 and accept order of payment	1. Accept accomplished form and issue order of payment	₱ 50.00 per copy	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 27	3. Process and release the		5 minutes	Clerk CTC Section
and wait for the release of your requested certified true copy	requested certified true copy			
Total			10 minutes	

## 8. 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)

<b>Office or Division:</b>	Community Tax Certificate Section-Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City residents, business owners and taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Community Tax Declaration Form (CTDF)		CTC Section		
2.Government Issued valid ID		DFA,SSS, GSIS, Comelec, LTO etc.		
3. <b>New Business:</b> Certificate of Registration		Securities and Exchange Commission Cooperative Development Authority		
4. <b>Renewal of Business:</b> 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. <b>Claiming of paid CTC Corporation</b> Original tax bill and official receipt (Duplicate or pink copy of official receipts)		City Treasurer's Office Community Tax Certification Section		
For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative with 3 specimen signatures of both parties		DFA,SSS, GSIS, Comelec, LTO etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>New Business:</b> 1.Taxpayer present original tax bill and duplicate or pink copy of official receipt/s	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	Clerk CTC Section



2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			
Total			5 minutes	
<b>Renewal of Business:</b> 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	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF	Amount to be paid depends on the income of taxpayer	10 minutes	Clerk CTC Section

encoding of information	thru a system which automatically compute tax due based on the declared gross sales on the CTDF			
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC			Collector CTC Section
Total			10 minutes	
<b>Claiming of paid CTC Corporation</b> 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	Clerk CTC Section
2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			

Total			5 minutes	
<b>ISSUANCE OF CERTIFIED TRUE COPY</b>				
1. Taxpayer accomplish unified request form, present to Counter 27 and accept order of payment	1. Accept accomplished form and issue order of payment	₱ 50.00 per copy	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 27 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	

## 9. 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.

<b>Office or Division:</b>	Miscellaneous Section-Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City taxpayers engaging in Business, profession and/or personal transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original order of payment generated from revenue offices (no alteration)		Various revenue generating offices of Quezon City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b>PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR)</b>  <b>WALK-IN</b>  All <b>PRC and IBP</b> cardholders</p> <p><b>New:</b>  Professionals previous/currently employed in gov't  1.Submit service record 2.Present original PRC ID  3.Pay the required fee</p> <p><b>Renewal:</b>  Present latest Original PTR and PRC ID</p>	<ol style="list-style-type: none"> <li>1. Verify from the record of the previous payment</li> <li>2. Accept payment</li> <li>3. Issue Professional Tax Receipts</li> </ol>	<p>₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)</p> <p>Additional cost Verification fee of ₱ 20.00</p> <p>Cert. true copy ₱ 50.00</p>	5 minutes	Miscellaneous Collector

<p><b>PTR (LAWYERS)</b>  <b>New:</b>          Lawyers presents          1. Present original IBP card and original Certification from Supreme Court          2. Pay the required fee          3. Receive Professional Tax receipts</p> <p><b>Renewal:</b>          Lawyers previous/currently employed in gov't present Service Record, original latest PTR and IBP card</p> <p><b>For Representative of Professional/Lawyers</b>          1. Present original PRC/IBP card, original and photocopy of authorization letter and</p>	<p>1. Verify from the record of the previous payment (if applicable)          2. Accept payment          3. Issue Professional Tax Receipts</p>	<p>₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)</p> <p>Additional cost Verification fee of ₱ 20.00</p> <p>Cert. true copy ₱ 50.00</p>	<p>5 minutes</p>	<p>Miscellaneous Collector</p>
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<p>original and photocopy of gov't issued ID of authorized person with 3 specimen signatures of both parties</p>				
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<b>ONLINE PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR)</b> 1.Email the PRC / IBP ID and photo of last Official Receipt (OR)/payment to misctaxpayment.cto@quezoncity.gov.ph 2.Receive thru email the billing statement / order of payment and bank details 3.Send / transfer payments via QC Landbank account 4. Email the proof of payment & tax bill to misctaxpayment.cto@quezoncity.gov.ph 5.Receive the photo of professional tax receipts 6.Pick-up the original (PTR) at City Treasurer's Office, 3 <sup>RD</sup> Floor, Online Payment Group (Present valid ID and photo/digital copy of OR/PTR as reference)	1.Acknowledge the receive email from taxpayer 2. Send the order of payment and bank details for payment of taxpayer 3.Verify the payment thru Landbank DDA Statement Inquiry 4.Issue original professional tax receipt 5. Upload the photo and send to the taxpayer's email 6. Release the original PTR	₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)	5 minutes	Online Clerk
			10 minutes	Online Collection Officer
			5 minutes	OR Uploader
			5 minutes	Online payment OR Releaser

<p><b>PAYMENT FOR BUILDING, MECHANICAL FENCING, DEMOLITION PERMIT AND CONTRACTOR'S TAX</b></p> <p>1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount  3. Receive the official receipt</p>	<p>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</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR ANNUAL INSPECTION FEE AND ELECTRICAL PERMIT FEE</b></p> <p>1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount</p>	<p>1. Issue Official receipt upon payment and presentation of order of payment</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p>3. Receive the official receipt</p>	<p>(no alterations) issued by the Office of the Building Official  2. Accept payment  3. Issue official receipt</p>			

<p><b>PAYMENT FOR OCCUPANCY PERMIT FEE</b></p> <p>1. Taxpayer submit original order of payment (no alterations), photocopy of building permit  **Building permit issued on 2010 &amp; 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.  2. Pay the required amount and receive official receipt</p>	<p>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</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR HEALTH CERTIFICATE, SANITARY PERMIT AND PEST CONTROL FEE</b></p> <p>1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by City Health Department and 2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>

<b>ONLINE PAYMENT FOR HEALTH CERTIFICATE AND OCCUPATIONAL (WORK) PERMIT</b> 1. Apply Health Certificate / Occupational Work Permit, log in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> and receive order of payment 2. Email the order of payment to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a> 3. Send/ transfer payment via QC Landbank account	1. Acknowledge the receive email from taxpayer 2. Send the bank details for taxpayers payment 3. Verify the payment thru Landbank DDA Statement Inquiry 4. Issue original receipt	As stated in the order of payment	5 minutes	Online Clerk
			10 minutes	Online Collection Officer

4. Email the proof of payment and order of payment to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a> 5. Receive the photo of original receipt (OR) 6. Pick-up the original receipt at City Treasurer's Office, 3 <sup>rd</sup> Floor, Online payment group (Present valid ID and photo of OR as reference)	5. Upload the photo and send to the taxpayers email 6. Release the original receipt		10 minutes	OR Uploader
			5 minutes	Online payment OR Release

**\*Please take note that Gcash, PAYMAYA and other Financial Facilities do not directly receive payment. You must log-in thru the [qceservices.quezoncity.gov.ph](http://qceservices.quezoncity.gov.ph)**



<p><b>PAYMENT FOR OCCUPATIONAL PERMIT FEE AND AMENDMENT FEE</b>  1. Taxpayer present original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by Business Permit &amp; Licensing Dept. 2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR EPWMD FEES AND SMOKE BELCHING PENALTY</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by EPWMD 2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR PROSECUTORS CLEARANCE</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by City Prosecutors Office 2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR ANIMAL SHIPPING PENALTY</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by City Veterinarian Office 2. Issue Official</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
	<p>receipt</p>			

<p><b>PAYMENT FOR CIVIL REGISTRY FEES</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by Civil Registry Department  2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR CLEARANCE, CERTIFICATION AND AUTHENTICATION</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by PLEB  2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR OVR AND TERMINAL FEE</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by Dept. of Public Order and Safety  2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR POLICE CLEARANCE FEES AND POLICE REPORT CERTIFICATIONS</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by QC Police Dept.  2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>

<p><b>PAYMENT FOR MAYOR'S CLEARANCE</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by Administrative Management  2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR TAX CERT. OF PAYMENT, CTC OF RECEIPTS AND RECORDS</b>  1. Taxpayer submit original order of payment (no alterations)</p>	<p>1. Accept payment and order of payment</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>

<p>2. Pay the required amount and receive official receipt</p>	<p>issued by City Treasurer's Office  2. Issue Official receipt</p>			
<p><b>PAYMENT FOR TAX DECLARATION, TAX MAP, CERT. OF NO TITLE AND PENALTY FOR LATE TRANSFER OF TAX DECLARATION</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by City Assessor's Office  2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR CERTIFICATION OF RECORDS</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by Office of the City Secretary  2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>

<p><b>PAYMENT FOR RECON, RENEWAL, CHANGE OF UNIT, NEW FRANCHISE AND PENALTY</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	1. Accept payment and order of payment issued by Tricycle Regulatory Unit 2. Issue Official receipt	As stated in the order of payment	2 minutes	Miscellaneous Collector
<p><b>PAYMENT FOR LOCATIONAL CLEARANCE FEE</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	1. Accept payment and order of payment issued by City Planning & Devt. Dept. 2. Issue Official receipt	As stated in the order of payment	2 minutes	Miscellaneous Collector
<p><b>PAYMENT FOR ELECTRICAL FEE AND LIBRARY FEES</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	1. Accept payment and order of payment issued by City Library Dept. 2. Issue Official receipt	As stated in the order of payment	2 minutes	Miscellaneous Collector
<p><b>PAYMENT FOR ELECTRICAL FEE</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	1. Accept payment and order of payment issued by City General Services Dept. 2. Issue Official receipt	As stated in the order of payment	2 minutes	Miscellaneous Collector

<p><b>ISSUANCE OF CERTIFIED TRUE COPY</b>  1. Taxpayer accomplish and submit Unified request form, authorization letter with photocopy of gov't issued ID of representative and taxpayer w/ 3 specimen signatures of both parties  2. Pay the required amount and receive official receipt  3. Wait and receive the requested certified true copy</p>	<p>1. Accept the submitted duly accomplished Unified request form with complete requirements  2. Issue official receipt  3. Process and release the requested certified true copy</p>	<p>₱ 20.00 Verification fee   ₱50.00 Certified true copy fee</p>	<p>10 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR FRANCHISE REGISTRATION FEE</b>  (New/Renewal)  Tricycle drivers/operators  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by TRU  2. Issue official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p><b>PAYMENT FOR RENTAL FEE</b>  Facility Renters/Users  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by Amoranto Complex / QMC / Bernardo park  2. Issue official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>

<p><b>PAYMENT FOR PARKING FEE</b>  1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by GSD personnel  2. Issue official receipt</p>	<p>₱ 30.00 for the first 3 hours;  ₱ 10.00 for every succeeding hours</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
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		<p>₱ 20.00 fixed rate for motorcycle</p> <p>FREE 3 hours parking fee for QC Senior Citizens;  ₱ 10.00 for every succeeding hours</p> <p>Additional ₱150.00 to current billing for overnight parking</p>		
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## 10. 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

<b>Office or Division:</b>	Market Section - Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All QC taxpayers engaging in Market Business (Private and Public) street vendors, meat vendors, market stallholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Market Stallholders:</b> 1 <sup>st</sup> Quarter Sales Declaration and Evaluation Form Business Permit Latest tax bill and official receipt 2 <sup>nd</sup> to 4 <sup>th</sup> Quarter Previous tax bill and official receipt		City Treasurer's Office Business Permit Licensing Office City Treasurer's Office  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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Market Stallholders</b> (Private and Public Markets) <b>1<sup>st</sup> Quarter</b> 1. Taxpayer accomplish the Sales Declaration & Evaluation form, present business permit, latest tax bill and official receipt 2. Pay the required	<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	Based on the amount indicated in the Order of payment	5 minutes	Evaluator Market Section  Assessment Clerk Market Section  Local Revenue Collection Officer

<p>amount and receive official receipt 2.1 Proceed to MDAD</p> <p><b>2<sup>nd</sup> Quarter to 4<sup>th</sup> Quarter</b> 1. Present the previous tax bill and official receipt 2. Pay the required amount and receive official receipt</p>	<p>Issue Computerized Official receipt (COR)</p> <p><u>City Tax &amp; Garbage fee</u> 1. Assess the City Tax &amp; garbage fee 2. Accept payment and issue Computerized Official Receipt (COR)</p>		5 minutes	<p>Taxpayers Payment Lounge</p> <p>Assessment Clerk Market Section</p> <p>Local Revenue Collection Officer Taxpayers Payment Lounge</p>
<p><b>Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee</b> Meat Handlers, Market meat vendors others 1. Submit original order of payment 2. Pay the required amount and receive official receipt</p>	<p>1. Accept order of payment issued by the City Veterinary Office 2. Accept payment and issue official receipt</p>	Based on the amount indicated in the order of payment	5 minutes	Collector Market Section
<p><b>Liquor Permit Fees</b> (Beer, wine, serving/ special permit) Corporation &amp; 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</p>	<p>1. Accept order of payment issued by the LLRB 2. Accept payment and issue official receipt</p>	Based on the amount indicated in the order of payment	5 minutes	Collector Market Section



<p><b>Sealing Fee</b>  1. Taxpayer submit original order of payment  2. Pay the required amount and receive official receipt</p>	<p>1. Accept order of payment issued by the City Treasurer's Office  2. Accept payment and issue official receipt</p>	<p>Based on the amount indicated in the order of payment</p>	<p>5 minutes</p>	<p>Collector Market Section</p>
<p style="text-align: right;">Total</p>			<p>5 minutes</p>	

## 11. 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.

<b>Office or Division:</b>	Weights and Measure Unit-Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City taxpayers engaging in business that uses instruments of weights and measures			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Application form for Testing/ sealing of weights and measure (ATSWM)		Weights and Measure Unit City Treasurer's Office		
2.Copy of Business permit /Hawkers permit		Business operator/owner		
3.Weighing scale/instrument for sealing		Business operator/owner		
4.Latest official receipt		Business operator/owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Taxpayer accomplish application form for sealing of weighing scale and present copy of business permit/ Hawkerc permit, latest copy of official receipt and present the weights and measure instrument for sealing	1. Accept the accomplished application form 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		10 minutes depends on the bulk of transaction	Clerk Weights and Measures Unit

	findings shall be indicated in the application form			
<b>Walk-In Taxpayer</b>				
1. Taxpayer or vendors present 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		10 minutes	Clerk Weights and Measures Unit
<b>For Mobile One Stop Shop</b>				
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	6 hours normal duration for 100 instruments (average market)  For big markets (Farmers, Balintawak, Mega Q-mart, Suki, Susano & Commonwealth ) 200 instruments for 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	3.Check the official receipt			Clerk Weights and
the instrument is for sealing 3.1 Receive the sealed weighing scale/instrument	and perform the sealing of weighing scale / instrument 3.1 Return the sealed instrument			Measures Unit
Total				

<b>CALIBRATION OF GASOLINE PUMPS</b>				
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	

## 12. 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.

<b>Office or Division:</b>	Taxes and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City market vendors or market sellers that uses weighing scale or instruments in their business			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2.Issue confiscation weighing scale form			Inspectors Weights and Measures Unit/ Examination

name	Original copy Owner Duplicate copy attached on the confiscated instrument Triplicate copy Examination Division			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
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	

### 13. 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

<b>Office or Division:</b>	Examination Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City taxpayers who operates business			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive the issued Letter of Authority 1.1 Taxpayer/authorized representative present and submit the complete documentary requirements	1. Serve the Letter of Authority (LOA) with the list of required documents 1.1 Set the schedule of examination	Depends on the tax deficiency based on audited documents presented	Serving of LOA depends on the area  -Submission of documents to Examiner is 5 days	Revenue Examiner Examination Division



<p>2. Request for a schedule of appointment to assigned Revenue Examiner</p>	<p>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 Revenue Examiner for review and validation of the examination findings  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</p>		<p>15 days</p>	<p>Revenue Examiner Examination Division</p> <p>Supervising Revenue Examiner Examination Division</p>
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	<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>*In case, taxpayer failed to settle its deficiency/tax delinquency within the prescribed period of time (60 days), proper legal action will be enforced</p>			<p>Chief of Examination Division</p> <p>City Treasurer</p> <p>Revenue Examiner Examination Division</p>
<p>3. Receive the printed Tax Bill and pay the tax delinquency indicated in Tax Bill</p>	<p>3. Issue printed tax bill based on the indicated tax delinquency</p> <p>3.1 Accept payment and issue official receipt</p>		<p>10 minutes</p>	<p>Assessment Officer</p> <p>Collector</p>

<p>4. Present the original and submit and photocopy of Tax Bill and Official Receipt 4.1 Receive the approved Letter of Confirmation (LOC)</p>	<p>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</p>		<p>5 minutes  10 minutes</p>	<p>Revenue Examiner  City Treasurer  Releasing Clerk Examination Division</p>
<p>Total</p>			<p>20 days and 25 minutes</p>	

## 14. APPLICATION OF BUSINESS RETIREMENT CERTIFICATE

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

<b>Office or Division:</b>	Business Retirement Unit-Examination Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	All Quezon City Business owners/operators closing their business	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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. <b>Single Proprietorship:</b> Original Affidavit of closure with exact effectivity date of closure <b>Partnership:</b> Original Partnership Dissolution with exact effectivity date of closure (original signed by all partners) <b>Corporation:</b> 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<b>SUBMISSION OF APPLICATION</b> 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 1.1 Receive the releasing form and wait for the set appointment with the Revenue Examiner	1. Receive the submitted accomplished form with complete documentary requirements 1.1 Issue releasing form with tentative date		5 minutes	Receiving Clerk, Business Examination and Retirement Division
		Total	5 minutes	

<p><b>EVALUATION/CONSULTATION</b>  2. Return to the office on scheduled appointment with Revenue Examiner, if applicable  2.1 Request for the issuance of the Tax Bill</p>	<p>2. Discuss with Business Retirement Applicant issues or concerns, if any  2.1 Receive the docket for issuance of the Tax Bill  2.2 Inform the applicant to return within 3 days for the Tax Bill</p>		<p>20 minutes</p>	<p>Examiner, Examination and Retirement Division   Assessment Clerk, Examination and Retirement Division</p>
<p>Total</p>			<p>20 minutes</p>	
<p><b>ISSUANCE OF TAX BILL FOR PAYMENT</b>  3. Return to the office to receive the approved tax bill and order of certification fee  3.1 Pay the amount due and certification fee  3.2 Submit the original and photocopy of the tax bill, official receipt for taxes paid, and official receipt for certification fee to Clerk</p>	<p>3. Issue printed tax bill with approval from City Treasurer   3.1 Accept payment and issue the official receipt  3.2 Receive the documents and prepare the business retirement certificate  3.3 Inform the applicant to return within 3 days for the issuance of the signed certification</p>	<p>Depends on the ff:  -Line of business  -Gross sales -Area of business delinquency and/or deficiency taxes  -date of closure   Certification Fee: P200.00</p>	<p>5 minutes   5 minutes   5 minutes</p>	<p>Assessment Clerk  Examination and Retirement Division  Cashier, Payment Lounge   Examination and Retirement Division</p>
<p>Total</p>			<p>15 minutes</p>	
<p><b>RELEASE OF CERTIFICATION</b></p>				

4. Receive the Business Retirement Certificate	4. Release the Business Retirement Certificate		5 minutes	Releasing Clerk, Examination and Retirement Division
Total			5 minutes	

## 15. ISSUANCE OF REAL PROPERTY TAX CLEARANCE (WALK-IN)

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.

<b>Office or Division:</b>	Real Estate Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City Real Property owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Real Property Tax Clearance Unified Application form		Tax Clearance Section		
2. Latest Official receipt of Real Property tax (1 photocopy)		Real Property owner		
3. Updated Tax Declaration (1 photocopy)		City Assessor's Office		
4. S.P.A/ Authorization letter, Secretary Certificate (Corporation/Company) if not declared as Real Property owner (1 photocopy) <ul style="list-style-type: none"> <li>· If owner, one (1) government issued ID (1 photocopy)</li> <li>· If owner is overseas, SPA is required</li> <li>· If property has been bought but the Tax Declaration is declared under previous owner, submit a copy of Deed of Sale and one government issued ID of the buyer (1 photocopy each)</li> <li>· If the owner is deceased, Extrajudicial Settlement and 1 (one) government issued ID of requesting party (1 photocopy each)</li> </ul>		Real Property owner		
5.Previous copy of Tax Clearance acquired (if available) 1 photocopy/duplicate copy		Real Property owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Submit the accomplished unified application form and other documentary requirements at the 2<sup>nd</sup> Floor Treasurer's Office, Real Estate Division, Tax Clearance Section</p>	<p>1. Receive the accomplished form and evaluate the completeness of the submitted requirements and determine if declared owner or authorized person  1.1 Check and inform the taxpayer of their latest payment made on the</p>	<p>₱ 50.00 per Tax Declaration</p>	<p>10 minutes</p>	<p>Receiving clerk  Tax Clearance Section</p>
	<p>property (if property is not yet paid for the current year)  1.2 Print the history of payment of the property  1.3 Issue order of payment</p>			
<p>2. Accept the order of payment and pay the required amount</p>	<p>2. Receive the payment and order of payment  2.1 Issue official receipt  2.2 Issue claim stub specified the releasing date</p>		<p>5 minutes</p>	<p>Collector  Tax Clearance Section   Receiving Clerk</p>

3.Accept the claim stub and return on the specified releasing date	3.Check the status of the real property tax payment records and determine if there are any deficiency taxes and notify the taxpayer thru SMS-contact number stated in the application form 3.1 Printing of Tax Clearance 3.2 Approval of the designated officer		3 days	Receiving clerk Tax Clearance Section
4.Proceed to the releasing counter on the day of release and present the claim stub	4. Release Tax Clearance with security seal and official receipt of the tax clearance fee		5 minutes	Releasing clerk Tax Clearance Section
Total			3 Days and 20 minutes	
<p><b>Note:</b> Application with submitted <u>Previous Tax Clearance</u> filed from 8:00 am to 10:00 am, Real Property Tax Clearance will be released within the day. However, application filed beyond 10:00 am, Real Property Tax Clearance will be released on the following day. · New application or no attached previous tax clearance – 3 working days · 10 or more tax clearance application – 5 working days</p>				

## 16. ONLINE APPLICATION OF REAL PROPERTY TAX CLEARANCE

<b>Office or Division:</b>	Real Estate Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City Real Property owners			
<b>CHECKLIST OF REQUIREMENTS (READABLE SCANNED/ IMAGE)</b>		<b>WHERE TO SECURE</b>		
1. Real Property Tax Clearance Online Application (copy, paste and fill up) <b>APPLICATION REQUEST: TAX CLEARANCE</b> <ul style="list-style-type: none"> <li>· Name of Applicant</li> <li>· Email Address of applicant</li> <li>· Name of Real Property Owner</li> <li>· Address</li> <li>· Contact Nos</li> <li>· No. of copies of Tax Clearance</li> <li>· Tax Year</li> </ul>		Tax Clearance Section		
2. Latest Tax Declaration (readable scanned /picture image / photo)		City Assessor's Office		
3. Latest Official receipt of Real Property tax (Readable scanned image/photo)		Real Property owner		
4. S.P.A/ Authorization letter, Secretary Certificate (Corporation/Company) if not declared as Real Property owner <ul style="list-style-type: none"> <li>· If owner, 1 government issued ID</li> <li>· If owner is overseas, SPA is required</li> <li>· If property has been bought but the Tax Declaration is declared under previous owner, submit a copy of Deed of Sale and provide one (1) government issued ID of the buyer</li> <li>· If the owner is deceased, Extrajudicial Settlement and provide one (1) government issued ID of requesting party</li> </ul>		Real Property owner		
5. Previous copy of Tax Clearance acquired (if available)		Real Property owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1.Fill –out online application form attached with scanned image with complete requirements and send it thru email address: <a href="mailto:realestate.cto@quezoncity.gov.ph">realestate.cto@quezoncity.gov.ph</a></p>	<p>1.Receive the accomplished form and evaluate the completeness of the submitted requirements and determine if declared owner or authorized person 1.1 Issue order of payment with details on how and where to pay</p>	<p>₱ 50.00 per Tax Declaration</p>	<p>10 minutes or depends on the number of email receive and respond (first come-first serve basis)</p>	<p>Receiving clerk Tax Clearance Section</p>
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<p>2.Accept the order of payment and pay the required amount</p>				<p>Taxpayer</p>
<p>3.Send the copy of payment (scanned photo/ image) with the order of payment, email address: <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a> cc: <a href="mailto:realestate.cto@quezoncity.gov.ph">realestate.cto@quezoncity.gov.ph</a></p>	<p>3. Receive the copy of payment and order of payment 3.1 Issue official receipt 3.2 check the status of the real property tax payment records and determine if there are any deficiency taxes and will notify the taxpayer thru email address stated in the application form 3.3 Printing of Tax Clearance 3.4 Signature/ approval of designated officer 3.5 Send the claim stub with confirmation email</p>		<p>3 days (after payment) Acknowledgement email from Miscellaneous Section</p>	<p>Designated online cashier clerk  Receiving clerk Tax Clearance Section</p>

<p>4.Receive the confirmation email and claim stub with specified release date 4.1 Print the confirmation email and claim stub</p>				
<p>5. Proceed to 2<sup>nd</sup> Floor, Annex Building Real Estate Division, Tax Clearance Section. Present the printed copy of confirmation email with claim stub, photocopy ID of the owner, photocopy ID of the authorized representative and SPA or Authorization letter on the specified releasing date</p>	<p>5. Receive the copy of confirmation email with claim stub together with the releasing requirements 5.1 Release Tax Clearance with security seal and official receipt of tax clearance fee</p>		<p>5 minutes</p>	<p>Receiving clerk Tax Clearance Section  Releasing Clerk Tax Clearance Section</p>
<p style="text-align: right;">Total</p>			<p>3 days and 15 minutes</p>	
<p><b>*Note: Three (3) working days after payment acknowledgement email from Miscellaneous Section</b> For Ten (10) or more Tax Clearance application- apply directly to the Tax Clearance Office</p>				

## 17. ASSESSMENT AND BILLING OF REAL PROPERTY TAX

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

<b>Office or Division:</b>	Real Estate Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	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
<b>Current Real Property Tax (RPT) payment</b> 1. Present latest official receipt, tax declaration or title 1.1 Receive printed RPT bill 1.2 Proceed to Taxpayer's Payment Lounge for payment	1. Verify the RPT payment 1.2 Assess 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	

<b>Real Property Tax Delinquent</b> (Not included in the Real Properties for Auction) 1.Proceed to the 2 <sup>nd</sup> Floor Real Estate Division 1.1 Present latest official receipt/tax declaration, Statement/ Notice of Delinquency and other requirements *For staggered payment, Proceed to Delinquency Section for instalment payment undertaking 1.2Receive the RPT Bill and pay the required amount	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	As stated in the RPT Bill	20 minutes	Assessment Officer  Supervisor Delinquency Section
	1.4 Accept the RPT bill and Payment 1.5Issue RPT official receipts		20 minutes	Collector Delinquency Section
Total			40 minutes	
<b>Real Property Tax</b>	1.Verify the notice		10 minutes	Assessment

<b>Delinquent</b> (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	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	Officer  Supervisor Delinquency Section  Collector Delinquency Section
Total			20 minutes	





requirements 1.Wait for the processing of the submitted documents	Chapter 9 Sec. 229 of Quezon City Revenue Code as amended			
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 2.1Recommending Approval of the assessment form 2.2Approval of the tax credit claim 2.3Encode 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				

## 18. COLLECTION OF BUSINESS TAX (WALK-IN)

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

<b>Office or Division:</b>	Cash Division – Payment Lounge Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City Business Owners/Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Computerized Business Tax Bill (duly approved/signed by City Treasurer or his deputized signatory).		Business Assessment Lounge		
2. Cash/Manager, Cashier and/or Personal/Company Check.		Business Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to Taxpayer's Payment Lounge.  1.1Present the approved Computerized Business Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount.  1.2Receive the computerized Business tax official receipts.	1.Accept the approved computerized Business Tax Bill and payment.  1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date.	As stated in the Business Tax Bill	One tax bill takes 3 minutes to process and it constantly increases depending on the bulk of the tax bills presented by the business owner/authorized representative of the owner	Local Revenue Collection Officer and Taxpayers In the Payment Lounge
	1.2Validate payment and issue computerized Business Tax official receipts.			
Total			3 minutes	

Note: The processing time per tax bill depends on the number / bulk of tax bill presented to the assigned collector

- Payment of taxes made through Personal/Company Checks will be released after ten (10) working days clearing period upon presentation of Acknowledgment Receipt by the taxpayers to the assigned guard at the Taxpayers Payment Lounge
- Business Tax Computerized Official Receipts validated can be cancelled on a valid reason within the day it was issued

## 19. COLLECTION OF REAL PROPERTY TAX (WALK-IN)

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

<b>Office or Division:</b>	Cash Division – Payment Lounge Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City Real Property Owners /Developers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Computerized Real Property Tax Bill.		Real Property Assessment Lounge		
2. Cash/Manager, Cashier and/or Personal/Company Check.		Real Property Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1.Proceed to Taxpayer's Payment Lounge.</p> <p>1.1Present the Computerized Real Property Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount.</p> <p>1.2Receive the computerized Real Property tax official receipts.</p>	<p>1.Accept the approved computerized Real Property Tax Bill and payment.</p> <p>1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank's name, check number and date.</p> <p>1.2Validate payment and issue computerized Real Property Tax official receipts.</p>	As stated in the Real Property Tax Bill	One tax bill takes 3 minutes to process and it constantly increases depending on the bulk of the tax bills presented by the real property owner	Local Revenue Collection Officer and Taxpayers In the Payment Lounge
Total			3 minutes	
<p>Note: The processing time per tax bill depends on the number / bulk of tax bill presented to the assigned collector</p> <p>· Payment of taxes made through Personal/Company Checks will be released after ten (10)</p>				

working days clearing period upon presentation of Acknowledgment Receipt by the taxpayers to the assigned guard at the Taxpayers Payment Lounge

- Real Property Tax Computerized Official Receipts validated can be cancelled on a valid reason within the day it was issued

## 20. CANCELLATION OF BUSINESS AND REAL PROPERTY TAX PAYMENT

Business and Real Property tax payments are collected and validated through issuance of Computerized Official Receipts. Computerized official receipts (COR) issued within the day can be cancelled on a valid reason.

<b>Office or Division:</b>	Cash Division – Payment Lounge Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Quezon City Business Owners / Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Computerized Business and Real Property Tax Bill. (duly approved/signed by City Treasurer or his deputized signatory)		Business Assessment Lounge and Real Property Assessment Lounge		
2. Cash / Manager, Cashier and / or Personal / Company Check.		Business Owner and Real Property Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1.Proceed to Taxpayer's Payment Lounge.</p> <p>1.1Present the approved Computerized Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount or receive the amount from the cancelled tax bill.</p>	<p>1.Accept the approved computerized Tax Bill and payment.</p> <p>1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date.</p> <p>1.2Already validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such as double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment.</p>	<p>None or whatever stated in the Tax Bill</p>	<p>One tax bill takes 3 minutes to process and it constantly increases depending on the bulk of the tax bills provided by the owner</p>	<p>Local Revenue Collection Officer, Taxpayers In the Payment Lounge and the Head of the Payment Lounge Section</p>
Total			3 minutes / bulk	
			dependent	

## 21. COLLECTION OF BID DOCS

Bid Docs payments are collected through manually issued Accountable Form No.51 (AF51) as official receipts

<b>Office or Division:</b>	Cash Division – Payment Lounge Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Interested Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Computerized Bid Documents.		Bids and Awards Committee		
2. Cash/ Manager and / or Cashier Check		Interested Bidders		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION.</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1.Proceed to Taxpayer's Payment Lounge.</p> <p>1.1Present the approved Computerized Bid Docs order of payment and pay the required amount.</p> <p>1.2Receive the manually issued Accountable Form No.51 (AF51) official receipts.</p>	<p>1.Accept the approved computerized Bid Docs order of payment.</p> <p>1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date.</p> <p>1.2 Manually issued Accountable Form No.51 (AF51) official receipts.</p>		<p>1.One tax bill takes 3 minutes to process and it constantly increases depending on the bulk of the tax bills provided by the business owner</p>	<p>Local Revenue Collection Officer</p> <p>Contractor/ Bidders in the Payment Lounge</p>
Total			3 minutes /bulk dependent	



## 22. REMITTANCE OF CASH COLLECTION

Bonded Collectors shall prepare the Report of Collection and Deposits (RCD) in 5 copies and remit / turn-over intact all collections (cash, checks and tax credit memos) to the liquidating officers at the Cash Division.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All Quezon City Bonded Collectors and Barangay Treasurer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.For AF51 users, submit a duplicate copy of issued official receipt 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 duplicate issued Official Receipts and order of payment.		30 minutes to process and it constantly increases depending on the bulk of the receipts and order of payment provided by the Collection Officer	Collection Officer and Verifier from the Fiscal Verification Section
2.Receive the RCD with the initial signature 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.		10 minutes	Collection Officer and Cashier from Cash Division

Total		45 minutes	
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## 23. RECORDING OF DAILY TRANSACTIONS IN CASH BOOKS

The Treasurer shall maintain this record to monitor the cash in bank balance as of specific date. All transactions for the day shall be recorded immediately.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Cash Bookkeeper/Cashier/Accountant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Cash books of different fund account (e .g General Fund, Trust Fund and other special accounts).		Cash Book Locker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. After the checks are prepared, It should be recorded in cash books stating its amount, payee, the date of checks and corresponding reference or T.V number.</p>	<p>1. Validate first the series of check number if its correspond with the previous checks that had prepared 1.2 At the end of the day, prepare summary of all checks issued for the day.</p>		10 minutes	Cashier/Accountable officer/Accountant
<p>2. Recording of RCD's.</p>	<p>2. Record the summary report that prepared indicating the total amount of collections that are deposited in the different bank accounts.</p>		20 minutes	Cashier/Accountable officer/Accountant
<p>3. Recordings of Fund transfer made, Banks request to debits, and other Journal Vouchers that needs adjustments.</p>	<p>3. Examine the validity of the transactions that needed some adjustments or corrections.</p>		10 minutes	Cashier/Accountable officer/Accountant
<p>4. Recordings of accounts that are terminated or Interest that needs to be rolled over.</p>	<p>4. Validate the summary of bank accounts, notice to terminates and period contracts, decision are being made whether to terminate of roll-</p>		10 minutes	Cashier/Accountable officer/Accountant

	over the interest earned for a particular period.			
Total			50 minutes	

## 24. RELEASING OF CHECKS PREPARED

Checks approved and signed by the different signatories are being released. Official Receipts from different contractors or suppliers by the City Government are strictly required.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City Contractors and Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official receipt.		Their respective office premises		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Proceed to Cash Division's accountable officers.</p> <p>1.1 Present and write in the official receipt the details of the checks, received from what agency, the date and other important details required.</p>	<p>1. Verify the particulars indicated in the official receipt.</p> <p>1.1 Verify the date of the check if it is still not yet staled.</p> <p>1.2 Secure the representative's signature on the cashier's book indicating the date the check are released and claimed.</p>		10 minutes	Cashier/Accountable officer
Total			10 minutes	

## 25. RELEASING OF FINANCIAL ASSISTANCE FOR THE BEREAVED FAMILY OF DECEASED SENIOR CITIZEN

The QC Death Benefits Welfare Assistance is a financial assistance program of the city government for the bereaved family of the senior citizens of the city in accordance with the City Ordinance SP-2544, series of 2016. The application for this financial assistance should be within three (3) months AFTER the death of the QC-resident Senior Citizen.

<b>Office or Division:</b>	Cash Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	All Quezon City's bereaved family of deceased senior citizen	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Duly-accomplished claim stub from Office of the Senior citizen affair <u>OSCA</u>.</li> <li>2. Original OSCA ID of the deceased senior citizen and the I.D of the person processing the application</li> </ol>	Office of the senior citizen affair	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Proceed to Cash Division's window number 1 to 5.</li> <li>2. Presents claim stub from the OSCA after they submitted those documents required by the said department.</li> </ol>	<ol style="list-style-type: none"> <li>1. Accept the approved claim stub and verify the validity of the documents.</li> <li>2. Verify if the name of the beneficiary is indicated in the payroll register.</li> <li>3. Release the cash to the authorized representative.</li> </ol>		10 minutes	Cashier/Paymaster
Total			10 minutes	

## 26. RELEASING OF QUEZON CITY LIVING CENTENARIAN RECOGNITION AWARDS AND BENEFITS

Those legitimate city residents aged 100- years and older will received benefits of ₱ 100,000.00 (one time), monthly allowance of ₱1,000.00, annual birthday gift of ₱1,000.00 from the paymasters at the cash division's windows.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City resident aged 100-year-old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly-accomplished claim stub from Office of the Senior citizen affair OSCA		Office of the Senior Citizens Affair		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to Cash Division's window number 1 to 5.  2. Presents claim stub from the OSCA after they submitted those documents required by the said department.	1.Accept the approved claim stub and verify the validity of the documents.  2. Verify if the name of the beneficiary is indicated in the payroll register.  3. Release the cash to the authorized representative.		10 minutes	Cashier/Paymaster
Total			10 minutes	



## 27. RELEASING OF SALARIES OF CONTRACTUAL AND/OR JOB ORDER EMPLOYEES THAT HAS NO ATM CARDS

Those new employees of certain department of the Quezon City hall that has no issued ATM cards should proceed to the Cash Division's paymasters to get their salaries.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City Hall employees that has no ATM card yet			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present Quezon City Hall Issued I.D		Their respective departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to Cash Division's window number 1 to 5.  2.Presents their government issued I.D	1.Accept the required documents ( e.g Government issued I.D).  2. Verify if the name of the beneficiary is indicated in the payroll register.  3. Release the cash to the employee himself.		10 minutes	Cashier/Paymaster
Total			10 minutes	

## 28. RELEASING OF CHECK AS FINANCIAL ASSISTANCE TO THE DECEASED GOVERNMENT OFFICIALS

This program provides immediate intervention to individuals and/or families who are in crisis situation/ economic difficulties brought about by the illness/ hospitalization thru the procurement of medicines not readily available at the Pharmacy of the QC Health Department, and/or death of a family members thru the extension of Guarantee Letters to funeral parlors within the City to defray the cost of funeral service.

<b>Office or Division:</b>	Cash Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	All Quezon City government official's families or representative
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<ol style="list-style-type: none"> <li>1. Certified true copy of Death Certificate reflecting Quezon City address.</li> <li>2. Duly notarized original copy of Funeral Contract.</li> <li>3. Certificate of Indigency from the barangay.</li> <li>4. Valid Government I.D. of Representative.</li> <li>5. Valid Government I.D. of Deceased</li> </ol>		Social Services Development Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Proceed to Cash Division's paymaster or cashier.</li> <li>2. Presents valid I.D of the deceased official.</li> <li>3. Present government I.D of the representative</li> </ol>	<ol style="list-style-type: none"> <li>1. Accept the approved claim stub and verify the validity of the I.D's presented.</li> <li>2. Verify if the name of the beneficiary is indicated in check and voucher.</li> <li>3. Release the check to the authorized representative.</li> </ol>	N/A	10 minutes	Cashier/Paymaster

Total		10 minutes	
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## 29. RELEASING OF FINANCIAL BURIAL ASSISTANCE

This program provides immediate intervention to individuals, and/or death of a family members thru the extension of Guarantee Letters to funeral parlors within the City to defray the cost of funeral service.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Certified true copy of Death Certificate reflecting Quezon City address.</li> <li>2. Duly notarized original copy of Funeral Contract.</li> <li>3. Certificate of Indigency from the barangay.</li> <li>4. Valid Government I.D. of Representative.</li> <li>5. Valid Government I.D. of Deceased.</li> </ol>		Social Services Development Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Cash Division's window number 1 to 5.	1. Accept the approved claim stub and verify	N/A	10 minutes	Cashier/Paymaster
2. Presents claim stub from the SSDD after they submitted those documents required by the said department.	<p>the validity of the documents.</p> <ol style="list-style-type: none"> <li>2. Verify if the name of the beneficiary is indicated in the payroll register.</li> <li>3. Release the cash to the authorized representative.</li> </ol>			

		Total	10 minutes	

### 30. RELEASING OF BARANGAY SHARES FROM REAL PROPERTY TAX (RPT) AND COMMUNITY TAX COLLECTIONS (CTC)

All Barangay are entitled to receive their share from CTC and RPT on a quarterly basis as one of their source of income.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Barangay Treasurers or other officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official receipt or the Accountable forms No. 51.		Barangay officials		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. The Barangay treasurer or representative should proceed to Cash division on a scheduled date per district to claim their checks and bring their official receipt.</p> <p>2. The official should indicate in the O.R those details stated in the check and vouchers (e.g Payor, date of check, amount to receive and others),</p>	<p>1. The paymaster should verify if the barangay is entitled and listed in the payroll prepared by the City Accounting Department.</p> <p>2. Make sure to advise the recipient to put his/her signature sign in the payroll and voucher for documentation.</p>		10 minutes	Paymaster/Cashier
Total			10 minutes	

### 31. COLLECTION OF PAYMENT FROM BENEFICIARIES OF SOCIALIZED HOUSING PROJECT

The Account management and Monitoring section issues order of payment to beneficiaries of Socialize Housing Program who will pay their monthly amortizations.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Beneficiaries of Socialize Housing Program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Order of payment.		Housing Community Development and Resettlement Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to Cash Division Window 1 or inside the office premise.	1.Accept the approved order of payment.  1.1Verify the date of issuance and the existence of assessment made.  1.2 Issue an official receipt indicating proper particulars on the said transactions.	As stated in the Order of payment	10 minutes	Cashier/Accountable officer
Total			10 minutes	

## 32. ONLINE PAYMENT PROCESSING OF NEW BUSINESS

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business			
<b>Who may avail:</b>	Taxpayers who intend to set up a business in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of Business Registration		DTI for Sole Proprietorship SEC for Corporation and Partnerships CDA for Cooperatives		
2. Contract of Lease (if leased) or Tax Declarations (if owned)		Business Owner or City Assessor's Office		
3. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer / Business Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and log in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Create an account using gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeservices account 2.1 Click the Business One Stop Shop			20 minutes	Taxpayer



<p>2.2 Click the Submit application online  2.3 Click New then proceed  2.4 Fill up the online application and upload the necessary requirements  2.5 Click save  2.6 Click submit</p>				
<p>3. Receive email/text confirmation or access QCeservices account for the order of payment / assessment availability</p>	<p>Evaluation of application  Approve the location</p>		<p>30 minutes or more depending on the evaluations of ancillary clearances</p>	<p>BPLD Evaluator  ZAU Approver</p>
<p>Login to QCeservices  4. Click QC Pay Easy  Choose payment method  4.1 Gcash E-wallet  a. Login to your account and transfer payment  4.2 Maya E-wallet  a. Login to your account and transfer payment  4.3 Credit/Debit Card  a. Fill up card details and transfer payment  4.4 Paygate (Pesonet Banks)  a. Select and login to your bank account and transfer payment  4.5 or Landbank  a. Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. <b>1722102300</b>)  b. Email the photo of proof of payment and tax assessment / reference slip (received thru email or QC eservices) to <a href="mailto:businesstaxpayment.cito@quezoncity.gov.ph">businesstaxpayment.cito@quezoncity.gov.ph</a></p>		<p>As stated in the online Billing statement inclusive of convenience fee, if any</p>	<p>10 minutes</p>	<p>Taxpayer</p>

<p>5.Receive the new business permit, certificates / clearances and official receipts to be delivered to your business address</p>	<p>Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD) Deliver the items to business owner</p>		<p>3 days or more depending on the number of days payment remittance was received</p>	<p>Payment Verifier Collection Officer OR Transmitter Delivery Agent</p>
<p style="text-align: right;">Total</p>			<p>3 days, 1 hour and 3 minutes</p>	

### 33. ONLINE PAYMENT PROCESSING OF ANNUAL BUSINESS TAX (RENEWAL)

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business			
<b>Who may avail:</b>	QC Business /Cooperative owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Audited Financial Statement		BIR		
2. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer / Business Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to qceservices.quezoncity.gov.ph. Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeservices account 2.1 Click Pay Business Tax 2.2 Click proceed with Business Tax Assessment 2.3 Click Submit Online Sales Declaration 2.4 Fill up the online application and upload the necessary requirements 2.5 Click save 2.6 Click submit			20 minutes	Taxpayer
3. Receive email/text confirmation or access QCeservices account for tax assessment availability	Evaluation of application Assessment of Business Tax Approval of assessment		30 minutes or more depending on the evaluations of ancillary clearances	Evaluator Assessment Clerk Final Evaluator Treasurer

<p>Login to QCeServices  4.Click QC Pay Easy  Choose payment method  4.1Gcash E-wallet  a.Login to your account and transfer payment  4.2 Maya E-wallet  a.Login to your account and transfer payment  4.3 Credit/Debit Card  a.Fill up card details and transfer payment  4.4Paygate (Pesonet Banks)  a.Select and login to your bank account and transfer payment  4.5 Applicable to Landbank Transfer payment only</p>		<p>As stated in the online Billing statement inclusive of convenience fee, if any</p>	<p>10 minutes</p>	<p>Taxpayer</p>
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<p>a. Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. <b>1722102300</b>)</p> <p>b. Email the photo of proof of payment and tax assessment / reference slip (received thru email or QC eservices) to <a href="mailto:businesstaxpayment.cfo@quezoncity.gov.ph">businesstaxpayment.cfo@quezoncity.gov.ph</a></p>				
<p>5. Receive the business permit, certificates / clearances and official receipts to be delivered to your business address</p>	<p>Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD) Deliver the items to business owner</p>		<p>3 days or more depending on the number of days payment remittance was received</p>	<p>Payment Verifier Collection Officer OR Transmitter Delivery Agent</p>
<p>Total</p>			<p>3 days, 1 hour and 3 minutes</p>	

### 34. ONLINE PAYMENT PROCESSING OF OCCUPATIONAL PERMIT

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Quezon City Employees or first-time job seeker			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.NBI / Police Clearance		NBI Clearance- National Bureau of Investigation Official website ( <a href="https://clearance.nbi.gov.ph/">https://clearance.nbi.gov.ph/</a> ) Police clearance –Philippines National Police Official website ( <a href="https://pnpclearance.ph/">https://pnpclearance.ph/</a> )		
2.Health receipt or Health card		QC Health Department		
3. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click the Occupational (Work) Permit 2.2 Click the Submit Online application 2.3 Click Proceed 2.4 Fill up the online application and upload			10 minutes	Taxpayer

<p>the necessary requirements 2.5 Click continue / save 2.6 Click submit</p>				
<p>3. Receive email/text confirmation or access QCeServices account for the order of payment/ assessment availability</p>	<p>Evaluation of application</p>		<p>10 minutes or more depending on the evaluations of receive per day</p>	<p>BPLD Evaluator</p>
<p>Login to QCeServices 4. Click QC Pay Easy Choose payment method 4.1 Gcash E-wallet a. Login to your account and transfer payment 4.2 Maya E-wallet a. Login to your account and transfer payment 4.3 Credit/Debit Card a. Fill up card details and transfer payment 4.4 Paygate (Pesonet Banks) a. Select and login to your bank account and transfer payment 4.5 Applicable to Landbank Transfer payment only a. Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. <b>1722102300</b>) b. Email the photo of proof of payment and tax assessment / reference slip (received thru email or QC eServices) to misctaxpayment.cto@quezoncity.gov.p</p>		<p>As stated in the online Billing statement inclusive of convenience fee, if any</p>	<p>10 minutes</p>	<p>Taxpayer</p>

h				
5.Pick-up the original Official Receipt (OR) at Business Permit and Licensing Dept. (BPLD)	Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD)		3 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Transmitter
Total			3 days and 33 minutes	



### 35. ONLINE PAYMENT PROCESSING OF LIQUOR PERMIT

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business / G2C-Government to Citizen			
<b>Who may avail:</b>	Quezon City Business owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Barangay Clearance for Liquor		Respective Barangay where Business is located		
2. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to qceservices.quezoncity.gov.ph. Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click Business One Stop Shop (BOSS) 2.2 Click Menu then Liquor Permit application 2.3 Click apply for Liquor Permit 2.4 Fill up the online application and upload the necessary requirements 2.5 Click continue / save 2.6 Click submit			10 minutes	Taxpayer
3. Receive email/text confirmation or access QCeServices account for the order of payment/ assessment availability	Evaluation of application		10 minutes or more depending on the number of evaluations receive per day	BPLD Evaluator

<p>Login to QCeServices  4.Click QC Pay Easy  Choose payment method  4.1 Gcash E-wallet  a. Login to your account and transfer payment  4.2 Maya E-wallet  a. Login to your account and transfer payment  4.3 Credit/Debit Card  a. Fill up card details and transfer payment  4.4Paygate (Pesonet Banks)  a.Select and login to your bank account and transfer payment  4.5 Applicable to Landbank Transfer payment only  a.Transfer / deposit</p>		<p>As stated in the online Billing statement inclusive of convenience fee, if any</p>	<p>10 minutes</p>	<p>Taxpayer</p>
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<p>payment to Landbank QCG Settlement Mother Account (Account No. <b>1722102300</b>)</p> <p>b. Email the photo of proof of payment and tax assessment / reference slip (received thru email or QC eServices) to <a href="mailto:business taxpayment.cto@quezoncity.gov.ph">business taxpayment.cto@quezoncity.gov.ph</a></p>				
<p>5. Pick-up the original Official Receipt (OR) at Business Permit and Licensing Dept. (BPLD)</p>	<p>Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD)</p>		<p>3 days or more depending on the number of days payment remittance was received</p>	<p>Payment Verifier Collection Officer OR Transmitter</p>
<p>Total</p>			<p>3 days and 33 minutes</p>	

### 36. ONLINE PAYMENT PROCESSING OF REAL PROPERTY TAX

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Quezon City Real Property owners / Developers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Declaration		City Assessor's Office		
2. Previous Official Receipts		Taxpayer / owner		
3. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click the RPT Payment (Amilyar) 2.2 Read and Follow instruction 2.3 Search the Tax Declaration No. (TDN) 2.4 Verify owner's name 2.5 If multiple TDNs entry, a. Click the Add to Cart then repeat 2.3 to 2.5 b. Click My Cart			5 minutes	Taxpayer

<p>2.6 Click Proceed to Payment 2.7 Click Yes to verify total amount to be paid</p>				
<p>Choose payment method 3. Gcash E-wallet a. Login to your account and transfer payment 3.2 Maya E-wallet a. Login to your account and transfer payment 3.3 Credit/Debit Card a. Fill up card details and transfer payment 3.4 Paygate (Pesonet Banks) a. Select and login to your bank account and transfer payment 3.5 Applicable to Landbank Transfer payment only a. Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. <b>1722102300</b>) b. Email the photo of proof of payment and reference slip (received thru email) to rptpayment@quezon city.gov.ph</p>		<p>As stated in the online Billing statement inclusive of convenience fee, if any</p>	<p>10 minutes</p>	<p>Taxpayer</p>
<p>4. Receive the photo of Computerized Official Receipt (COR) thru email</p>	<p>Verify the payment thru Landbank Statement Inquiry Validate tax bill and issue Official Receipt Upload photo of Official Receipt</p>		<p>2 days or more depending on the number of days payment remittance was received</p>	<p>Payment Verifier Collection Officer OR Transmitter</p>

<p>5.Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3<sup>rd</sup> Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative</p>	<p>Release the original Computerized Official Receipt</p>		<p>10 minutes</p>	<p>OR Releaser</p>
	<p>Total</p>		<p>2 days and 28 minutes</p>	

### 37. ONLINE PAYMENT PROCESSING OF BUILDING PERMIT

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen / G2B-Government to Business			
<b>Who may avail:</b>	Any person, firm or corporation who wants to construct, build, alter, move or demolish building / structure within the territorial jurisdiction of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title)		Land Registration Authority for the Certified True copy Transfer Certificate of Title		
2. Real Property Tax Declaration on Land		City Assessor's Office		
3. Pesonet Account		Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to qceservices.quezoncity.gov.ph. Create an account using Gmail, facebook ID or email address			5 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click Building Permit: One-Stop-Shop 2.2 Click Permit Applications 2.3 Fill-up the application details 2.4 Complete the application details until you receive an Order of payment			15 minutes	Taxpayer
3. Transfer/ Deposit payment to Landbank of the Phils. Account: Account name: <b>QCG Settlement Mother Account</b> Account No. <b>1722102300</b> Bank Address: LBP Quezon CityHall		As stated in the online order of payment	10 minutes	Taxpayer

Account Type: Corporate				
4.Email the photo of Order of payment and the confirm proof of payment to misctaxpayment.cto @ quezoncity.gov.ph			5 minutes	Taxpayer
5.Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader
6.Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 <sup>rd</sup> Floor, Online Payment Group (present the valid ID and photo /	Release the original Official Receipt		5 minutes	OR Releaser



digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative				
Total		2 days and 40 minutes		

### 38. ONLINE PAYMENT PROCESSING OF PROFESSIONAL TAX RECEIPT (PTR)

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Professionals and Lawyers of the Philippines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.PRC / IBP ID		PRC-Professional Regulatory Commission IBP ID-Integrated Bar of the Philippines		
2. Latest Official Receipt (OR)		Taxpayer / QC Treasurer's Office Miscellaneous Section		
3. Pesonet Account		Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email the photo of PRC/ IBP ID and last payment to mistaxpayment.cto@Quezoncity.gov.ph			5 minutes	Taxpayer
2. Receive an email reply with the amount to be paid and instruction on how to pay online	Email the amount due and the Quezon City Landbank account details	₱300.00 annual tax Plus 75 (surcharge fee) and plus 2% penalty each month after January 31	10 minutes Or more depending on the number of emails received per day	Email sender
3. Transfer/ Deposit payment to <b>Landbank of the Phils.</b> Account: Account name: <b>QCG Settlement Mother Account</b> Account No. <b>1722102300</b> Bank Address: LBP Quezon CityHall Account Type:		As stated in the online order of payment	10 minutes	Taxpayer

Corporate				
4.Email the photo of confirm proof of payment to misctaxpayment.cto @ quezoncity.gov.ph			3 minutes	Taxpayer
5.Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader

<p>6.Pick-up the original Official Receipt (OR) at the City Treasurer’s Office, 3<sup>rd</sup> Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative</p>	<p>Release the original Official Receipt</p>		<p>5 minutes</p>	<p>OR Releaser</p>
	<p>Total</p>		<p>2 days and 33 minutes</p>	

### 39. ONLINE PAYMENT PROCESSING OF HEALTH CERTIFICATE

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All persons involved in the operation and management of an establishment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.HIV Seminar, sputum and stool exam result		Quezon City Health Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Create an account using Gmail, Facebook ID or email address			5 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click Health Certificate & Sanitary Permit 2.2 Click Health Certificate 2.3 Fill-up the application details 2.4 Click apply for Health Certificate 2.5 Complete the application details until you receive an Order of payment			15 minutes	Taxpayer
3.Transfer/ Deposit payment to <b>Landbank of the Phils.</b> Account: Account name: <b>QCG Settlement Mother Account</b> Account No. <b>1722102300</b> Bank Address: LBP Quezon CityHall Account Type: Corporate		As stated in the online order of payment	10 minutes	Taxpayer

4.Email the photo of order of payment and the confirm proof of payment			5 minutes	Taxpayer
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to misctaxpayment.cto @ quezoncity.gov.ph				
5.Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader
6.Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 <sup>rd</sup> Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative	Release the original Official Receipt		5 minutes	OR Releaser
	Total		2 days and 40 minutes	

## 40. ONLINE PAYMENT PROCESSING OF SANITARY PERMIT

<b>Office or Division:</b>	Online Payment Group (FMU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B-Government to Business			
<b>Who may avail:</b>	All new establishments doing business within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Locational Clearance		Business One Stop Shop (BOSS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Create an account using Gmail, Facebook ID or email address			5 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click Health Certificate & Sanitary Permit 2.2 Click Sanitary Permit 2.3 Fill-up the application details 2.4 Click apply for Sanitary Permit 2.5 Complete the application details until you receive an Order of payment			15 minutes	Taxpayer
3. Transfer/ Deposit payment to <b>Landbank of the Phils.</b> Account: Account name: <b>QCG Settlement Mother Account</b> Account No. <b>1722102300</b> Bank Address: LBP Quezon CityHall Account Type: Corporate		As stated in the online order of payment	10 minutes	Taxpayer



4. Email the photo of order of payment and the confirm proof of payment to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a>			5 minutes	Taxpayer
5. Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader
6. Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 <sup>rd</sup> Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative)	Release the original Official Receipt		5 minutes	OR Releaser
Total			2 days and 40 minutes	

## 41. 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)

<b>Office or Division:</b>		Amusement Tax Evaluation, Assessment & Monitoring (TEAM) Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All Quezon City Business operators/ Proprietor of Amusement establishments or places		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>REGISTRATION OF TICKETS</b> 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	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% Cockfight 10% Other amusement places/ activities 10%	10 minutes	Amusement TEAM Unit personnel

ticket				
2.Receive tax bill and pay the required amount 2.1 Receive the official receipt and registered tickets	2.Accept tax bill and payment 2.1Issue official receipt		5 minutes	Collector
Total			15 minutes	
<b>ISSUANCE OF CASHBOND for new promoters/new production agency 1. Secure Special Permit from BPLD for the event/concerts</b> 2. Issue Order of Payment	1 Evaluate the documents		10 minutes	Amusement TEAM Unit personnel
	2. pay the required amount and issue official receipts		5 minutes	Collector
<b>REGISTRATION OF TICKETS</b> for regular	1.Evaluate the completeness of the submitted		10 minutes	Amusement TEAM Unit personnel
Amusement establishment (cinema, night clubs) 1.Present accomplished registration form, current business permit and official receipts (OR) sample tickets and printers invoice ticket	documentary requirements with accuracy of the accomplished registration form			
Total			10 minutes	

<p><b>ISSUANCE OF AMUSEMENT TAX EXEMPTION</b>  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</p>	<p>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</p>		<p>3 days</p>	<p>Amusement TEAM Unit personnel  City Mayor</p>
<p>Total</p>			<p>3 days</p>	
<p><b>AMUSEMENT TAX RETURN</b>  *If special screening (one time transaction)  Unsold tickets shall be surrendered to Amusement TEAM Unit</p>	<p>1.Assessment of amusement tax Compute and prepare tax bill for approval and for payment of amusement tax</p>		<p>10 minutes</p>	<p>Amusement TEAM Unit personnel</p>
<p>2.Receive tax bill and pay the required amount  2.1 Receive the official receipt</p>	<p>2.Accept tax bill and payment  2.1Issue official receipt</p>		<p>5 minutes</p>	<p>Collector</p>
<p>Total</p>			<p>15 minutes</p>	

<p><b>INSPECTION OF AMUSEMENT PLACES</b></p> <p>1. Present the latest business permit, official receipt and receipt of paid monthly amusement tax</p>	<p>1. Present notice of inspection and mission order</p> <p>1.1 Check the presented business permit and official receipts</p>		<p>Depends on the area/location of establishment to be inspected and availability of the documents to be presented</p>	<p>Inspectors Amusement TEAM Unit</p>
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## 42. ISSUANCE OF ACCOUNTABLE FORMS

Every accountable 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)

<b>Office or Division:</b>	Accountable Forms Unit-Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All Quezon City Bonded Accountable Officers, Appointed Barangay Treasurers and SK Treasurers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Barangay /SK Treasurer</b> 1.Present duly approved RIS and submit complete documentary requirements	1.Accept approved RIS and evaluate the completeness of the submitted documents 1.1Check the fidelity bond effectivity date of the accountable officer		5 minutes	Head, Accountable Forms Unit City Treasurer's Office

<p>2. Pay the cost of accountable form requested and receive official receipt</p> <p>2.1 Photocopy of official receipt (1 copy) to be submitted to the releasing area</p>	<p>2. Accept payment and issue official receipt</p> <p>2.1 Provide the approved RIS to the releasing custodian to prepare and process the requested accountable form</p>	<p>Depends on the prevailing price indicated in the Purchase Order</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Collector Verification Section</p> <p>Releasing clerk Accountable Forms Unit</p>
<p>3. Proceed to releasing area of AF and sign the receiving log-book of accountable forms</p> <p>3.1 Check the quantity and serial number of booklet/pad purchase and received copy of</p>	<p>3. Release the requested Accountable form</p> <p>3.1 Consolidate the RIS with attached photocopy of Official Receipt</p>		<p>5 minutes</p>	<p>Releasing Clerk Accountable Forms Unit</p>

<p>approved RIS</p>				
<p>Total</p>			<p>20 minutes</p>	
<p><b>Bonded Accountable Officers/City Collectors</b> 1. Submit duly approved RIS which indicated the quantity of un-issued Accountable Form</p>	<p>1. Accept the approved RIS and check the fidelity bond effectivity date of the accountable officer</p>		<p>5 minutes</p>	<p>Releasing Clerk Accountable Forms Unit</p>
<p>2. Wait for the preparation of the requested accountable form</p>	<p>2. Prepare and process the requested accountable form</p>		<p>5 minutes</p>	<p>Releasing Clerk Accountable Forms Unit</p>

<p>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</p>	<p>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 officer thru the existing system</p>		<p>5 minutes</p>	<p>Releasing Clerk Accountable Forms Unit</p>
<p>Total</p>			<p>15 minutes</p>	



### 43. 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

<b>Office or Division:</b>	Records Section-Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All company, business establishments and/or government offices, taxpayers, employee with a communication letter, for information or compliance addressed to this Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.letter/ memoranda		Agency/Taxpayer / Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>WALK-IN</b> 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 received of the Records Section	1.Accept and stamp the receiving copy and other attached documents by the Records Section (provided with Control number) 1.1Provide the received copy (stamped) to the	None	5 minutes	Receiving clerk Records Section
(*For follow-up, receive a stub indicated the telephone number of this Office with name of personnel )	taxpayer /or requesting party (if applicable, the stub indicated the name of person and telephone number )			

	<p>2.Register in the log-book and thru existing system, the received letter/ memoranda and attach routing slip</p> <p>2.1 Evaluate the letter to whom it will be assigned</p> <p>2.2Release the letter to appropriate personnel for proper action or for dissemination</p>		<p>10 minutes</p> <p>5 minutes</p>	<p>Receiving clerk Records Section</p> <p>Chief Records Section</p> <p>Releasing Clerk Records Section</p>
<p><b>ONLINE</b></p> <p>1. Send the request letter to official email address of City Treasurer's Office</p> <p><a href="mailto:admin.cto@quezoncity.gov.ph">admin.cto@quezoncity.gov.ph</a></p>	<p>1.Print the emailed letter</p> <p>1.1.Acknowledge the email letter from taxpayer and provide control number of the request letter</p>	None	5 minutes	Receiving Clerk
	<p>2.Register in the logbook and thru the existing system and attach routing slip</p> <p>2.1 Evaluate the letter to whom it will be assigned</p> <p>2.2 Release the letter to appropriate personnel for proper action or for dissemination</p>		<p>10 minutes</p> <p>5 minutes</p>	<p>Receiving clerk</p> <p>Chief Records Section</p> <p>Releasing Clerk Records Section</p>
Total			20 minutes	

#### 44. ONLINE APPLICATION/RENEWAL OF FIDELITY BOND

The application/renewal of fidelity bond is being processed online.

<b>Office or Division:</b>		Personnel Section-Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G-Government to Government		
<b>Who may avail:</b>		All permanent employees of the City Treasurer's Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Information Sheet		City Treasurer's Office		
2. Office Order		Self-provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to the Personnel Section, Administrative Division	1. Encode SDO personal information and upload the same to the Online Fidelity Bonding System for the release of Computerized Form 27A.		5 minutes	Personnel Officer
2. Sign and notarize Computerized Form 27A and attach 2x2 picture.	2. Send BTr scan copy of the accomplished and notarized Fidelity Bond Application Form (FBAF) and other requirements via BTr email.		5 minutes	Personnel Officer
	2.1. BTr will send copy of Authority to Accept Payment (ATAP)		1 day	Personnel Officer
	2.2 SDO will accomplish Landbank On Collection Receipt and will post payment at the LBP over the counter.		1 day	Personnel Officer
	2.3 Upload copy of LBP On-Collection Receipt via BTR email		5 minutes	Personnel Officer

	2.4 BTr will issue Letter of Confirmation		1 day	BTR Officer
		Total	3 days & 15 minutes.	

# CITY TREASURER'S OFFICE BRANCHES / SATELLITE OFFICES EXTERNAL SERVICES

## 1. ASSESSMENT OF BUSINESS TAX

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

<b>Office or Division:</b>	City Treasurer's Branch Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All QC taxpayers engaging in Business and professional services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1<sup>st</sup> Quarter</b> 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	
<b>2<sup>nd</sup>-4<sup>th</sup> Quarter</b> 1. Present the previous Business tax bill and official receipts 1.1 Receive the computerized business tax bill	1. Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1 Print and issue computerized business tax bill		10 minutes	Assessment Officer CTO Branch Office
Total			10 minutes	

## 2. COLLECTION OF BUSINESS TAX

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

<b>Office or Division:</b>	City Treasurer's Branch Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City Business owners/operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to Payment counter 1.1Present the approved Computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.2Receive the computerized Business tax official receipts	1.Accept the approved computerized Business 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 Business Tax official receipts	As stated in the Business Tax Bill	10 minutes	Local Revenue Collection Officer CTO Branch Office
Total			10 minutes	

### 3. 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)

<b>Office or Division:</b>	City Treasurer's Branch Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen

<b>Who may avail:</b>	All Quezon City residents, business owners and taxpayers
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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. <b>New Business:</b> Single Proprietor Certificate of Registration		Department of Trade and Industry (DTI)		
4. <b>Renewal of Business:</b> Proof of Income (Approved business tax declaration by an evaluator)		City Treasurer's Office (Main)		
5. <b>Individual:</b> Proof of income, payslip, BIR Form 2316		Company, BIR		
6. <b>Claiming of paid CTC Single Proprietor</b> 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



<p><b>New Business:</b> 1. Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business</p>	<p>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</p>	<p>Amount to be paid depends on the income of taxpayer</p>	<p>5 minutes</p>	<p>Collector CTO Branch Office</p>
<p>2. Pay the required amount and receive the computerized community tax certificate (CTC)</p>	<p>1. Accept the payment and release the computerized CTC</p>		<p>5 minutes</p>	<p>Collector CTO Branch Office</p>
<p>Total</p>			<p>10 minutes</p>	
<p><b>Renewal of Business:</b> 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</p>	<p>1. Accept the accomplished CTDF and required documents 2. Encode the pertinent information declared on CTDF thru a system which</p>	<p>Amount to be paid depends on the income of taxpayer</p>	<p>5 minutes</p>	<p>Collector CTO Branch Office</p>
<p>information</p>	<p>automatically compute tax due based on the declared gross sales on the CTDF</p>			

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	
<b>Individual</b> 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 community tax certificate (CTC)	2. Accept the payment and release the computerized CTC			Collector
Total			5 minutes	
<b>Claiming of paid CTC Single Proprietor</b> 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				
<b>ISSUANCE OF CERTIFIED TRUE COPY</b>				

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	3. Process and		5 minutes	

receipt at Releasing counter and wait for the release of your requested certified true copy	release the requested certified true copy			
Total			10 minutes	

#### 4. 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)

<b>Office or Division:</b>	City Treasurer's Branch Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Quezon City residents, business owners and taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Community Tax Declaration Form (CTDF)		City Treasurer's Branch Office		
2.Government Issued valid ID		DFA,SSS, GSIS, Comelec, LTO		
3. <b>New Business:</b> Certificate of Registration		Securities and Exchange Commission Cooperative Development Authority		
4. <b>Renewal of Business:</b> 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 Branch Office		
5. <b>Claiming of paid CTC Corporation</b> 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p><b>New Business:</b> 1. Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business</p>	<p>1. Accept the accomplished CTDF and required documents 2. Encode the pertinent information declared on CTDF thru a system which automatically computes tax</p>	<p>Amount to be paid depends on the income of taxpayer</p>	<p>5 minutes</p>	<p>Collector</p>
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	<p>due based on the declared gross sales on the CTDF</p>			
<p>2. Pay the required amount and receive the computerized community tax certificate (CTC)</p>	<p>1. Accept the payment and release the computerized CTC</p>			<p>Collector</p>
<p>Total</p>			<p>5 minutes</p>	
<p><b>Renewal of Business:</b> 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</p>	<p>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</p>	<p>Amount to be paid depends on the income of taxpayer</p>	<p>5 minutes</p>	<p>Collector</p>
<p>2. Pay the required amount and receive the computerized community tax certificate (CTC)</p>	<p>1. Accept the payment and release the computerized CTC</p>			<p>Collector</p>

Total			5 minutes	
<b>Claiming of paid CTC Corporation</b> 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	
<b>ISSUANCE OF CERTIFIED TRUE COPY</b>				
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	

## 5. 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.

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

<p><b>PTR (LAWYERS)</b>  <b>New:</b>          Lawyers presents          1. Present original IBP card and original Certification from Supreme Court          2. Pay the required fee          3. Receive Professional Tax receipts</p>	<p>1. Verify from the record of the previous payment (if applicable)          2. Accept payment          3. Issue Professional Tax Receipts</p>	<p>₱ 300.00          (plus penalty if not updated;          25% + 2% monthly surcharge)</p>	<p>5 minutes</p>	<p>Collector</p>
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<p><b>Renewal:</b>          Lawyers previous/currently employed in gov't present Service Record, original latest PTR and photocopy of latest PTR and IBP card</p> <p><b>For Representative of Professional/Lawyers</b>          1. Present original (PRC/IBP card), original &amp; photocopy of authorization letter and original and photocopy of gov't issued ID, photocopy of ID of authorized person</p>		<p>Additional cost          Verification fee of          ₱ 20.00          Cert. true copy          ₱ 50.00</p>		
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## 6. 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

<b>Office or Division:</b>	City Treasurer's Branch Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All QC taxpayers engaging in Market Business (Private and Public) street vendors, meat vendors, market stallholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Market Stallholders:</b> 1 <sup>st</sup> Quarter Sales Declaration and Evaluation Form Business Permit Latest tax bill and official receipt 2 <sup>nd</sup> to 4 <sup>th</sup> 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Market Stallholders</b> (Private and Public Markets) <b>1<sup>st</sup> Quarter</b> 1. Taxpayer accomplish the Sales	<u>City Tax and Regulatory fees</u> 1. Evaluate the submitted requirement 1.1 Assess the	Based on the amount indicated in the Order of payment	5 minutes	Collector Market Section  Assessment

<p>Declaration &amp; 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</p> <p><b>2<sup>nd</sup> Quarter to 4<sup>th</sup> Quarter</b> 1. Present the previous tax bill and official receipt 2. Pay the required amount and receive official receipt</p>	<p>Business taxes and regulatory fees 2. Accept payment and Issue Computerized Official receipt (COR)</p> <p><u>City Tax &amp; Garbage fee</u> 1. Assess the City Tax &amp; garbage fee 2. Accept payment and issue Computerized Official Receipt (COR)</p>		5 minutes	<p>Clerk Taxes and Fees Division</p> <p>Local Revenue Collection Officer</p> <p>Collector Market Section</p> <p>Local Revenue Collection Officer</p>
<p><b>Hawkers Vending Fee</b> (Street vendors, transient vendors/others 1. Present latest official receipt 2. Pay the required amount and receive official receipt</p>	<p>1. Accept order of payment (no alteration) issued by Market Development Administration Dept. 2. Accept payment and issue official receipt</p>	Based on the market classification and area awarded	5 minutes	Collector
<p><b>Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee</b> Meat Handlers, Market meat vendors others 1. Submit original order of payment 2. Pay the required amount and receive official receipt</p>	<p>1. Accept order of payment issued by the City Veterinary Office 2. Accept payment and issue official receipt</p>	Based on the amount indicated in the order of payment	5 minutes	Collector

<b>Liquor Permit Fees</b> (Beer, wine, serving/ special permit) Corporation & Single Proprietor (restaurants/retailer /wholesaler, bar , cocktail lounge, carinderia)	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
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# BUSINESS PERMITS AND LICENSING DEPARTMENT

## 1. ISSUANCE OF NEW BUSINESS PERMIT

Pursuant to Article 21, Section 67 of the Quezon City Revenue Code, as amended by City Ordinance No. SP-3013, S-2021, every business establishment within the City must secure a valid business permit.

<b>Office or Division:</b>	Business Permit Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business Entity)			
<b>Who may avail:</b>	Sole Proprietors/Corporation/Partnership/Cooperative or Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Proof of Business Registration <ul style="list-style-type: none"> <li>• DTI Registration</li> <li>• SEC Articles of Incorporation</li> <li>• CDA Registration</li> </ul>		<ul style="list-style-type: none"> <li>• Department of Trade and Industry</li> <li>• Securities and Exchange Commission</li> <li>• Cooperative Development Authority</li> </ul>		
2. Contract of Lease (if business area is leased) or Land Title or Tax Declaration (if business area is owned)		<ul style="list-style-type: none"> <li>• Applicant</li> <li>• Registry of Deeds or City Assessor's Office</li> </ul>		
3. Valid ID of Business Owner		Applicant		
4. Authorization Letter 5. Valid ID of Representative (If filed by representative)		See: <a href="http://bit.ly/BPLDAuthorizationAuthorizedRepresentative">bit.ly/BPLDAuthorizationAuthorizedRepresentative</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill-out and submits the required documents  via QC e-Services	1.1. Receives and evaluates the submitted documents	None	10 mins.	Evaluator Business Permits Division (BPLD)

	1.2. Approve business location (if documents are complete, the location of business shall be evaluated by Zoning Administration Unit)	None	10 mins.	Zoning Administration Unit Evaluator
	1.3. Generate Tax Bill and is uploaded to client's application (Simultaneously, application is evaluated by other ancillary verification)	None	10 mins.	Staff Business Permits Division (BPLD)
	1.4. Receive payment and issue official receipt Refer to the City Treasurer's Office Citizen's Charter bit.lyQCCTOCitizenCharter	System-generated.  The computation is based on the declared capitalization. (See Article 8, Section 19 (M) of the QC Revenue Code.)	Client dependent	City Treasurer's Office
	1.5. Final Review of application by BPD Chief	None	10 mins.	Chief BPD

	1.6. Approves business permit application by Head approval (Applicant receives e-copy of business permit)	None	10 mins.	Head BPLD
	1.7. Deliver business permit and other ancillary documents to the business address	None		MISRAD ADDS Unit

## 2. RENEWAL OF BUSINESS PERMIT

Every year, all existing and operating businesses in the city must have their Business Permits renewed. Pursuant to City Ordinance No. SP-3013, S-2021, “An Ordinance amending the validity of Business Permit from December 31 of every year to one year from the date of issuance or anniversary date, amending further Ordinance No. SP-91, S-93, otherwise known as the Quezon City Revenue Code of 1993”, Business Permits shall be valid one (1) year from the date of issue reflected in the permit.

<b>Office or Division:</b>	Business Permit Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business Entity)			
<b>Who may avail:</b>	Business Owner or authorized representative who has an existing business in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Previous Mayor's Permit		Applicant		
1. Official Receipt of Business Tax Payment for the current year		City Treasurer's Office		
Authorization Form (If filed by a representative)		Accessible via the Business One-Stop Shop at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
NOTE: Pay Business Tax	Receive Business Tax payment	Refer to the City Treasurer's Office Citizen Charter: <a href="http://bit.ly/QCCT">bit.ly/QCCT</a> OCitizen sCharter or Log-in to QC e-Services Online Portal the choose Pay Business Tax	Client dependent	CTO

<p>File renewal of business permit at any of the following:</p> <ul style="list-style-type: none"> <li>• QC e-Services Portal</li> <li>• QC e-Services Kiosks</li> <li>• On-premise at the BOSS (Ground Floor, Finance Building)</li> </ul>	<p>1.1 Verify ancillary clearances</p>	<p>None</p>	<p>5 mins</p>	<p>Ancillary Department's Evaluators</p>
	<p>1.2 Final Review of application</p>	<p>None</p>	<p>10 mins</p>	<p>BPD Chief</p>
	<p>1.3 Approve renewal of business permit application</p>	<p>None</p>	<p>5 mins</p>	<p>BPLD Head</p>
	<p>1.4 Deliver Mayor's Permit and other ancillary clearances</p>	<p>None</p>	<p>1 day</p>	<p>MIS-RAD ADDS unit</p>



### 3. AMENDMENT OF BUSINESS PERMIT

Not all business information stays accurate for its entire existence. Some change addresses, while some change their business activity. In which case, clients are responsible to apply corresponding amendments to their Business Permits accordingly pursuant to Article 21, Section 77B of the Quezon City Revenue Code, as amended by City Ordinance No. SP-3013, S-2021.

<b>Office or Division:</b>	Business Permit Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business Entity)			
<b>Who may avail:</b>	Sole Proprietors / Corporation /Partnership / Cooperative or Authorized Representative intending to update or correct business permit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Previous Mayor's Permit 2. Tax Assessment Bill and Official Receipt of Business Tax Payment 3. Board resolution or secretary certificate, if corporation Updated SEC General Information sheet Certificate of Lease / Proof of ownership if the amendment is transfer of location		<ul style="list-style-type: none"> <li>• Applicant</li> <li>• City Treasurer's Office</li> <li>• Applicant</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application via QC e-Services	1.1 Receive and evaluate the submitted documents	None	10 mins	BPD Evaluator
	1.2 Evaluate business location if business activity is permissible	None	5 mins	Zoning Administration Unit
	1.3 Generate White Copy for CTO Assessment or Order of Payment (application is	None	10 mins	BPD Evaluator

	simultaneously evaluated by other ancillary departments)			
2. Pay amendment fees (Submit via email proof of payment/official receipt to BPLD@Quezon City.gov.ph)	2.1 Receive payment and issue official receipt	Refer to the City Treasurer's Office Citizen's Charter (bit.ly/QCCTOCitizensCharter)	Client dependent	CTO Cashier
	2.2 Final review of application	None	15 mins	BPD Chief
	2.3 Approve amendment of business permit	None	10 mins	BPLD Head
	2.4 Deliver amended business permit and other ancillary clearances	None	1 day	MIS-RAD ADDS Unit

#### 4. ISSUANCE OF SPECIAL PERMIT

Pursuant to Article 21, Section 82 of the QC Revenue Code, as amended, short-term events such as concerts, Sunday Markets, charitable events, or any other seasonal event of the same nature requires the organizers/applicants to secure a Special Permit with this Department.

<b>Office or Division:</b>	Business Permit Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business Entity)			
<b>Who may avail:</b>	Promoter, Event Organizer, or any individual entity intending to hold special events in the city			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		From the Lessor (Owner of the Venue)		
Health Safety Protocols		Applicant		
Proof of Business Registration		Applicant		
Event Confirmation Form (if applicable)		Quezon City Department of Public Order and Safety		
Hawker's Permit (If applicable)		Quezon City Market Development and Administration Department		
Traffic Clearance (If applicable)		Quezon City Traffic and Transport Management Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents and fill out application form via QC e-Services	1.1 Receive and evaluate the documents submitted.	None	10 mins.	BPD Evaluator
	1.2 Verify application (may vary depending on the event)	None	10 mins.	Ancillary Department Evaluator

	1.3 Generate order of payment	None	5 mins.	BPD Evaluator
2. Pay special permit fee via: <ul style="list-style-type: none"> <li>Office of the City Treasurer – Quezon City Hall</li> <li>Pay Business Tax Portal via QC e-Services</li> <li>Mall-based QC Business Centers</li> <li>QC District Action Offices</li> </ul>	2.1 Receive payment and issue official receipt	50.00 – Application Fee 150.00 – Red Carpet Screening 170.00 – per Performers 500.00 – Events per day (Subject to Amusement Tax) 5,000.00 – For First Time Promoters (Cash Bond) 1,000.00 to 10,000.00 – For Special Cockpit Events	Client dependent	CTO
	2.2 Final review of application	None	10 mins.	Head BPD
	2.3 Approve special permit application	None	10 mins.	Head BPLD

## 5. ISSUANCE OF CERTIFICATION OR CERTIFIED TRUE COPY OF BUSINESS PERMIT

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qceservices.quezoncity.gov.ph/> to begin transactions with the department. As of the moment this Citizen's Charter is created, the Department is developing the Unified Online Business Permit Application System. This system will allow the full automation of evaluation, document submission, and online business tax payments.

### Request for Certification is intended for the following purposes:

- |                           |                                   |
|---------------------------|-----------------------------------|
| 1. Medical Assistance     | 4. Birth Certification Correction |
| 2. Legal Assistance       | 5. Bidding                        |
| 3. Scholarship Assistance | 6. Government to Government (G2G) |

<b>Office or Division:</b>	BPLD Management Information System- Records and Archiving Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)	
<b>Who may avail:</b>	Taxpayer who request for Certification or Certified True Copy of Business Permit	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>Certified True Copy</p> <p>If Sole Proprietor:</p> <ol style="list-style-type: none"> <li>1. Request letter from the owner/Authorization Letter</li> <li>2. Photocopy of ID of owner</li> <li>3. Photocopy of ID of Representative</li> <li>4. Photocopy of Business Permit id available</li> </ol> <p>If OPC/Partnership/Corporation/Cooperative</p> <ol style="list-style-type: none"> <li>1. Request Letter from the President or any of the Incorporators</li> <li>2. Authorization Form</li> <li>3. Photocopy of ID of President or any of the Incorporators</li> <li>4. Photocopy of ID of Representative</li> <li>5. Photocopy of GIS/SEC with articles</li> <li>6. Photocopy of Business Permit if available</li> </ol>	Applicant
	<p>Certification</p> <ol style="list-style-type: none"> <li>1. Request Letter from the President or any of the Incorporators</li> </ol>	<p>For Checklists:</p> <p>Hospitals Schools</p>

2. Authorization Form 3. Photocopy of ID of the President or any of the Incorporators 4. Photocopy of ID of Representative 5. Photocopy of GIS/SEC with articles 6. Endorsement/Proof/Checklist		SSDD Government Agencies BAC/TWG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an Appointment Log in to <a href="https://qceservices.quincity.gov.ph/">https://qceservices.quincity.gov.ph/</a> and access Business One Stop Shop click Set an Appointment then select "Records Certification Request". Fill-out request form then click "Submit" or On-premise at the 2nd Floor Civic Center A.	None	None	5 mins.	MIS-RAD staff
2. Present appointment slip and submit requirements at the BPLD MISRAD.	Confirm appointment, verify request and issue Order of Payment	Php 20.00 Verification Fee  Php 50.00 for the Certified true Copy/Certification	5-7 mins or up to 2 days	Authorized MISRAD personnel
3. Claim your request (Certified True Copy/Certification)	Release the requested document.	None	5 mins	Authorized MISRAD personnel

## 6. ISSUANCE OF LIQUOR PERMIT

Pursuant to Article 23, Section 86 of the Quezon City Revenue Code, as amended by City Ordinance No. SP-3022, S-2021, establishments and/or individuals engaged in the manufacture, retail and/or wholesale of liquor or intoxicating beverages shall secure a permit from the Business Permits and Licensing Department - Liquor Licensing Division, before producing/serving/dispensing/selling the same.

<b>Office or Division:</b>	Liquor Licensing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Business establishments engaged in the manufacturing, selling or serving of various kinds of liquor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Mayor's Permit Number		Business Permits Division		
Barangay Clearance for Liquor		Barangay Government		
Valid ID of the Business Owner		Applicant		
Valid ID of the Representative and an accomplished Use of Representative Form, if applicable		Use of Representative Form accessible via the Business One-Stop Shop at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log into <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> and access Liquor Permit Application and select whether new, renewal or amendment application. Input the mayor's permit number and submit requirements.	1.1 Evaluate the application and generate Order of payment	None	30 mins	Authorized LLD Personnel

2. Settle order of payment at the City Treasurer's Office or online via QC E-Services (G-Cash, Paymaya, Landbank)	2.1 Receive and validate payment.	None	Client dependent	CTO Online and On- Premise
	2.2 Final review of the application	None	5 mins	LLD Chief
	2.2 Final review of the application	None	5 mins	MIS-RAD ADDS unit BPLD Releasing Unit
	2.4 Release the liquor permit and official receipt via: 1. email (digital copy of permit) 2. hard copy of permit to business address	None	1 day	MIS-RAD ADDS unit BPLD Releasing Unit



# DEPARTMENT OF THE BUILDING OFFICIAL

## I. ISSUANCE OF CONSTRUCTION PERMITS

Construction permits are secured prior to the construction, alteration, repair, conversion, demolition, or addition of any building or structure or any portion thereof, within the territorial jurisdiction of Quezon City.

Permit Applications are classified into ***SIMPLE***, ***COMPLEX***, and ***HIGHLY TECHNICAL APPLICATIONS*** as defined by Section 6 of Amended Joint Memorandum Circular No. 2021-01, Series of 2021. To view a copy of the said Joint Memorandum Circular No. 2021-01, Series of 2021, please view the following link:

<https://arta.gov.ph/wp-content/uploads/2022/03/ARTA-DPWH-DILG-DICT-DTI-PRC-BFP-Amended-JMC-No.-2021-01.pdf>

### CONSTRUCTION RELATED PERMITS AND OTHER PERMITS:

#### A. Ancillary Permits

- i. Mechanical Permit
- ii. Sanitary / Plumbing Permit
- iii. Electronics Permit
- iv. Electrical Wiring Permit

#### B. Accessory Permits

- i. Fencing Permit
- ii. Repair Permit
- iii. Demolition Permit
- iv. Temporary Sidewalk Enclosure
- v. Ground Preparation and Excavation Permit
- vi. Installation of Accelerograph
- vii. Structural Signboard / Billboard Permit

ISSUANCE OF CONSTRUCTION PERMITS	
<b>Office or Division:</b>	Permit Applications are processed either by the:  <ol style="list-style-type: none"><li>1. Permit Processing Division (Non-DPD) in collaboration with the City Planning and Development Office and the Bureau of Fire Protection; and</li><li>2. Permit Processing Divisions for Districts 1 to 6.</li></ol>

<b>Classification:</b>	Simple, Complex, and Highly Technical
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)

<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government, who wants to construct, alter, repair, convert, move, demolish, add any building or structure or any portion thereof within the territorial jurisdiction of Quezon City shall apply for a corresponding construction permit. (Section 301, Paragraph 1 of the NBCP).
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<b>Documentary requirements:</b>	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>  For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916.
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**FOR CONSTRUCTION PERMIT APPLICATIONS  
(Proposed)**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p><i>1. Confirmed Online Appointment 2. A private design/building professional who is registered with QC E-services 3. Duly accomplished Unified Building Permit Application Form</i></p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>): <u>create an account and log in.</u></p>

<p><b><u>OTHER BASIC</u></b></p> <p><b><u>REQUIREMENTS: LEGAL:</u></b></p> <p>- Proof of ownership and/or right to build on property: Certified True Copy of Transfer Certificate of Title (TCT), if applicant is the registered owner.</p> <p>- Additional legal document showing right to build when applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</p> <p>-Duly accomplished and notarized Affidavits.</p> <p><i>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting legal documents may be required as may be contained or explained</i></p>	<p>- Land Registration Authority for the Certified True Copy Transfer Certificate of Title</p> <p>- To be submitted by the applicant, for the legal documents.</p> <p>- To be submitted by the applicant. Affidavits are provided by the applicant's QC eservices account as part of the printable forms/affidavits.</p>
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<p><i>in the Letter of Instruction (LOI) to be issued by the Legal Evaluator.</i></p>	
<p><b>***Applicable only if the Building Permit was issued before November 17, 2022.</b> Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation).</p>	<p>- To be submitted by the applicant.</p> <p>If applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division. Applicant may send a formal request via email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>

<p><b><u>TECHNICAL:</u></b></p> <p>-Building plans (with wet sign &amp; seal of private design professional)</p> <p>-Supporting Technical documents (signed &amp; sealed) as indicated in the Generated Checklist Online.</p> <p><b>***Note:</b>  <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<p>- To be submitted by the applicant.</p> <p>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
<p><b>CONSTRUCTION RELATED PERMITS AND OTHER PERMITS</b></p>	
<p><b>FOR DEMOLITION PERMIT APPLICATIONS (STAND ALONE)</b></p>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Demolition Permit Application Form</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); create an account and log in.</p>
<p><b><u>OTHER BASIC REQUIREMENTS:</u></b></p> <p><b><u>LEGAL:</u></b></p> <p>- Proof of ownership and/or right to build on property: Certified True Copy of Transfer</p>	<p>-To be submitted by the applicant. Land Registration Authority for the Certified True Copy Transfer Certificate of Title</p>

<p>Certificate of Title (TCT), if applicant is the registered owner.</p> <p>- Additional legal document showing right to build when applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</p> <p>-Duly accomplished and notarized Affidavits.</p> <p><b>***Note:</b>  <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting legal documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Legal Evaluator.</i></p>	<p>- To be submitted by the applicant, for the legal documents</p> <p>- To be submitted by the applicant. Affidavits are provided by the applicant's QC eservices account as part of the printable forms/affidavits.</p>
<p>Real property tax declarations (lot and building)</p>	<p>Office of the City Assessor</p>
<p>Real property tax certification/ clearance (lot and building)</p>	<p>City Treasurer's Office</p>
<p>Barangay Clearance</p>	<p>Barangay Hall having territorial jurisdiction</p>
<p>Supporting Technical documents (signed &amp; sealed)</p>	<p>To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
<p><b>FOR GROUND PREPARATION AND EXCAVATION PERMIT APPLICATIONS (STAND ALONE)</b></p>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p><i>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Permit Application Form</i></p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>): <u>create an account and log in.</u></p>

<p><b><u>OTHER BASIC REQUIREMENTS:</u></b></p> <p><b><u>LEGAL:</u></b></p> <ul style="list-style-type: none"> <li>- Proof of ownership and/or right to build on property: Certified True Copy of Transfer Certificate of Title (TCT), if applicant is the registered owner.</li> <li>- Additional legal document showing right to build when applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</li> </ul>	<ul style="list-style-type: none"> <li>-To be submitted by the applicant. Land Registration Authority for the Certified True Copy Transfer Certificate of Title</li> <li>- To be submitted by the applicant, for the legal documents</li> </ul>
<p><i>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting legal documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Legal Evaluator.</i></p>	
<p><b><u>TECHNICAL:</u></b></p> <ul style="list-style-type: none"> <li>-Building plans (with wet sign &amp; seal of private design professional)</li> <li>-Supporting Technical documents (signed &amp; sealed) as indicated in the Generated Checklist Online.</li> </ul> <p><i>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<ul style="list-style-type: none"> <li>- To be submitted by the applicant.</li> <li>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></li> </ul>
<p>Cash bond (Section 304, Paragraph 4, NBCP)</p>	<ul style="list-style-type: none"> <li>- To be paid by the applicant.</li> </ul>
<p><b>FOR REPAIR PERMIT APPLICATIONS</b></p>	

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Permit Application Form</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><b>***Applicable only if the Building Permit was issued before November 17, 2022.</b>  Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation).</p>	<p>- To be submitted by the applicant.</p> <p>If applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division. Applicant may send a formal request via email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>
<p><b><u>TECHNICAL:</u></b></p> <p>-Design Layout showing extent of repair (with wet sign &amp; seal of private design professional)</p>	<p>- To be submitted by the applicant.</p>
<p>-Supporting Technical documents (signed &amp; sealed) as indicated in the Generated Checklist Online.</p> <p><b>***Note:</b>  <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<p>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
<p>Barangay Clearance</p>	<p>Barangay Hall having territorial jurisdiction</p>
<p><b>FOR FENCING PERMIT APPLICATIONS</b></p>	

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. <i>Confirmed Online Appointment</i>  2. <i>A private design/building professional who is registered with QC E-services</i>  3. <i>Duly accomplished Permit Application Form</i></p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><b><u>OTHER BASIC REQUIREMENTS:</u></b></p> <p><b><u>LEGAL:</u></b></p> <p>- Proof of ownership and/or right to build on property: Certified True Copy of Transfer Certificate of Title (TCT), if applicant is the registered owner.</p> <p>- Additional legal document showing right to build when applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</p> <p>-Duly accomplished and notarized Affidavits.</p> <p><b>***Note:</b>  <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting legal documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Legal Evaluator.</i></p>	<p>-To be submitted by the applicant. Land Registration Authority for the Certified True Copy Transfer Certificate of Title</p> <p>- To be submitted by the applicant, for the legal documents</p> <p>-To be submitted by the applicant. Affidavits are provided by the applicant's QC eservices account as part of the printable forms/affidavits.</p>
<p>Barangay Clearance</p>	<p>Barangay Hall having territorial jurisdiction</p>



<p><b><u>TECHNICAL:</u></b></p> <p>-Building Plans (with wet sign &amp; seal of private design professional)</p> <p>- Lot plan (indicating the length of the fence, location and width of the gate/ opening)</p> <p>-Supporting Technical documents (signed &amp; sealed) as indicated in the Generated Checklist Online.</p> <p><b>***Note:</b>  <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<p>- To be submitted by the applicant.</p> <p>- To be submitted by the applicant.</p> <p>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
<p><b>FOR STAND-ALONE:  SANITARY/PLUMBING PERMIT;  MECHANICAL PERMIT; and  ELECTRONICS PERMIT APPLICATIONS</b></p>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Permit Application Form</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>): <u>create an account and log in.</u></p>
<p><b>***Applicable only if the Building Permit was issued before November 17, 2022.</b>  Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation).</p>	<p>- To be submitted by the applicant.</p> <p>If applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division. Applicant may send a formal request via email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>

<p><b><u>TECHNICAL:</u></b></p> <p>-Building Plans (with wet sign &amp; seal of private design professional)</p> <p>-Supporting Technical documents (signed &amp; sealed) as indicated in the Generated Checklist Online.</p> <p><b>***Note:</b> <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be</i></p>	<p>- To be submitted by the applicant.</p> <p>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
<p><i>required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	
<p><b>FOR TEMPORARY SIDEWALK ENCLOSURE PERMIT APPLICATIONS</b></p>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment 2. A private design/building professional who is registered with QC E-services 3. Duly accomplished Permit Application Form</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><b>***Applicable only if the Building Permit was issued before November 17, 2022.</b> Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation).</p>	<p>- To be submitted by the applicant.</p> <p>If applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division. Applicant may send a formal request via email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>
<p>Barangay Clearance</p>	<p>Barangay Hall having territorial jurisdiction</p>
<p>MMDA Clearance for National Roads</p>	<p>MMDA</p>

<p><b><u>TECHNICAL:</u></b></p> <p>-Location Plan indicating the extent of the enclosure and the safety precautionary measures that will implemented (with wet sign &amp; seal of private design professional)</p> <p>-Supporting Technical documents (signed &amp; sealed) as indicated in the Generated Checklist Online.</p> <p><b>***Note:</b>  <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<p>- To be submitted by the applicant.</p> <p>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
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**FOR PERMIT TO INSTALL ACCELEROGRAPH**

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>): <u>create an account and log in.</u></p>
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<p>3. Duly accomplished Permit Application Form</p>	
<p><b>***Applicable only if the Building Permit was issued before November 17, 2022.</b>  Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation).</p>	<p>- To be submitted by the applicant.</p> <p>If applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division. Applicant may send a formal request via email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>

<p><b><u>TECHNICAL:</u></b></p> <p>-Equipment specifications (with wet sign and seal of private professional)– one to one correspondence (Supplier)</p> <p>- Structural Plans indicating the actual location of the accelerogram units (with wet sign and seal of private professional)</p> <p>-Structural design calculation / computations, likewise indicating the data on baseline and alert level values of drift and acceleration/ (Structural Engineer with sign and seal, PTR and PRC)</p> <p>-Supporting Technical documents (signed &amp; sealed) as indicated in the Generated Checklist Online.</p> <p><b>***Note:</b>  <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<p>- To be submitted by the applicant.</p> <p>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>How to secure a Confirmed Online Appointment</b>				
Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); create an account and log in.  <b>***Note:</b>	N/A	N/A	Real time	<i>Applicant</i>

<p><i>Please advise your Private Design/Building Professional to likewise create their own QC E services account in order to proceed to TAGGING OF PROFESSIONALS and ENCODING OF TECHNICAL DETAILS.</i></p>				
<p><b>How to file your application</b></p>				
<p>On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor Receiving Section.</p>	<p>N/A</p> <p>Check for completeness of documents as per Generated Checklist.</p> <p>Inform applicant, through electronic mail, if submitted documents are with deficiencies.</p>	<p>N/A</p>	<p>30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist</p>	<p><i>Receiving Officer will transmit application documents to the Legal Evaluator.</i></p>

		<p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> <li>· (Day 1 to Day 3) for Simple Applications</li> <li>· (Day 1 to Day 7) for Complex Applications</li> </ul>		<p>3 working days (Day 1 to Day 3) for simple applications,</p> <p>7 working days (Day 1 to Day 7) for complex applications.</p>	Processing Division
		<ul style="list-style-type: none"> <li>· (Day 1 to Day 20) for Highly Technical Applications</li> </ul>		<p>20 working days (Day 1 to Day 7) for complex applications.</p>	
<b>How to follow up your application</b>					

<p>Log in to QC E services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.</p> <p>Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></p> <p>or join Viber Community with QR Code posted on the lobby.</p> <p>or send us a Personal Meesage via Facebook Page with QR Code posted on the lobby.</p>	<p>3a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>3b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>3c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will be submitted at Window 1- EODB Unit located at the ground floor.</p>	<p>N/A</p>	<p>Real Time</p>	<p><i>Central Communications Unit (CCU)/ EODB Unit</i></p>
<p><b>After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:</b></p>				
<p>4a.) If application has NO deficiencies, applicant will</p>	<p>4a.) Claim the Order of Payment (O.P.).</p>		<p>Real Time</p>	<p><i>Releasing Staff at Releasing Section.</i></p>

<p>receive a scanned copy of the Order of Payment via registered email address.</p> <p>4b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>4c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will be submitted at Window 1- EODB Unit located at the ground floor.</p>	<p>4b.) Release the application documents to the applicant together with the Letter of Instruction (LOI).</p> <p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/private professional.</p>		<p>5 Minutes</p>	<p><i>EODB Unit at Window 1- EODB Unit located at the ground floor.</i></p> <p><i>Processing Division/Central Communications Unit/EODB Unit</i></p>
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	Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's Office at windows 13 or 14)</i>
	Return O.R. of payment.	6a) Encode O.R.;		Real Time	<i>Applicant</i>

		Internal Process: Print the Approved Permits and release the approved documents to the applicant.		30 Minutes	<i>Releasing Staff at Releasing Section.</i>
	Release printed Permits to the applicant.  **Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.	Internal process:  Scanned copies of the building plans as basis for the Permit will be sent to the applicant's registered email address.		Real Time	<i>Releasing Staff at Releasing Section.</i>

TOTAL:		<p>If application documents are compliant to the NBCP and other referral codes: · 3 working days for simple application</p> <p>· 7 working days for complex application</p> <p>· 20working days for complex application</p>	
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## II. ISSUANCE OF ELECTRICAL OR WIRING PERMITS WITH CERTIFICATES OF FINAL ELECTRICAL INSPECTION; and ISSUANCE OF CERTIFICATES OF FINAL ELECTRICAL INSPECTION ONLY

Electrical permits with certificate of electrical inspection are secured prior for electrical service connection, reconnection, and relocation or remodeling of existing electrical installation or for energization of temporary construction facility within the territorial jurisdiction of Quezon City.

<b>Office or Division:</b>	Department of the Building Official through the Final Permits Division	
<b>Classification:</b>	Simple/Complex/Highly Technical	
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business / Government to National Government (G2C/G2B/G2G)	
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who wants to get a new electrical connection, reconnection, relocation or remodeling of existing electrical installation or for energization of temporary construction facility within the territorial jurisdiction of Quezon City shall apply for an electrical permit with certificate of electrical inspection (CEI).	
<b>Documentary requirements:</b>	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> and / or through <a href="http://www.quezoncity.gov.ph">www.quezoncity.gov.ph</a></p> <p>For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916.</p>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment                  2. A private design/building professional who is registered with QC E-services                  3. Duly accomplished Permit Application Form</p>		<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>): <u>create an account and log in.</u></p>

<p><b>***Applicable only if the Building Permit was issued before November 17, 2022.</b>          Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation).</p>	<p>- To be submitted by the applicant.</p> <p>If applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division.</p>
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	<p>Applicant may send a formal request via email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>
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*In addition to the requirements that may be indicated in the Generated Checklist of Requirements, supplemental or supporting documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Evaluator.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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**How to secure a Confirmed Online Appointment**

<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); create an account and log in.</p> <p><b>***Note:</b>          Please advise your Private Design/Building Professional to likewise create their own QC E services account in order to proceed to TAGGING OF PROFESSIONALS and ENCODING OF TECHNICAL DETAILS.</p>	<p>N/A</p>	<p>N/A</p>	<p>Real time</p>	<p><i>Applicant</i></p>
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**How to file your application**

<p>On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor Receiving Section.</p>	<p>N/A</p> <p>Check for completeness of documents as per Generated Checklist.</p>	<p>N/A</p>	<p>30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist</p>	<p><i>Receiving Officer will transmit application documents to the Legal Evaluator.</i></p>
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	<p>Inform applicant, through electronic mail, if submitted documents are with deficiencies.</p>			
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	<p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> <li>· (Day 1 to Day 3) for Simple Applications</li> <li>· (Day 1 to Day 7) for Complex Applications</li> <li>· (Day 1 to Day 20) for Highly Technical Applications</li> </ul>		<p>3 working days (Day 1 to Day 3) for simple applications,</p> <p>7 working days (Day 1 to Day 7) for complex applications.</p> <p>20 working days (Day 1 to Day 7) for complex applications.</p>	Processing Division
<b>How to follow up your application</b>				
<p>Log in to QC E services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.</p> <p>Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></p> <p>or join Viber Community with QR Code posted on the lobby.</p>	<p>3a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>3b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via</p>	N/A	Real Time	<i>Central Communications Unit (CCU)/ EODB Unit</i>

	<p>or send us a Personal Meesage via Facebook Page with QR Code posted on the lobby.</p>	<p>registered email address.</p> <p>3c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will submitted at Window 1- EODB Unit located at the ground floor.</p>			
4	<p><b>After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:</b></p>				

	<p>4a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>4b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>4c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI),</p>	<p>4a.) Claim the Order of Payment (O.P.).</p> <p>4b.) Release the application documents to the applicant together with the Letter of Instruction (LOI).</p> <p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p>		<p>Real Time</p> <p>5 Minutes</p>	<p><i>Releasing Staff at Releasing Section.</i></p> <p><i>EODB Unit at Window 1- EODB Unit located at the ground floor.</i></p> <p><i>Processing Division/Central Communications Unit/EODB Unit</i></p>
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	<p>the application documents will be submitted at Window 1- EODB Unit located at the ground floor.</p>	<p>If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/private professional.</p>			
5	<p>Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14.</p>	<p>(Issue the official receipt)</p>	<p>Refer to the Schedule of Fees</p>		<p><i>(Cashier of the Quezon City Treasurer's Office at windows 13 or 14)</i></p>
6	<p>Return O.R. of payment.</p>	<p>6a) Encode O.R.;</p> <p>Internal Process: Print the Approved Permits and release the approved documents to the applicant.</p>		<p>Real Time</p> <p>30 Minutes</p>	<p><i>Applicant</i></p> <p><i>Releasing Staff at Releasing Section.</i></p>

7	<p>Release printed Permits to the applicant.</p> <p><b>**Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.</b></p>	<p>Internal process:</p> <p>Scanned copies of the building plans as basis for the Permit will be sent to the applicant's</p>		Real Time	<i>Releasing Staff at Releasing Section.</i>
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		registered email address.			
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TOTAL:		<p>If application documents are compliant to the NBCP and other referral codes: · 3 working days for simple application</p> <p>· 7 working days for complex application</p> <p>· 20working days for complex application</p>	
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### III. ISSUANCE OF FINAL CERTIFICATES

A certificate of occupancy or certificate of use shall be secured prior to the occupancy and/ or use of any building/structure, or any portion thereof within the territorial jurisdiction of Quezon City

<b>Office or Division:</b>	Final Permit Applications are processed either by the:  3. Permit Processing Division (Non-DPD) in collaboration with the City Planning and Development Office and the Bureau of Fire Protection; and 4. Permit Processing Divisions for Districts 1 to 6.	
<b>Classification:</b>	Simple, Complex, and Highly Technical	
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)	
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who wants to occupy and/ or use any building/structure, any portion thereof within the territorial jurisdiction of Quezon City shall apply for a corresponding Certificate of Occupancy / Use. (Section 309, Paragraph 1 of the NBCP)	
<b>Documentary requirements:</b>	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>  For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment 2. A private design/building professional who is registered with QC E-services 3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>		Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ): <u>create an account and log in.</u>
<p><b>***Applicable only if the Building Permit was issued before November 17, 2022.</b></p>		- To be submitted by the applicant.

<p>Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation).</p>	<p>If applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division. Applicant may send a formal request via email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>			
<p>Duly accomplished and notarized Affidavits.</p>	<p>To be submitted by the applicant. Affidavits are provided by the applicant's QC eservices account as part of the printable forms/affidavits.</p>			
<p><i>In addition to the requirements that may be indicated in the Generated Checklist of Requirements, supplemental or supporting documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Evaluator.</i></p>				
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTIONS</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b></p>
<p>1</p>	<p><b>How to secure a <i>Confirmed Online Appointment</i></b></p>			
<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); create an account and log in.</p> <p><i>***Note: Please advise your Private Design/Building Professional to likewise create their own QC E services account in order to proceed to TAGGING OF PROFESSIONALS and ENCODING OF TECHNICAL DETAILS.</i></p>	<p>N/A</p>	<p>N/A</p>	<p>Real time</p>	<p><i>Applicant</i></p>
<p>2</p>	<p><b>How to file your application</b></p>			

	<p>On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor Receiving Section.</p>	<p>N/A</p>	<p>N/A</p>	<p>30 minutes checking by</p>	
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		<p>Check for completeness of documents as per Generated Checklist.</p> <p>Inform applicant, through electronic mail, if submitted documents are with deficiencies.</p>		<p>receiving officer of the completeness of the documentary requirements as per generated checklist</p>	<p><i>Receiving Officer will transmit application documents to the Legal Evaluator.</i></p>
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		<p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> <li>· (Day 1 to Day 3) for Simple Applications</li> <li>· (Day 1 to Day 7) for Complex Applications</li> <li>· (Day 1 to Day 20) for Highly Technical Applications</li> </ul>		<p>3 working days (Day 1 to Day 3) for simple applications,</p> <p>7 working days (Day 1 to Day 7) for complex applications.</p> <p>20 working days (Day 1 to Day 7) for complex applications.</p>	Processing Division
3	<b>How to follow up your application</b>				
	<p>Log in to QC E services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.</p> <p>Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></p> <p>or join Viber Community with</p>	<p>3a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>3b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the</p>	N/A	Real Time	<i>Central Communications Unit (CCU)/ EODB Unit</i>

	<p>QR Code posted on the lobby.</p> <p>or send us a Personal Meesage via Facebook Page with QR Code posted on the lobby.</p>	<p>private professional via registered email address.</p> <p>3c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will submitted at Window 1- EODB Unit located at the ground floor.</p>			
4	<p><b>After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:</b></p>				

	<p>4a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>4b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>4c.) When the applicant or private professional is ready to submit the deficiencies indicated in the</p>	<p>4a.) Claim the Order of Payment (O.P.).</p> <p>4b.) Release the application documents to the applicant together with the Letter of Instruction (LOI).</p>		<p>Real Time</p> <p>5 Minutes</p>	<p><i>Releasing Staff at Releasing Section.</i></p> <p><i>EODB Unit at Window 1- EODB Unit located at the ground floor.</i></p> <p><i>Processing Division/Central Communications Unit/EODB Unit</i></p>
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	<p>Letter of Instruction (LOI), the application documents will be submitted at Window 1- EODB Unit located at the ground floor.</p>	<p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/private professional.</p>			
5	<p>Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14.</p>	<p>(Issue the official receipt)</p>	<p>Refer to the Schedule of Fees</p>		<p><i>(Cashier of the Quezon City Treasurer's Office at windows 13 or 14)</i></p>
6	<p>Return O.R. of payment.</p>	<p>6a) Encode O.R.;</p> <p>Internal Process: Print the Approved Permits and release the approved documents to the applicant.</p>		<p>Real Time</p> <p>30 Minutes</p>	<p><i>Applicant</i></p> <p><i>Releasing Staff at Releasing Section.</i></p>

7	<p>Release printed Permits to the applicant.</p> <p><b>**Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.</b></p>			Real Time	<i>Releasing Staff at Releasing Section.</i>
TOTAL:			<p>If application documents are compliant to the NBCP and other referral codes: · 3 working days for simple application</p> <p>· 7 working days for complex application</p> <p>· 20working days for complex application</p>		

## IV. ISSUANCE OF SIGN PERMIT

Sign permits are secured prior to the installation and usage of signage within the territorial jurisdiction of Quezon City.

<b>Office or Division:</b>	Department of the Building Official through the Signboard and Utilities Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business (G2C/G2B)	
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who shall install and display signage.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
I.A. For NEW SIGN (BUSINESS SIGN) PERMIT		
<b><u>BASIC REQUIREMENTS:</u></b>  1. Confirmed Online Appointment 2. A private design/building professional who is registered with QC E-services 3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms		Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ): <u>create an account and log in.</u>
I.B. For RENEWAL OF SIGN (BUSSINESS SIGN) PERMIT		
<b><u>BASIC REQUIREMENTS:</u></b>  1. Confirmed Online Appointment 2. A private design/building professional who is registered with QC E-services 3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms		Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ): <u>create an account and log in.</u>
II.A. For NEW SIGN PERMIT OF BILLBOARD – WALL MOUNTED		
<b><u>BASIC REQUIREMENTS:</u></b>  1. Confirmed Online Appointment 2. A private design/building professional who is registered with QC E-services 3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms		Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ): <u>create an account and log in.</u>
II.B. For RENEWAL OF SIGN PERMIT OF BILLBOARD – WALL MOUNTED		

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p>III.A. For NEW SIGN PERMIT OF BILLBOARD – WALL STICKER</p>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p>III.B. For RENEWAL OF SIGN PERMIT OF BILLBOARD – WALL STICKER</p>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p>III.C. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED</p>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p>III.D. For RENEWAL OF SIGN PERMIT OF BILLBOARD – ROOF MOUNTED</p>	

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
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IV.A. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
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IV.B. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
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V.A. For BUSINESS SIGN (GROUND SIGN) – NEW APPLICATION

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
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V.B. For BUSINESS SIGN (GROUND SIGN) - RENEWAL

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. <i>Confirmed Online Appointment</i>  2. <i>A private design/building professional who is registered with QC E-services</i>  3. <i>Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</i></p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>): <u>create an account and log in.</u></p>
<p><i>In addition to the requirements that may be indicated in the Generated Checklist of Requirements, supplemental or supporting documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Evaluator.</i></p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	<b>How to secure a <i>Confirmed Online Appointment</i></b>				
	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>): <u>create an account and log in.</u></p> <p><i>***Note: Please advise your Private Design/Building Professional to likewise create their own QC E services account in order to proceed to TAGGING OF PROFESSIONALS and ENCODING OF TECHNICAL DETAILS.</i></p>	N/A	N/A	Real time	<i>Applicant</i>
2	<b>How to file your application</b>				

	<p>On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor Receiving Section.</p>	<p>N/A</p> <p>Check for completeness of documents as per Generated Checklist.</p> <p>Inform applicant, through electronic mail, if submitted documents are with deficiencies.</p>	<p>N/A</p>	<p>30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist</p>	<p><i>Receiving Officer will transmit application documents to the Legal Evaluator.</i></p>
		<p>Internal Process (verification and evaluation):</p>			

		<ul style="list-style-type: none"> <li>· (Day 1 to Day 3) for Simple Applications</li>   <li>· (Day 1 to Day 7) for Complex Applications</li>   <li>· (Day 1 to Day 20) for Highly Technical Applications</li> </ul>		<p>3 working days (Day 1 to Day 3) for simple applications,</p> <p>7 working days (Day 1 to Day 7) for complex applications.</p> <p>20 working days (Day 1 to Day 7) for complex applications.</p>	Processing Division
3	<b>How to follow up your application</b>				



	<p>Log in to QC E services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.</p> <p>Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></p> <p>or join Viber Community with QR Code posted on the lobby.</p> <p>or send us a Personal Message via Facebook Page with QR Code posted on the lobby.</p>	<p>3a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>3b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>3c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI),</p>	N/A	Real Time	<i>Central Communications Unit (CCU)/ EODB Unit</i>
		the application documents will submitted at Window 1- EODB Unit located at the ground floor.			
4	<b>After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:</b>				

	<p>4a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>4b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>4c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will be submitted at Window 1- EODB Unit located at the ground floor.</p>	<p>4a.) Claim the Order of Payment (O.P.).</p> <p>4b.) Release the application documents to the applicant together with the Letter of Instruction (LOI).</p> <p>Internal Process: Evaluate corrected documents if compliant to the</p>		<p>Real Time</p> <p>5 Minutes</p>	<p><i>Releasing Staff at Releasing Section.</i></p> <p><i>EODB Unit at Window 1- EODB Unit located at the ground floor.</i></p> <p><i>Processing Division/Central Communications Unit/EODB Unit</i></p>
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		<p>NBCP and other referral codes.</p> <p>If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/private professional.</p>			
5	Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's Office at windows 13 or 14)</i>
6	Return O.R. of payment.	<p>6a) Encode O.R.;</p> <p>Internal Process: Print the Approved Permits and release the approved documents to the applicant.</p>		<p>Real Time</p> <p>30 Minutes</p>	<p><i>Applicant</i></p> <p><i>Releasing Staff at Releasing Section.</i></p>

7	<p>Release printed Permits to the applicant.</p> <p><b>**Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.</b></p>			Real Time	<i>Releasing Staff at Releasing Section.</i>
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TOTAL:		<p>If application documents are compliant to the NBCP and other referral codes:</p> <ul style="list-style-type: none"> <li>· 3 working days for simple application</li> <li>· 7 working days for complex application</li> <li>· 20working days for complex application</li> </ul>	
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## V. ISSUANCE OF EXCAVATION PERMIT

Excavation permits are secured prior to the excavation for utility purposes within the territorial jurisdiction of Quezon City.

<b>Office or Division:</b>	Department of the Building Official through the Signboard and Utilities Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/Government to National Government (G2C/G2B/G2G)	
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who shall excavate for utility purposes.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>FOR EXCAVATION PERMIT/ CLEARANCE (COMPLEX – PROJECT BASIS) New Applications</b>		
<b><u>BASIC REQUIREMENTS:</u></b>		Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); <u>create an account and log in.</u>
1. Confirmed Online Appointment		
2. A private design/building professional who is registered with QC E-services		
3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms		
<b>FOR EXCAVATION PERMIT/ CLEARANCE (SIMPLE) (Individual New Water Connection - Maynilad/ Manila Water only; Pole Connection – Meralco only)</b>		
<b><u>BASIC REQUIREMENTS:</u></b>		Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); <u>create an account and log in.</u>
1. Confirmed Online Appointment		
2. A private design/building professional who is registered with QC E-services		
3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms		
<b>FOR EXCAVATION PERMIT/ CLEARANCE – Request for Extension</b>		

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment  2. A private design/building professional who is registered with QC E-services  3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</p>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); create an account and log in.</p>
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*In addition to the requirements that may be indicated in the Generated Checklist of Requirements, supplemental or supporting documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Evaluator.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1	<b>How to secure a Confirmed Online Appointment</b>				
	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); create an account and log in.</p> <p><b>***Note:</b>  Please advise your Private Design/Building Professional to likewise create their own QC E services account in order to proceed to TAGGING OF PROFESSIONALS and ENCODING</p>	N/A	N/A	Real time	<i>Applicant</i>

	<i>OF TECHNICAL DETAILS.</i>				
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2	<b>How to file your application</b>			
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	<p>On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor Receiving Section.</p>	<p>N/A</p> <p>Check for completeness of documents as per Generated Checklist.</p> <p>Inform applicant, through electronic mail, if submitted documents are with deficiencies.</p>	<p>N/A</p>	<p>30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist</p>	<p><i>Receiving Officer will transmit application documents to the Legal Evaluator.</i></p>
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		<p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> <li>· (Day 1 to Day 3) for Simple Applications</li> <li>· (Day 1 to Day 7) for Complex Applications</li> <li>· (Day 1 to Day 20) for Highly Technical Applications</li> </ul>		<p>3 working days (Day 1 to Day 3) for simple applications,</p> <p>7 working days (Day 1 to Day 7) for complex applications.</p> <p>20 working days (Day 1 to Day 7) for complex applications.</p>	Processing Division
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3	<b>How to follow up your application</b>
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	<p>Log in to QC E services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.</p> <p>Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></p> <p>or join Viber Community with QR Code posted on the lobby.</p> <p>or send us a Personal Meesage via Facebook Page with QR Code posted on the lobby.</p>	<p>3a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>3b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>3c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will submitted at Window 1- EODB Unit located at the ground floor.</p>	N/A	Real Time	<i>Central Communications Unit (CCU)/ EODB Unit</i>
4	<b>After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:</b>				



	<p>4b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>4c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will be submitted at Window 1- EODB Unit located at the ground floor.</p>	<p>4b.) Release the application documents to the applicant together with the Letter of Instruction (LOI).</p> <p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the</p>			<p><i>EODB Unit at Window 1- EODB Unit located at the ground floor.</i></p> <p><i>Processing Division/Central Communications Unit/EODB Unit</i></p>
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		applicant/private professional.			
5	Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's Office at windows 13 or 14)</i>
6	Return O.R. of payment.	6a) Encode O.R.;		Real Time  30 Minutes	<i>Applicant</i>  <i>Releasing Staff at Releasing Section.</i>
7	Release printed Permits to the applicant.  **Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.			Real Time	<i>Releasing Staff at Releasing Section.</i>

TOTAL:		<p>If application documents are compliant to the NBCP and other referral codes: · 3 working days for simple application</p> <p>· 7 working days for complex application</p> <p>· 20 working days for complex application</p>	
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## VI. ISSUANCE OF CERTIFICATES OF ANNUAL INSPECTION

Annual inspection certificates are issued after a request of ocular safety inspection and/ or after the regular inspection program of DBO as mandated by law.

- Certificate of Annual Building Inspection
- Certificate of Annual Electrical Inspection
- Certificate to Operate Machineries
- Certificate of Annual Electronics Inspection

<b>Office or Division:</b>	Annual Building Inspection Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)	
<b>Who may avail:</b>	Any person who is an administrator or an owner of a building within the jurisdiction of Quezon City.	
<b>Documentary requirements:</b>	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> and / or through <a href="http://www.quezoncity.gov.ph">www.quezoncity.gov.ph</a>.</p> <p>For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916, 8910</p>	
<b>CHECKLIST OF REQUIREMENTS (To be submitted after the payment of Annual Inspection Fee)</b>		<b>WHERE TO SECURE</b>
<b>For Building/ Structure / Electrical / Mechanical</b>		
Request for inspection Form (completely filled-up)	Applicant ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )	
Photocopy of Certificate of Occupancy	Applicant	
Certificate of Structural Stability (for buildings 15 years old and older)	Applicant	
Structural Stability Assessment Report (signed and sealed)	Applicant	
Notarized Joint Certification: Building Owner / Administrative and Person In Charge of Maintenance (Civil / Structural / Electrical / Mechanical Engineers)	Applicant	
Photocopy of updated Fire Safety Inspection Certificate	Applicant	

Preventive Maintenance Report and Electrical Insulation Resistance Test Result		Applicant			
Certification of Existing Condition of Electrical Installation (from a licensed electrical practitioner)		Applicant			
Previous Mechanical Permit or Certificate		Applicant			
Certification & Test Result from service provider/installers of Elevator, Escalator, Boiler, Pressure Vessel, Tower Crane, if applicable		Applicant			
Safety & Health Committee; Records of Safety Activities; Monthly Meetings, if applicable		Applicant			
Occupational Safety and Health Officer		Applicant			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>How to file your application</b>				
	Request an inspection through email at DBO@quezoncity.gov.phgov.ph	Routing of request to the concerned Division		Real Time	<i>Communications Officer</i>
		<i>Internal process:</i> Preparation of Mission Order and Inspection Template		Within fifteen (15) Working Days.	<i>ABID Technical Inspector Team, Senior Engineers, Encoders and ABID Chief</i>
		Conduct safety inspection, evaluate the inspection report and issue the order of payment (OP).			
3	<b>How to get your OP (after fifteen (15) working days):</b>				

	Set an appointment through telephone <u>call at 8988-4242 local 8905/8916.</u> Proceed to Annual Building Inspection Division and get the OP from the ABID Staff, or	Release the OP.		5 minutes	<i>ABID Staff</i>
	Wait for the ABID Technical Inspector to deliver your OP.				<i>ABID Technical Inspector</i>

	***The applicant has an option to either personally claim the OP or delivered to them to an agreed location through a private courier				
4	Pay the Annual Inspection Fee to the City Treasurer	Receive payment and issue Official Receipt (OR).		Real Time	<i>Cashier of the City Treasurer's Office</i>



5	Set an appointment through telephone <u>call at 8988-4242 local 8905/8916.</u> Submit copy of the OR and the documentary requirements to the ABID Officer of the Day (O.D.) or to an ABID Staff and come back after 7 working days to get your certificates.	Receive the copy of the OR and the documentary requirements, and forward to ABID Senior Engineers for processing.		5 minutes	<i>ABID O.D. or ABID Staff</i>
		Internal Process (Processing of the certificates of annual inspections)		7 working days	<i>ABID Senior Engineers, ABID Chief and the City Building Official</i>
6	<b>How to get your annual inspection certificates (5 working days after the submission of copy of the OR and required documents stated above):</b>				
	Set an appointment through telephone <u>call at 8988-4242 local 8905/8916.</u> Go back to ABID and get your annual inspection certificates from the ABID Staff	Release the certificates		5 minutes	<i>ABID Staff</i>
TOTAL:				Within twenty (21) working days.	

## VII. ISSUANCE OF GREEN BUILDING PRELIMINARY CERTIFICATES

Green building preliminary certificates are secured to qualify for tax credit using a rating system. Structures covered by the Green Building Ordinance are also required to provide mandatory green building features as indicated.

### A. TYPES OF STRUCTURES COVERED BY GREEN BUILDING ORDINANCE

Type of Buildings	Gross Floor Area (in square meters)
<b>COMMERCIAL</b>	
Hotels	2,000
Office Buildings	2,000
Malls	5,000
Dry Markets	1,000
Wet Markets and Slaughterhouses	All Covered
<b>INSTITUTIONAL</b>	
Schools	5,000
Office Buildings	5,000
Hospitals	5,000
<b>INDUSTRIAL</b>	
Factories	All Covered
Warehouses	2,000

### B. MANDATORY GREEN BUILDING FEATURES

- i. Construction Activity Control Pollution Prevention System
- ii. Energy Efficiency Plan
- iii. Water Use Reduction System Involving Water Efficient Fixtures
- iv. Waste Management Plan
- v. Indoor Environment Quality
- vi. Sewage Treatment Plant

### C. ELECTIVE GREEN BUILDING FEATURES WITH QC GREEN BUILDING POINTS FOR GREEN BUILDING TAX CREDITS (FOR ANY COMBINATION OF FEATURES LISTED BELOW)

1. Land / Sites Sustainability Features:
  - i. Selected Site 10-year Flood Mitigation Plan
  - ii. Mixed Use Neighborhood Center
  - iii. Community Connectivity
  - iv. Transportation involving Bike Racks on Parking Lots

- v. Transportation involving Site Proximity to Transport Hubs
- vi. Transportation involving Provision of Adequate Parking Capacity
- vii. Greenery involving Open Spaces (Landscapes)
- viii. Greenery involving Light Colored Paving or Open Grid Paving (Hardscapes)
- ix. Green Roof
- x. Storm Water Management

2. Energy Efficiency Features:

- i. Building Envelope Design
- ii. Air Conditioning System Load Reduction
- iii. Natural Ventilation
- iv. 5-year Electric Consumption Reduction Plan
- v. Renewable Energy Use

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3. Water Efficiency Features:

- i. 5-year Water Use Reduction Plan
- ii. Water Use Reduction involving Grey Water or Rainwater

4. Materials and Resources Features:

- i. Construction Waste Management Plan
- ii. Materials Reuse Plan
- iii. Use of Rapidly Renewable Materials
- iv. 5-year Waste Diversion / Reduction Plan
- v. Refuse Disposal Equipment

5. Indoor Environment Quality Features:

- i. Indoor Air Quality Improvement Measures
  - ii. Low-Emitting Materials involving Volatile Organic Compounds
  - iii. Refrigerant Management involving Refrigerant with Low ODP and GWP
  - iv. Refrigerant Management involving Use of Equipment with Long Service Life

6. Building Management by BERDE Professional

<b>ISSUANCE OF GREEN BUILDING PRELIMINARY CERTIFICATE</b>
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<b>Office or Division:</b>	<p>Green Building Section</p> <p>Environmental Planning and Waste Management Department (EPWMD)</p> <p>City Planning and Development Office (CPDO)</p> <p>City Treasure's Office (CTO)</p> <p>City Assessor's Office (CAO)</p> <p>City Health Department (CHD)</p>
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business (G2C/G2B)
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who are required by the Quezon City Green Building Ordinance to provide minimum standard green building features.

<b>Documentary requirements:</b>	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> and / or through <a href="http://www.quezoncity.gov.ph/index.php/green-building-ordinance">www.quezoncity.gov.ph/index.php/green-building-ordinance</a></p> <p>For further inquiries, applicant may call the Department through 8988- 4242 local 8905,8916</p>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Green Building Preliminary Certificate Application form	Applicant (dbo-af.quezoncity.gov.ph)
PRC IDs & PTRs	Applicant
Green building mandatory requirements (including Construction Activity Control Pollution Prevention System, Energy Efficiency Plan, Water Reduction System, Waste Management Plan, Designated Smoking Area, Sewage Treatment Plan)	Applicant

Supporting Technical documents (signed & sealed)		Applicant		
Elective Features/Requirements		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>How to set an appointment online</b>			
	Generate checklist and set an appointment at <a href="https://qceservice.s.quezoncity.gov.ph/">https://qceservice.s.quezoncity.gov.ph/</a> or call at 8988-4242 local 8905/8907/8916.	Verify and recommend appointment slots available on the system.		Real time  <i>Communications Officer</i>
2	<b>How to file your application</b>			
	On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	Disinfect plans and documents (through UV light).		30 minutes disinfection time  <i>UV Light Operator</i>  <i>Receiving Officer</i>
		Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).		30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist

		Internal Process a. Verification and Evaluation		9 working days (Day 2 to Day 10) for complex.	<i>CPD Evaluators, Admin Division, and the City Building Official</i>
		b. Evaluation and approval of other Departments / Offices		11 working days (Day 11 to Day 21) for complex.	<i>DBO, CPDO, BFP, EPWMD, CHD, CTO</i>
3	<b>How to follow up your application (after 10 working days)</b>				
	Through telephone call at <b>8988 4242 local 8905 / 8916</b>  Through our official website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservice s.quezoncity.gov. ph/</a>  Through email at <b>dbo@quezoncit y.gov.ph</b>  <b>Or</b>  Through text: STATUS<space> APPLICATION NUMBER and send to <b>09509035771</b>	Internal Process:  Update applicant as to the response of other Departments / Offices.  Note:  This Department is done with its internal process, however, the approval is subject to the processing time of the Departments concern.		Real Time	<i>Communications Officer</i>
4	<b>How to get your Green Building Preliminary Certificate (after 21 working days):</b>				
	Present the follow-up slip, a valid ID and a notarized authorization	Release the certificate			<i>Releasing Staff at Releasing Area.</i>

	letter (if representative) to the Releasing Staff at Releasing Area and claim the certificate.				
TOTAL:				21 working days	

## VIII. ISSUANCE OF GREEN BUILDING FINAL CERTIFICATES

ISSUANCE OF GREEN BUILDING FINAL CERTIFICATE	
<b>Office or Division:</b>	<p>Green Building Section</p> <p>Environmental Planning and Waste Management Department (EPWMD)</p> <p>City Planning and Development Office (CPDO)</p> <p>City Treasure's Office (CTO)</p> <p>City Assessor's Office (CAO)</p> <p>City Health Department (CHD)</p> <p>Office of the City Mayor</p>
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who are required by the Quezon City Green Building Ordinance to provide minimum standard green building features.
<b>Documentary requirements:</b>	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> and / or through <a href="http://www.quezoncity.gov.ph">www.quezoncity.gov.ph</a>.</p> <p>For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8907, 8916.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Green Building Final Certificate Application form	Applicant ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )



PRC IDs & PTRs		Applicant			
Photocopy of approved Green Building Preliminary Certificate/ Amended		Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.			
Supporting technical documents (signed & sealed)		Applicant ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )			
Letter request for Composite Inspection		Applicant			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>How to set an appointment online</b>				
	Set an appointment at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> or call at 8988-4242 local 8905/8916 .	Verify and recommend appointment slots available on the system.		Real time	<i>Communications Officer</i>
2	<b>How to file your application</b>				
	On the appointment date, present appointment slip and submit complete application documents together with the letter request for composite inspection at the Receiving Area.	Sterilize plans and documents (through UV light).  Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).			<i>Receiving Officer and Communications Officer</i>

		<p>Internal Process:</p> <p>a. Evaluation of submitted documents</p> <p>b. Coordination with other Departments / Offices in relation</p>		<p>3 working days</p> <p>Real Time</p>	<p><i>FPD- Inspectors, FPD Chief, and the City Building Official</i></p> <p><i>DBO, CPDO, BFP, EPWMD, CHD, CTO</i></p>
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		to Composite Inspection			
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<b>3</b>	<b>How to follow up your application (after 3 working days)</b>				
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	<p>Through telephone call at <b>8988 4242 local 8905 / 8916</b></p> <p>Through our official website at <a href="https://qceservice.s.quezoncity.gov.ph/">https://qceservice.s.quezoncity.gov.ph/</a></p> <p>Through email at <b>dbo@quezoncity.gov.ph</b></p> <p><b>Or</b></p> <p>Through text: STATUS&lt;space&gt;APPLICATION NUMBER and send to <b>09509035771</b></p>	<p>Internal Process:</p> <p>Update applicant as to the response of other Departments / Offices.</p> <p>Note:</p> <p>This Department is done with its internal process, however, the inspection is subject to the availability of the Departments concern.</p>		Real Time	<i>Communications Officer</i>
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<b>4</b>	<b>How to get your Green Building Final Certificate (after 21 working days):</b>				
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	Set appointment date and present follow-up slip, valid ID, authorization letter (if representative).	Release the Green Building Final Certificate		45 minutes	<i>Releasing Staff at Releasing Area.</i>
TOTAL:				21 working days	

## IX. ISSUANCE OF CERTIFICATES OF RECORD

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business (G2C/G2B)			
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit record issued by this department.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (with details on the requested record)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. How to file a request</b>				
Submit request letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	Forward acknowledgement receipt to client/requestee.		Real Time	<i>Communications Officer</i>
	Internal Process: a. Verify system records. b. Instruct client/requestee regarding the payment details. c. Submit certificate through mail.		3 days	<i>Communications Officer, IT Officer</i>
<b>2. How to follow up your request (after 3 working days)</b>				

<p>Through telephone call at <b>988 4242 local 8905 / 8916</b></p> <p>Or through email at <b><u>dbo@quezoncity.gov.ph</u></b></p>	<p>Update applicant as to the status of the communication</p>		<p>Real Time</p>	<p><i>Communications Officer</i></p>
<p>TOTAL:</p>			<p>3 days from receipt of letter request</p>	

## X. QUASI JUDICIAL MATTERS: ADMINISTRATIVE SUMMARY PROCEEDINGS

<b>Office or Division:</b>	Department of the Building Official through the Investigation & Adjudication Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business (G2C/G2B)			
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who requests for an inspection for a possible violation of the National Building Code; or one who files a complaint for possible violation of the National Building Code.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (with details on the requested record)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. How to file a request</b>				
Submit request letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a> .	Forward acknowledgement receipt to client/ requestee.		Real Time	<i>Communications Officer</i>
<b>Internal Process:</b>				
	a. Provides instruction where communication shall be assigned		1 working day	<i>IAD Chief, IAD Chief of Staff</i>
	b. Conducts Ocular Inspection as instructed.  Prepares inspection report		7 working days	<i>Inspection Unit (IAD Inspectors)</i>

	c. Reviews and approves report		1 working day	<i>Inspection Unit Chief</i>
	d. Prepares the necessary output		7 working days	<i>Legal Staff / Clerical Staff</i>
	e. Reviews and approves output		3 working days	<i>IAD Chief</i>
	f. Records output.  Delivers communication output.		1 working day	<i>Clerical Staff</i>  <i>IAD Messenger</i>
<b>2. How to follow up your request (after 3 working days)</b>				
Through telephone call at <b>988 4242 local 8905 / 8916</b>  Or through email at <b><u><a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></u></b>	Update applicant as to the status of the communication		Real Time	<i>Communications Officer</i>
<b>3. How to get your request (after 20 working days)</b>				
	Through email at <b><u><a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></u></b>		Real Time	<i>Communications Officer</i>
TOTAL:			20 working days from receipt of letter	

# Internal Audit Service

## Internal Services

### 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*).

<b>Office or Division:</b>	Internal Audit Services			
<b>Classification:</b>	Simple, Complex or Highly Technical (may vary per Project)			
<b>Type of Transaction:</b>	G2G – Government-to-Government			
<b>Who may avail:</b>	Executive Branch of the Quezon City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit.		Office of the City Mayor (OCM)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



	<p>1.2. If the audit request is:</p> <p>1.2.1. Not under the scope of IAS:</p> <p>1.2.1.1.Preparation of letter stating the basis why</p>	None	4 Hours	<i>Internal Audit Staff</i> IAS
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	<p>the audit request is declined and submit to the Head of IAS for review and approval.</p> <p>1.2.1.2.Review and approval of the letter</p> <p>1.2.1.3.Submit the letter to the requesting party and copy furnished to the City Mayor</p>		<p>4 Hours</p> <p>25 Minutes</p>	<p><i>Head</i> IAS</p> <p><i>Internal Audit Staff</i> IAS</p>
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	<p>1.2.2.Under the scope of IAS:</p> <p>1.2.2.1. Assignment and discussion of the Project to the IAS staff</p>		4 Hours	<i>Head</i> IAS
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1.3. Conduct of Compliance 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>
<b>Total:</b>		–	If Project is:  Not under the scope of IAS: • 1 Day, 4 Hours  Under the scope of IAS (depending on the nature of the Project): • 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*).

<b>Office or Division:</b>	Internal Audit Services			
<b>Classification:</b>	Simple, Complex or Highly Technical (may vary per Project)			
<b>Type of Transaction:</b>	G2G – Government-to-Government			
<b>Who may avail:</b>	Executive Branch of the Quezon City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit.		Office of the City Mayor (OCM)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



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

### 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).

<b>Office or Division:</b>	Internal Audit Services			
<b>Classification:</b>	Simple, Complex or Highly Technical (may vary per Project)			
<b>Type of Transaction:</b>	G2G – Government-to-Government			
<b>Who may avail:</b>	Executive Branch of the Quezon City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit.		Office of the City Mayor (OCM)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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:	None		
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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.		4 Hours	<i>Internal Audit Staff</i> IAS
1.2.1.2. Review and approval of the letter		4 Hours	<i>Head</i> IAS
1.2.1.3. Submit the letter to the requesting party and copy furnished to the City Mayor		25 Minutes	<i>Internal Audit Staff</i> 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	<i>Head</i> IAS

1.3. Conduct of Operations Audit	None	2 or 13 Days (depending on the nature of the Project)	<i>Internal Audit Staff</i> IAS
1.4. Draft audit report and submit to the	None	2 or 3 Days	<i>Internal Audit Staff</i> IAS

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



# Office for the Senior Citizens' Affairs

## Membership & Information Management Divisions

### Processing of Senior Citizen's ID with online QCitizen-Card Registration

#### 1) Processing of Senior Citizen's ID with online QCitizen-Card Registration

Availment of Senior Citizen's Card or OSCA-ID as the "nationally uniform individual identification card" for the discounts, benefits and other privileges.

<b>Office or Division:</b>	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Any Filipino resident of Quezon City who is sixty (60) years of age or older can obtain an OSCA Card. This may apply to seniors with "dual citizenship status" if he/she can prove his/her Filipino Citizen status and has resided in this city for at least six (6) months.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>Fully Accomplished QCitizen ID Online Form or Request for Sectoral Status Change (if already have a regular resident/non-senior QCitizen ID)</p> <p>A printable form is also available online (<a href="https://quezoncity.gov.ph...pdf">https://quezoncity.gov.ph...pdf</a>) for representative and onsite assisted encoding at OSCA</p>	<p><a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a></p> <p>Office for the Senior Citizens' Affairs</p>
	<p><b>Principal:</b></p> <p>QCitizen Card or any one of Valid ID* below issued at least 6 months with applicant's birthdate and address –</p> <ul style="list-style-type: none"> <li>· 1-Original &amp; 1- Photocopy</li> <li>· PHILSYS National ID</li> <li>· UMID Card</li> <li>· Voter's Registration / ID</li> <li>· PRC ID</li> </ul>	<p><a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a></p> <p>Philippine Statistics Authority SSS or GSIS COMELEC Professional Regulation Commission Land</p>

<ul style="list-style-type: none"> <li>· Philippine Driver's License</li> <li>· AFPSLAI / Veteran's ID</li> <li>· Tax Identification (TIN) ID</li> <li>· Postal Identity Card</li> <li>· Firearm License Card</li> <li>· Police Clearance</li> <li>· NBI Clearance</li> <li>· IBP Card</li> <li>NBI Clearance</li> <li>· IBP Card</li> <li><a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a></li> </ul> <p>Philippine Passport or Dual Citizenship documents (for Department of Foreign Affairs Filipino naturalized to another country) – 1-Original &amp; 1-Photocopy</p> <p>Birth Certificate (if no birthdate or discrepancy on Valid ID) and Barangay Certificate of Residency (if no or different Quezon City address, stating at least 6 months residency) – 1-Original &amp; 1-Photocopy</p> <p>Marriage Certificate (if the applicant is a married woman whose last name is different from the Valid ID) – 1-Original &amp; 1-Photocopy</p> <p>Latest digital or ID photo (2x2) –</p> <p>Signature or can send a digital signature (clear and uncut on any part of the signature inside the box on the form) Bureau of Immigration</p>	<p>Transportation Office Armed Forces of the Philippines / PVAO Bureau of Internal Revenue PHLPOST</p> <p>Philippine National Police</p> <p>National Bureau of Investigation Integrated Bar of the Philippines</p> <p>Philippine Statistics Authority and/or proper Barangay Hall</p> <p>Philippine Statistics Authority or Local Civil Registry Office</p>
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<p><b>Representative:</b></p> <p>Authorization Letter signed by the applicant</p> <p>Valid ID of representative (preferably QCitizen ID) – 1- Original &amp; 1-Photocopy</p>	<p>*(same as above)</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For Online Application:</b>				
a) Create a profile and account with QC E Services, at this link – ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )	(on-line)	<b>None</b>	(on-line)	(on-line)
b) From the QC E Services menu, select “QCitizen ID eApplication”	(on-line)	–	(on-line)	(on-line)
c) Fill-in all required information or data. If you already have a resident/non-seni or QCitizen ID, select “Request for Sectoral Status Change”	(on-line)		(on-line)	(on-line)
d) Wait for email confirmation once your application has been approved	(on-line)	–	(on-line)	(on-line)
e) Download the “QCitizen App” on the smartphone to get a digital copy of your QCitizen ID	(on-line)	–	(on-line)	(on-line)
f) Wait for the physical ID to be delivered to your proper	(on-line)	–	(on-line)	(on-line)

Barangay				
<b>For Offline / Walk-in (assisted) Application:</b>				
a) Fully accomplished application form and present appropriate requirements.	a) Evaluate the application form with proper documents / Verify data	<b>None</b>	10 Minutes	Membership Application Evaluator / I.M.(I.T.) Data Manager
-	b) Input Senior Citizen's information to the database.	-	10 Minutes	I.M.(I.T.) Encoder
-	c) Review and validate data.	-	10 Minutes	I.M.(I.T.) Approver / Verifier
-	d) Generate Senior Citizen's ID	-	20 Minutes	I.M.(I.T.) PVC Printer
e) Received the Senior Citizen's ID by signing the Record Book	e) Released the Senior Citizen's ID and Booklets / Tag at database	-	10 Minutes	Membership ID Issuance / I.M.(I.T.) Distributor
<b>END OF TRANSACTION</b>		<b>TOTAL:</b>	<b>1 Hour</b>	

# Membership & Information Management Divisions

## Replacement of Senior Citizen's QCitizen / OSCA

### 2) Replacement of Senior Card

The OSCA replaces Senior Citizen's ID that needs correction or updating, damage, misplaced card and transfer from another city / municipality.

<b>Office or Division:</b>	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizen with existing QCitizen ID or lost OSCA Card			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>Principal:</b></p> <p>Fully Accomplished Senior Citizen QCitizen ID Application Form (NOTE: Correction or Lost, Etc.)</p> <p>Valid ID* / documents showing the correct data or Barangay Certificate of Residency (if no or different Quezon City address, stating at least 6 months residency) – 1-Original &amp; 1-Photocopy</p> <p>Certificate of Cancellation from origin OSCA of city / municipality and surrender the old Senior ID (for transferee to Quezon City)</p>		<p>Office for the Senior Citizens' Affairs</p> <p>A printable form is also available online (<a href="https://quezoncity.gov.ph...pdf">https://quezoncity.gov.ph...pdf</a>)</p> <p>*Same on new applicant and/or proper Barangay Hall</p> <p>Other City or Municipality's OSCA</p>		
<p><b>Representative:</b></p> <p>Authorization Letter signed by the applicant</p> <p>Valid ID of representative (preferably QCitizen ID) – 1- Original &amp; 1-Photocopy</p>		<p>*(same as above)</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

a) Fully accomplished application form and present requirements / Surrender ID	a) Evaluate the application form with proper documents / Verify data	-	10 Minutes	Membership Application Evaluator/IM(IT) Data Manager
b) Proceed to Cashier for the payment of Senior Citizen's ID replacement	b) Issued Order of Payment / Official Receipt	Php100.00	15 Minutes	Cashier / City Treasury Office
-	c) Block / edit old data	-	10 Minutes	I.M.(IT) Adjuster

-	d) Input new Senior Citizen's information to database	-	15 Minutes	I.M.(I.T.) Encoder
-	e) Review and validate data	-	10 Minutes	IM (IT) Approver / Verifier
-	f) Generate Senior Citizen's ID	-	20 Minutes	I.M.(I.T.) PVC Printer
g) Received the Senior Citizen's ID by signing the Record Book	g) Released the Senior Citizen's ID / Tag at database	-	10 Minutes	Membership ID Issuance / I.M.(I.T.) Distributor
<b>END OF TRANSACTION</b>		<b>TOTAL:</b>	<b>1 ½ Hour</b>	

## Membership & Information Management Divisions

### Issuance of Booklets for Medicine, DTI (Grocery) and Free Movies

#### 3) Issuance of Booklets for Medicine, DTI (Grocery) and Free Movies

The OSCA issued a discount booklet for the purchase of medicine, basic necessities or prime commodities and for availing free movies in theaters.

<b>Office or Division:</b>	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizen with existing QCitizen ID or OSCA Card			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original Senior Citizen's QCitizen ID or OSCA Card and Services Stub slip			Office for the Senior Citizens' Affairs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
a) Fill-up the slip and attach ID with needed requirement	a) Verify Senior Citizen's data	<b>None</b>	3 Minutes	Membership Validator / IM-IT Data Manager
b) Received the Senior Citizen's ID Booklets	b) Released the Senior Citizen's Booklets	-	2 Minutes	Membership Booklets Issuance
<b>END OF TRANSACTION</b>		<b>TOTAL:</b>	<b>5 Minutes</b>	

# Membership & Information Management Divisions

## Issuing Record Certification for other Office Transactions

### 4) Issuing Record Certification for other Office Transactions

The OSCA issued to any Senior Citizen the Certificate of Registration or No-Record, Certified Photocopy, Cancellation for those who moved to another city / municipality and as attachment to Burial documentation.

<b>Office or Division:</b>	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizen with existing QCitizen ID or OSCA Card			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original Senior Citizen's QCitizen ID or OSCA Card and Services Stub slip			Office for the Senior Citizens' Affairs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
a) Fill-up the slip and attach ID with needed requirement	a) Verify Senior Citizen's info's on Sectoral database	<b>None</b>	15 Minutes	Membership Validator / I.M. (I.T.) Evaluator
b) Received the requested document	b) Print and release the appropriate certification	-	15 Minutes	I.M. (I.T.) Certification
<b>END OF TRANSACTION</b>		<b>TOTAL:</b>	<b>30 Minutes</b>	



## Social Pension Section

### Application for DSWD's Social Pension for Indigent Senior Citizens

#### 5) Application for DSWD's Social Pension for Indigent Senior Citizens

It is a program of the Department of Social Welfare and Development (DSWD) for indigent Senior Citizens. The QC Government and OSCA coordinate and only assist DSWD in the application process and payout of this program.

<b>Office or Division:</b>	SOCIAL PENSION SECTION			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	For indigent Senior Citizens of Quezon City who are frail, sickly or with disability and without pension or permanent source of income, compensation or financial assistance from relatives to meet their food and medicine needs as determined by DSWD-NCR Field Office.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DSWD Senior Citizen's Social Pension Application Form and Original Senior Citizen's QCitizen ID			Office for the Senior Citizens' Affairs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
a) Fully accomplished application form and present the original QCitizen ID	a) Encode the SC's infos on record and explain the process	<b>None</b>	10 Minutes	OSCA Social Pension Section Evaluator / Encoder
b) Wait the DSWD/SSDD Social Worker at home	b) Visit applicant for house validation	-	Within 6 Months	DSWD-NCR Field Office Staff / SSDD

c) Received a message from DSWD and/or OSCA if eligible	c) Approved are included on the payroll list	-	Within 6 Months	DSWD-NCR Field Office and OSCA
d) Notified by OSCA or Brgy. for requirement to receive the pension	d) Informing of schedule and venue of pay-out	-	Within 3 Months	OSCA and designated Barangay
e) Availing the amount on appropriated period	e) Pay-out by DSWD Paymaster and QC Treasury	-	Within a Day	Barangay, DSWD-NCR & QC / OSCA
<b>END OF TRANSACTION</b>		<b>TOTAL:</b>	<b>About a Year*</b>	

**\*NOTE:** *The OSCA only accepts applications and DSWD is the final assessment and approval if an indigent Senior Citizen is qualified. Not all eligible indigent Senior Citizens will be immediately qualified for DSWD Social Pension as it is only based on currently available funds for the program and priority list depending on age group or health status.*

# Centenarian Section

## Quezon City Living Centenarian Recognition, Award and Benefits

### 6) Quezon City Living Centenarian Recognition, Award and Benefits

This award is recognition of legitimate city residents aged 100-years and older. Apart from the certificate, he will also receive benefits of Php100,000.00 (one -time), monthly allowance of Php1,000.00, annual birthday gift of Php1,000.00 and christmas gift of Php1,000.00 - as long as the Centenarian lives.

<b>Office or Division:</b>	CENTENARIAN SECTION	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Quezon City's living 100 years old and above Senior Citizens	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>Can be Apply by Representative:</b>  Fully Accomplished Centenarian Application Form (a printable form is also available online)	Office for the Senior Citizens' Affairs ( <a href="https://quezoncity.gov.ph...pdf">https://quezoncity.gov.ph...pdf</a> )
	Old OSCA Card or QCitizen ID issued at least 6 months –1-Original & 1-Photocopy	Office for the Senior Citizens' Affairs
	Certified True Copy of Birth Certificate (PSA / CCRD) or Baptismal Certificate –1-Original & 1-Photocopy  Two (2) of the following (if there is no Birth or Baptismal Certificate) –1-Original & 1-Photocopy · Passport (old or new) · Postal ID · Voter's Registration or ID · AFPSLAI / Veteran's ID · UMID Card · Philhealth MDR	Philippine Statistics Authority or Local Civil Registry Office  Department of Foreign Affairs PHLPOST COMELEC Armed Forces of the Philippines / PVAO SSS or GSIS Philippine Health Insurance Corporation

Barangay Certificate of Residency (if the address is different from the Senior ID) – 1- Original & 1-Photocopy	Proper Barangay Hall
One (1) whole body picture with current newspaper	
<b>Note:</b> Application can be made three months in advance, but verification will only begin when he/she has reached his 100th birthday.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fully accomplished application form and present appropriate attachments	a) Review the Senior Citizen's information, documents and explain the process	None	10 Minutes	Centenarian Section

b) Wait the OSCA staff to visit on Centenarian's 100 <sup>th</sup> birthday or after	b) Verify the location and his/her living proof condition	–	10 Minutes	Centenarian Section Validator
c) Received the notice when and where the benefits will awarded	c) Informing who's to receive and what are the requirements	–	Within 3 Months after the Validation	Centenarian Section, Accounting and Budget Departments
d) Availed the Recognition Certificate and Php100,000.00	d) Let beneficiary sign the payroll and other docus	–	Within a Day	OCM, OSCA and Treasury Department
e) Notified for the monthly allowance of Php1,000 plus each birthday and christmas gift of Php2,000.00	e) Inform the beneficiary to collect the amount appropriate on each period	–	Quarterly <i>(it depends as long as the centenarian are living &amp; funds)</i>	Centenarian Section and Treasury Department
<b>END OF TRANSACTION</b>		<b>TOTAL:</b>	<b>About 3 Mos.</b>	

# Death Benefits Welfare Assistance Section

## D.B.W.A. for the Relative of the Deceased Senior Citizens of Quezon City

### 7) D.B.W.A. for the Relative of the Deceased Senior Citizens of Quezon City

The DBWA is a financial assistance amounting to Php5,000.00 for the relative of a deceased senior citizen registered with OSCA of Quezon City if he or she has died within the past three (3) months.

<b>Office or Division:</b>	DEATH BENEFITS WELFARE ASSISTANCE SECTION	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Relative of the deceased Senior Citizen in Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Fully accomplished S.C. Death Benefit Welfare Assistance Application Forms – 2-Copies (a printable form is also available online)		Office for the Senior Citizens' Affairs ( <a href="https://quezoncity.gov.ph...pdf">https://quezoncity.gov.ph...pdf</a> )
Decedent's Original QCitizen ID or OSCA Card – 1-Original & 3-Photocopies		<a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>
Decedent's Death Certificate –1-Original & 1-Photocopy		Local Civil Registry Office
Decedent's CENOMAR from PSA (for single senior citizen) – 1-Original & 1-Photocopy		Philippine Statistics Authority
Claimant's Valid ID* (preferably QCitizen ID) – 1-Original & 2-Photocopies		<a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>
<b>ADDITIONAL REQUIREMENTS FOR CLAIMANT</b>		

<p><b>Surviving Spouse:</b></p> <ul style="list-style-type: none"> <li>· Claimant's Marriage Certificate <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> </ul> </li> </ul>	<p>Philippine Statistics Authority or Local Civil Registry Office</p>
<p><b>Child:</b></p> <ul style="list-style-type: none"> <li>· Death Certificate of Decedent's Spouse <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> </ul> </li> <li>· Claimant's Birth Certificate <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> </ul> </li> <li>· Affidavit of Undertaking and Commitment <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> <li>(a printable form is also available online)</li> </ul> </li> </ul>	<p>Philippine Statistics Authority or Local Civil Registry Office</p> <p>Office for the Senior Citizens' Affairs (<a href="https://quezoncity.gov.ph...pdf">https://quezoncity.gov.ph...pdf</a>)</p>
<p><b>Parent:</b></p> <ul style="list-style-type: none"> <li>- Decedent's Birth Certificate</li> <li>- 1- Original &amp; 2 Photocopies</li> <li>- Affidavit of Undertaking and Commitment</li> </ul>	<p>Philippine Statistics Authority or Local Civil Registry Office</p> <p>Office for the Senior Citizen's Affairs (<a href="https://quezoncity.gov.ph...pdf">https://quezoncity.gov.ph...pdf</a>)</p>
<p><b>Sibling (Brother or Sister):</b></p> <ul style="list-style-type: none"> <li>· Claimant's Birth Certificate <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> </ul> </li> <li>· Decedent's Birth Certificate <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> </ul> </li> <li>· Affidavit of Undertaking and Commitment <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> <li>(a printable form is also available online)</li> </ul> </li> </ul>	<p>Philippine Statistics Authority or Local Civil Registry Office</p> <p>Office for the Senior Citizens' Affairs (<a href="https://quezoncity.gov.ph...pdf">https://quezoncity.gov.ph...pdf</a>)</p>
<p><b>Grandchild:</b></p> <ul style="list-style-type: none"> <li>· Death Certificates of the deceased relatives above – 1-Original &amp; 2-Photocopies</li> <li>· Claimant's Birth Certificate <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> </ul> </li> <li>· Decedent's Birth Certificate <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> </ul> </li> <li>· Affidavit of Undertaking and Commitment <ul style="list-style-type: none"> <li>– 1-Original &amp; 2-Photocopies</li> <li>(a printable form is also available online)</li> </ul> </li> </ul>	<p>Philippine Statistics Authority or Local Civil Registry Office</p> <p>Office for the Senior Citizens' Affairs (<a href="https://quezoncity.gov.ph...pdf">https://quezoncity.gov.ph...pdf</a>)</p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
a) Fully accomplished application form and present appropriate requirements	a) Review the Senior Citizen's infos, docs and explain the process	<b>None</b>	10 Minutes	D.B.W.A. Section Evaluator
-	b) Validate attached requirements received and appropriate funds	-	Within 2 Months	OCM, Budget, Accounting and Treasury Department
c) Notified that the funds are available to release	c) Inform beneficiary the requirements to receive claim	-	<i>(via call and / or text messaging)</i>	D.B.W.A. Section
d) Aailed the Php5,000 and sign the payroll	d) Issue the Claim Stub to release	-	10 Minutes	DBWA Sec'tn & Treasury Dept.
<b>END OF TRANSACTION</b>		<b>TOTAL:</b>	<b>About 2 Mos.</b>	

# Quezon City General Hospital

## Accounting Division

### BILLING SECTION

#### 1. Preparation and Issuance of Hospital Charges

Schedule of Availability of Service: Monday to Sunday, Holidays / 8:00 am to 5:00 pm

Who May Avail of the Service : Patients for Discharge

Documentary Requirements :Fully Accomplished PMRF - Philhealth Member  
Registration Form ( if applicable ) and  
attachments

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. ofMonthly/Quarterly Contribution  
MDR/PBEF

Private Employee/ OFW- Certificate of Contribution from Employer  
MDR/PBEF

4 P's –ID, Philhealth Certification (Sponsored)

Processing Period : Generation of Statement of Account (SOA) and  
discharge of Patients with complete documents  
within 1 hour

How to Avail of the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	Verify Doctor's Order for Discharge	Notifies patients of Doctor's Order ,	15 minutes	Nurse on Duty	None	None



		May Go Home Instructions				
2	Receives the Notice of Discharge/ Chart from NOD		1 minute	Billing Clerk on Duty	None	None
3	For Philhealth Patients: Submits Necessary Philhealth Documents	Screens the Completeness of Philhealth Documents and verify at the HIS ( Hospital Information System)	10 minutes	Billing Clerk on Duty	None	CSF, CF2, CF3, MDR or PBEF, and CF4
4	Review Billing Statement	Prepares and Issues Statement of Service Rendered	10 - 15 minutes	Billing Clerk on Duty	None	Statement of Account
5	For Non Philhealth Patients: Presents Necessary Documents	Checks the accurate name of Patient at the Hospital Information System and Prints the Statement of Account	1 minute	Billing Clerk on Duty	None	Patient ID Card, Valid ID of Patient

6	Instructs Patient/ Watcher to proceed to Public Relations desk to fill up the Client Satisfactory Survey		1 minute	Billing Clerk on Duty	None	Client Satisfactory Survey
7	Pay applicable fees	Receives payment, and issues official receipt and Hospital Clearance	10 minutes	Cashier	Applicable fees	Statement of Account, OR, Hospital Clearance
8	Presents Hospital Clearance to Nurse on Duty and the Duplicate copy to Security Guard on duty and leaves Hospital premises		10 minutes	Watcher/ Patient	None	Hospital Clearance
END OF TRANSACTION						

## PHILHEALTH SECTION

### 2. Processing of Philhealth Benefits for Hospitalization

Services Provided to: In-Patient and Out-Patient with Philhealth

Days/Hours:Monday-Friday,8:00a.m.-5:00p.m.(NoNoonBreak)

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	PhilHealth patients / members accomplish Philhealth Claim Forms with the required supporting documents.	Receive claims from Billing Section and verify discharge date and diagnosis in the Hospital Information System (HIS)	3 minutes per claim	Philhealth Section Staff	None	CSF, CF2, CF3, PBEF, PMRF, SOA, OPR, DRR, ANR
2		Verify all the supporting documents and input all the required information to the Philhealth Information System (PIS)	5 minutes per claim	Philhealth Section Staff	None	CSF, CF2, CF3, PBEF, PMRF, SOA, OPR, DRR, ANR

3		The Section head verifies all the information in the CSF and other supporting documents and then signs it.	2 minutes per claim	Philhealth Section Head	None	CSF, CF2, CF3, PBEF, PMRF, SOA, OPR, DRR, ANR
4		All required documents are scanned and transmitted via the eClaims in the Philhealth Information System (PIS)	10 minutes per claim	Philhealth Section Staff		CSF, CF2, CF3, PBEF, PMRF, SOA, OPR, DRR, ANR
END OF TRANSACTION						

## PAYROLL SECTION

### 3. Provision of Monthly compensation, remuneration and other benefits to hospital Employees

Step	Applicant/Cli ent	Service Provider	Durati on of Activit y	Person In Charge	Fees	Form s
1	Personnel Division - Office Staff presents Daily Time Records of all Employees with complete supporting documents.	Receives Daily Time Records of all Employees with complete supporting documents.	30 min.	Office Staff	None	None
2		Prepares Payroll of Permanent Employees including Payroll of RATA	4 days	Office Staff	None	Payro ll
		Prepares Payroll of Contractual Employees on a 15 <sup>th</sup> and 30 <sup>th</sup> basis	3 days	Office Staff	None	Payro ll
3		Prepares Financial Data Entry System (FinDES) with USB Flash Drive	4 hours	Office Staff	None	None

4		Prepares Allotment for Obligation Request and Disbursement Voucher.	1 hours	Office Staff	None	Obligation Request & Disbursement Voucher
END OF TRANSACTION						

## REMITTANCE SECTION

### 4. Processing and Payment of remittances to concerned Government Agency

Schedule of Availability of Service:

Days: Monday to Friday

Hours: 8:00 am to 5: 00 pm

Who may avail of the Service: Hospital personnel, concerned Department Heads, Division and Section Chiefs Different agency

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	Concern Government Agency emails Electronic Billing Files	Receives, prints and checks the Electronic Billing Files if applicable	4 hrs	Accounting Clerk II	None	None
2		Prepares the Monthly Notice of Deduction from the Electronic Billing Files	2hrs	Accounting Clerk II	None	Notice of Deduction
3-a	Payroll Section – Office Aide presents file copies of payrolls	Receives payrolls	5 min	Office Staff	None	Payroll
3-b	Bookkeeping Section – Office Aide presents RCD and DV. Cashier III presents Cash Book and DV	Receives DV and Cash Book	10 min	Office Staff	None	Disbursement Voucher

4		Post all deductions to Liabilities Control Ledger	4 hrs	Accounting Clerk II	None	Liabilities Control Ledger
5		Prepares Monthly Remittance Reports and Disbursement Vouchers	10 days	Accounting Clerk II	None	Remittance List DV & JEV
6		Release Monthly Remittance Reports to Processing Section	2 hrs	Accounting Clerk II	None	Remittance List DV & JEV
7		Filing of duplicate copies	2 days	Accounting Clerk II	None	Remittance List DV & JEV
8		Posting to Employees' Index Card if applicable	5 days	Accounting Clerk II	None	Index of Remittance
END OF TRANSACTION						



## PAYROLL AND REMITTANCE SECTION

### 5. Provision of documentary assistance for application, processing and certification of personal transaction (loans, accreditation)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	From Different Departments Office Staff presents request for pay slip	Payroll section prepares and print pay slips	1 day	Office Staff	None	None
2		Internal Control Unit distributes pay slips to different departments	1 day	Office Staff	None	Pay slip
3		Hospital employees who agrees to personally receive their pay slip shall proceed to Accounting Division to claim their pay slip	30 min	Office Staff	None	Payroll

4	From Different Departments Office Staff presents request for certificates	Remittance section prepares and print certificates	3 days	Office Staff	None	Certificate, HMDF Form, BIR Form
5		Reviews and signs certificates and forms	1 day	Accountant V	None	Certificate, HMDF Form, BIR Form
END OF TRANSACTION						

## PROCESSING SECTION

### 6. Preparation and processing of payments for Services rendered (creditors)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	From Different Departments Office Staff present Disbursement Voucher with complete supporting documents	Receives Disbursement Vouchers with complete supporting documents, logs and assign control number.	5 min.	Office Staff	None	Logbook
2		Prepares Journal Entry Voucher and other required documents.	20 min.	Office Staff	None	Journal Entry Voucher, BIR 2306 & 2307 and other computations
3		Checks supporting documents and initials.	30 min.	Accountant II	None	None
4		Reviews computations, records Disbursement Vouchers in Control Ledger and initials.	30 min.	Accountant III	None	Control Ledger

5		Reviews all documents and initials	30 min.	Accountant IV	None	None
6		Reviews, certifies and signs Disbursement Vouchers, Journal Entry Voucher and other documents	20 min	Accountant V	None	Disbursement Voucher, Journal Entry Voucher, BIR 2306 & 2307 and other computations
7		Files and release Disbursement Vouchers with complete supporting documents.	20 min.	Office Staff.	None	Logbook
END OF TRANSACTION						

## BOOKKEEPING SECTION

### 7. Processing and preparation of Financial Statements

Schedule of Availability of Service:

Days: Monday to Friday

Hours: 8:00 am to 5: 00 pm

Who may avail of the Service: Hospital personnel, concerned Department Heads, Division and Section Chiefs Different agency

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	Cash Section - Office Staff, present Daily Report of Collections, Report of Disbursements with complete supporting documents to be received.	Received Daily Report of Collections, Report of Disbursements with complete supporting documents.	5 min.	Office Staff	None	None
2		Prepares Journal Entry Vouchers of the Daily Report of Collections.	2 hours	Office Staff	None	Journal Entry Voucher

3		Prepares Special Journals (Cash Receipt Journal, Check Disbursement Journal, Debit Credit Memo Disbursement Journal and Cash Disbursement Journal) and Journal Entry Vouchers of Adjustments	10 days 1 day 2 days	Senior Bookkeeper Accounting Clerk II Office Staff	None	Special Journals and Journal Entry Vouchers
4		Posting of Recapitulations of Special Journals and Journal Entry Vouchers of Adjustments to General Ledgers.	2 days	Senior Bookkeeper	None	General Ledgers
5		Prepares Monthly Trial Balance.	4 hours	Senior Bookkeeper	None	Trial Balance
6		Prepares Schedules.	5 days	Accounting Clerk II	None	Schedules

7		Prepares Quarterly Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flow and Statement of Analysis of Appropriation and Obligation	2 days	Accountant III	None	Different Statements
8		Submits Financial Reports to Commission on Audit and City Accounting Office.	3 hours	Office Staff	None	None
END OF TRANSACTION						

# ADMINISTRATIVE RECORDS

## 1. RECORDS PROCESS

### Schedule of Availability of Service

Days : Monday to Friday

Hours : 8:00 am to 5 pm

Who may avail of the Service : Concerned Personnel , Department Heads , Division and Section Chiefs

Documentary Requirements : Log book , Distribution List

Processing Period : 1 hr and 65 minutes

How to Avail of the Service :

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Present the letter of communication to be received	Received and Stamp the communication recorded in the Log book	5 min.	Records Officer III Records Officer I Clerk II	None	Log book
2		Course through to the Administrative Officer V for Notation / Action	10 min.	Administrative Officer V	None	Transmittal Slip



3		Transmit to the Directors Office for action / notation and approval	10 min.	Director's Office staff	None	Log book
1	Hospital Personnel concerned , Department Heads , Division and Section Chiefs	Records and released communication / memoranda to hospital personnel concerned Department Heads , Division and Section Chiefs	40 min.	Clerk II Records Officer I Records Officer III	None	Log book / clear book /Distribution List
2		Recorded in the clear book (log book) index and filed	1 hr.	Records Officer I Records Officer III Clerk II	None	ERecords , Log Book

END OF TRANSACTION

## ADMITTING SECTION

### 1. Registration for ER Consultation and Admission

SCHEDULE OF AVAILABILITY OF SERVICE : Daily  
 DAYS : Monday- Sunday including Holy  
 days  
 HOURS : 24 Hours without noon break  
 WHO MAY AVAIL OF THE SERVICE : All Hospital Patients  
 DOCUMENTARY REQUIRMENTS : Patient's Information Sheet/QCGH  
 Patient ID Card/  
 Patient's Valid ID (Government Issued)

Admissions From ER: QCGH Patient ID Card  
Admissions From OPD: Patient's Information  
 Sheet/QCGH Patient ID Card  
Direct Admissions: Patient's Information Sheet/QCGH  
 Patient ID Card/Patient Valid ID

PROCESSING PERIOD : For ER Consultation only :22  
 Minutes  
 : For Admission :30 Minutes  
 Duration

#### How to Avail the Service

STEP	Customer Client	Service Provider	Duration of Activity	Person in charge	Fee s	Form
1	Get and Fill up patient's Information sheet with Emergency Room Officer's note (ERO's name and signature, time and service)	Check the information sheet	8 minute s	Admitting staff  patient/patient companion	NO NE	Patient Information sheet
2	Submit Patient's Information Sheet and Valid ID	Interview and verify all the information given in the information sheet.	7 minute s	Admitting staff  patient/patient companion	NO NE	Patient Information sheet  Valid ID (Govt' issued)

3	Receive QCGH Patient ID Card	<p>Encode the required patient's data in to the computer system and print out the QCGH Patient ID Card.</p> <p>Issue the QCGH Patient ID Card to the patient/patient companion.</p>	4 minutes	<p>Admitting staff</p> <p>patient/patient companion</p>	NO NE	<p>Patient Information sheet</p> <p>QCGH Patient ID Card</p>
4	Endorsed by medical staff	<p>Received accomplished Admission and Discharge Record</p> <p>Check and Consent for diagnosis/treatment and Doctor's order for admission</p>	1 minutes	<p>Admitting staff</p> <p>Medical staff</p>	NO NE	<p>Endorsement logbook (ER or OPD)</p> <p>Admission and Discharge Record</p>
5	<p>Get and fill out Patient's Information sheet</p> <p>(For Outpatient Dept. Admission and Direct Admission only)</p>	Interview and verify all the information given in the information sheet.	12 minutes	<p>Admitting staff</p> <p>Patient/Companion</p>	NO NE	<p>Patient Information sheet</p> <p>Patient Valid ID</p> <p>QCGH Patient ID Card</p>

6	Familiarization/Orientation on policies and procedures, rights and obligation of patient during confinement.	<p>Encode the required patient's data into the computer system.</p> <p>Fill out the front sheet of Admission and Discharge Record</p> <p>Prepare the wrist tag for the admitted patient</p> <p>Instruct patient to proceed to medical social service for classification</p>	15 minutes	Admitting staff Patient/ Companion	NONE	<p>Patient Information sheet</p> <p>QCGH Patient ID Card</p>
END OF TRANSACTION						

## CASH SECTION

### 1. Collection of Payments (OPD & ER Clients)

Schedule of Availability of Service

Days : Mondays – Sundays  
 Hours : 24 hours without noon break  
 Who May Avail of the Service : OPD & ER Clients  
 Documentary Requirements : Statement of Account  
 Official Receipt  
 Processing Period : 2 minutes  
 How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	<p>Presents the Statement of Accounts (SOA)/ Patient's ID Card</p> <p>(Ipakita ang talaan ng serbisyong babayaran)</p>	<p>Receives the Statement of Accounts/ Printing Statement of Accounts</p> <p>(Tanggapin ang talaan ng serbisyong babayaran)</p>	<p>10 seconds</p> <p>(10 segundo)</p>	Cashier clerk	<p>None</p> <p>(Wala)</p>	<p>Statement of Accounts</p> <p>(Talaan ng serbisyong babayaran)</p>
2		<p>Validates Statement of Accounts through the Hospital &amp; Information System (HIS) and receives corresponding payments</p> <p>(Suriin ang talaan ng serbisyong babayaran)</p>	<p>1 minute</p> <p>(1 minuto)</p>		<p>Depends on clients' rendered services</p> <p>(Depende sa nagawang serbisyo para sa kliyente)</p>	

3	<i>Receives the official receipt</i> <i>(Tanggapin ang opisyal na resibo)</i>	<i>Issues official receipt</i> <i>(Magbigay ng opisyal na resibo)</i>	<i>30 seconds</i> <i>(30 segundo)</i>		<i>None</i> <i>(Wala)</i>	<i>Official receipt</i> <i>(Opisyal na resibo)</i>
4		<i>Issues patient's clearance slip and Instructs the client on what to do next</i>  <i>(Magbigay ng clearance at turuan ang pasyente sa susunod na gagawin)</i>	<i>20 seconds</i> <i>(20 segundo)</i>			<i>Patient's Clearance Slip</i>  <i>(Clearance ng Pasyente)</i>
<i>END of TRANSACTION</i>						

*Note: Attachment of Price List will be based on the Quezon City Revenue Code. (Hospital Charges)*

## 2. Collection of Payments (Admitted Clients)

### Schedule of Availability of Service

Days : Mondays – Sundays  
 Hours : 24 hours without noon break  
 Who May Avail of the Service : Admitted Clients  
 Documentary Requirements : Statement of Account, Official Receipt,  
 Acknowledgement Receipt,  
 Patient's Clearance  
 Processing Period : 6 minutes  
 How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents the Statements of Accounts (SOA)  <i>(Ipakita ang bayarin sa ospital ng mga serbisyong natanggap)</i>	Receives the Statement of Accounts  <i>(Tanggapin ang bayarin sa ospital ng mga serbisyong natanggap)</i>	20 seconds  <i>(20 segundo)</i>	Cashier clerk	None  <i>(Wala)</i>	Statement of Accounts (SOA)  <i>(Bayarin sa ospital ng mga serbisyong natanggap)</i>
2		Validates the Statement of Account through the Hospital & Information System (HIS) and receives corresponding payments  <i>(Suriin ang bayarin sa ospital ng mga serbisyong natanggap)</i>	3 minutes  <i>(3 minuto)</i>		Depends on clients' rendered services  <i>(Depende sa nagawang serbisyo para sa kliyente)</i>	
3	Receives the official receipt  <i>(Tanggapin ang opisyal na resibo)</i>	Issues official receipt  <i>(Magbigay ng opisyal)</i>	2 minutes  <i>(2 minuto)</i>		None  <i>(Wala)</i>	Official receipt  <i>(Opisyal na resibo)</i>

4		<p>Issues patient's clearance slip and discharges patients name from the Hospital Information System (HIS)</p> <p><i>(Magbigay ng clearance at tanggalin ang pangalan ng pasyente sa aktibong listahan mula sa Hospital Information System)</i></p>	<p>20 seconds</p> <p><i>(20 segundo)</i></p>		<p>Patient's clearance slip</p> <p><i>(clearance ng pasyente)</i></p>
5		<p>Instructs the client on what to do next</p> <p><i>(Turuan ang pasyente sa susunod na gagawin)</i></p>	<p>20 seconds</p> <p><i>(20 segundo)</i></p>		<p>None</p> <p><i>(Wala)</i></p>
<p>END of TRANSACTION</p>					

**Note: Attachment of Price List will be based on the Quezon City Revenue Code. (Hospital Charges)**



### 3. Issuance of Checks

Schedule of Availability of Service

Days : Mondays – Fridays

Hours : 8 am – 4 pm

Who May Avail of the Service : Philhealth Members, Employees,  
Suppliers, Non-Government Agency,  
Government Agency

Documentary Requirements : Valid Identification Card, Logbook  
Authorization Letter, Official Receipt

Processing Period : 3 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents valid identification card and authorization letter  <i>(Magpresenta ng valid identification letter at authorization letter)</i>	Receives valid identification card and authorization letter  <i>(Tanggapin ang valid na identification letter at authorization letter)</i>	25 seconds <i>(25 segundo)</i>	Cashier Clerk	None <i>(Wala)</i>	Valid identification card and authorization letter
2		Verifies the authenticity of the valid identification card and authorization letter  <i>(Saliksikin ang katunayan ng valid na identification letter at authorization letter)</i>	30 seconds <i>(30 segundo)</i>			

3	Signs the voucher and check registry logbook  <i>(Pirmahan ang voucher at check registry logbook)</i>	Affixes the client signature on the voucher and check register logbook  <i>(Papirmahan ang voucher at logbook sa kliyente)</i>	30 seconds <i>(30 segundo)</i>			Voucher and check registry logbook
4	Issues official receipt  <i>(Magbigay ng opisyal na resibo)</i>	Receives official receipt  <i>(Tanggapin ang opisyal na resibo)</i>	1 minute <i>(1 minuto)</i>			Official receipt  <i>(Opisyal na resibo)</i>
5	Receives the check  <i>(Tanggapin ang tseke)</i>	Issues the check  <i>(Ibigay ang tseke)</i>	15 seconds <i>(15 segundo)</i>			Check  <i>(Tseke)</i>
6		Instructs the client on what to do next  <i>(Turuan ang pasyente sa susunod na gagawin)</i>	20 seconds <i>(20 segundo)</i>			None  <i>(Wala)</i>
END of TRANSACTION						

## 4. Payment to Doctors

### Schedule of Availability of Service

Days : Mondays – Fridays  
 Hours : 8 am – 4 pm  
 Who May Avail of the Service : Doctors,  
 Authorized Representative  
 Documentary Requirements : Official Receipt,  
 Logbook  
 Processing Period : 5 minutes  
 How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Check if the payment of the patient is settled  <i>(Tingnan kung ang pasyente ay nakapagbaya d)</i>	Verifies the summary of Professional fees  <i>(Saliksikin ang talaan ng mga doctor na babayaran)</i>	1 minute  <i>(1 minuto)</i>	Cashier Clerk	None  <i>(Wala)</i>	Statement of Account
2	Accounts the received money  <i>(Bilangin ang perang natanggap)</i>	Releases the payment of Professional fees net of tax  <i>(Ibigay ang perang nabawasan ng buwis)</i>	3 minutes  <i>(3 minuto)</i>		Depends on the professional fees  <i>(Depende sa professional fees)</i>	Logbook
3	Issues official receipt  <i>(Magbigay ng opisyal na</i>	Receives the official receipt  <i>(Tanggapin ang opisyal na</i>	1 minute  <i>(50 minuto)</i>		None  <i>(Wala)</i>	Official receipt  <i>(Opisyal na resibo)</i>

	<i>resibo)</i>	<i>resibo)</i>				
END of TRANSACTION						

## 5. Preparation of Reports

### Schedule of Availability of Service

Days : Mondays – Fridays  
 Hours : 8 am – 5 pm  
 Who May Avail of the Service : Accounting Division,  
 Bookkeeping Section  
 Documentary Requirements : Daily Report of Collection,  
 Report of Checks Issued, Logbook  
 Cash Advances, Liquidations  
 Processing Period : 2 hours  
 How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY	PERSON IN CHARGE	FEES	FORM
1		Generates and Encode the reports <i>(Itala ang mga reports)</i>	30 minutes <i>(30 minuto)</i>	Cashier Clerk	None <i>(Wala)</i>	Daily report of collections
2		Prepares the generated and encoded reports <i>(Ayusin ang mga natalang reports)</i>	1 hour <i>(1 oras)</i>			Report of checks issued
3		Affixes the head signatories in the reports <i>(Papirmahan sa kinauukulan ang mga reports)</i>	10 minutes <i>(10 minuto)</i>			Cash advances
4		Record the reports <i>(Idokumento ang mga reports)</i>	15 minutes <i>(15 minuto)</i>			Liquidations
						Logbook

5	Receives the reports	Submits the report to the accounting division or bookkeeping section  <i>(Ipassa ang mga reports sa accounting division o bookkeeping section)</i>	5 minutes <i>(5 minuto)</i>			
END of TRANSACTION						

## Director's Office

Service: Handling Administrative issues related to the day to day operation of the Hospital

Schedule of Availability of Service:

Days: Monday – Friday without noon break (except Holidays)

Hours: 8:00am – 5:00pm

Who may avail of the service

Hospital Staff Personnel

Local Government Unit officials

Relatives/Companion of patients

Government Sector

Private Sector

Documentary Requirements:

Letter/Communication

Logbook

Routing Slip

Processing Period:

Receiving and Releasing: 2 minutes – 1 day

How to Avail the Service:

Step	Client	Service provider	Duration of Activity	Person in Charge	Fees	Form
	Incoming Documents					
1.	Presents the letter / communication.	Receives and stamp the letter/communication	3 minutes	Executive Secretary	None	Letter/ communication
2		Classifies type of communication	3 minutes	Executive Secretary	None	Letter/ communication
3		Recording of classified documents to respective logbook	5 minutes	Executive Secretary	None	Logbook
4		Forwarded to the Hospital Director for Signing	3 minutes	Hospital Director/Executive Secretary	None	Letter/ communication

5		Releases all communications for appropriate action.	15mins-1 day minutes	Executive Secretary	None	Routing Slip Slip and Logbook
Outgoing Documents						
1	Letter/ Communication	Receipt of document from Hospital Director	2 minutes	Hospital Director Executive Secretary	None	Letter/ Communicaiton
2		Recording of received document	2 minutes	Executive Secretary	None	Letter/ Communicaiton Logbook
3		Distribution of recorded documents	5 minutes	Executive Secretary	None	Letter/ Communicaiton Routing Slip
4		Receipt of documents by the corresponding Office	15-30 minutes	Executive Secretary	None	Letter/ Communicaiton Routing Slip Logbook
END OF TRANSACTION						



Service: Coordination with the Local Government Officials, City Council, other Departments and other relevant stakeholder

Schedule of Availability of Service:

Days: Monday – Friday without noon break (except Holidays)

Hours: 8:00am – 5:00pm

Who may avail of the service

Local Government Official

Government Sector

Private Sector

Documentary Requirements:

Notices

Endorsement

Transmittal Letter

Request Letter

Processing Period:

Receiving and Releasing : 2 minutes – 1 day

How to Avail the Service:

Step	Client	Service provider	Duration of Activity	Person in Charge	Fees	Form
	Receive					
1.	Present the documents/papers	Receive letter request/messages/schedule/endorsement	3 minutes	Executive Secretary	None	Notices/Endorsement/Transmittal Letter
2.		Record the received letter	3 Minutes	Executive Secretary	None	Logbook
3.		Forwarded documents to Hospital Director	2 minutes	Hospital Director Executive Secretary	None	Notices/Endorsement/Transmittal Letter

4		Dissemination documents to concerned office	15 to 30 Minutes	Executive Secretary	None	Logbook
Outgoing Communication						
1	Letter/ Communication	Receives and record letter request from Hospital Director to sent	3 minutes	Hospital Director Executive Secretary	None	Transmittal Letter
2		Transmit thru email or send hard copy to concerned office	15 minutes	Executive Secretary	None	Transmittal Letter
3		Secure receiving or acknowledgement via email	1 days	Executive Secretary	None	Transmittal Letter
END OF TRANSACTION						

Service: Facilitate the Approval and Dissemination of Administrative Policies, Standard Operation Procedures, Guidelines and Other Relevant Issuances

Schedule of Availability of Service:

Days: Monday – Friday without noon break (except Holidays)

Hours: 8:00am – 5:00pm

Who may avail of the service

Department/Section Office concern

Documentary Requirements:

Policies

Standard Operation Procedures

Guidelines

Processing Period:

Receiving and Releasing : 5 minutes – 1 Day

How to Avail the Service:

Step	Client	Service provider	Duration of Activity	Person in Charge	Fees	Form
1.	Submit the documents	Receive and record	3 minutes	Executive Secretary	None	Policies/ SOP/ Guidelines
2.		Submission of document to Hospital Director	2 Minutes	Executive Secretary	None	Policies/ SOP/ Guidelines
3.		Review and approval of the documents	1 Day	Hospital Director	None	Policies/ SOP/ Guidelines
4		Signing of Document	2 minutes	Hospital Director	None	Approved Policies/ SOP/ Guidelines
5		Issuances of documents to concerned department	1 day	Executive Secretary	None	Policies/ SOP/ Guidelines
END OF TRANSACTION						

## Engineering Division

Core Process : Implementation of Preventive and Corrective Maintenance  
 Clients : Hospital Employees  
 Schedule of Availability of Service: Daily – 8:00am to 4:00pm  
 Contact Number : 8863-08-00 local 519  
 For any concern please contact : Engr. Richard Cruz / Engr. Mary Jesselle Obido/  
 Arnold Del Campo

STEP/S	APPLICANT / CLIENT	SEVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
PREVENTIVE MAINTENANCE						
Check the schedule of Preventive Maintenance of facilities/ equipment	Hospital Employees	None	2 – 3 minutes	Maintenance staff	None	None
Wait for the result of preventive maintenance	Hospital Employees	Authorized Service provider	Depends upon the nature of preventive works needed  Simple repair (3 hours)  Complex repair (36 hours)	Maintenance staff	None	Logbook  Equipment Monitoring
CORRECTIVE MAINTENANCE						
Secure job order form in CSR	Hospital Employee	None	2 – 3 minutes	CSR staff	None	Job Order

Submit completely filled-up Job Order form to Engineering office	Hospital Employees	None	30minutes	Engineering office staff	None	Job Order
Wait for the result of corrective maintenance	Hospital Employees	None	Depends upon the nature of corrective works needed  Simple repair  (3 hours)  Complex repair  (36 hours)	Engineering maintenance staff	None	Job order with remarks  Logbook

Core Process : Provision of Engineering Support Processes  
 Clients : Hospital Employees  
 Schedule of Availability of Service: Daily – 8:00am to 5:00pm  
 Contact Number : 8863-08-00 local 519  
 For any concern please contact : Engr. Richard Cruz / Engr. Mary Jesselle Obido  
 Edwild Pascual / Rubylyn Ramos

STEP/S	APPLICANT / CLIENT	SEVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
LINEN						
Secure job order form in CSR	Hospital Employees	None	2 – 3 minutes	CSR staff	None	Job Order
Submit completely filled-up Job Order form to Engineering office	Hospital Employees	None	2 – 3 minutes	Engineering office staff	None	Job Order
CSR will release the new linen  Linen staff will release the repaired linen	Hospital Employees	None	15 minutes	Linen staff  CSR staff	None	Job order with remarks  Logbook
LAUNDRY						

Collection/ received of soiled/infectious linen	Hospital Employees	None	30 minutes	Laundry staff	None	Linen Received Issued Report form (Major Pack)  Linen Received Issued Report (Wards)  Logbook
Received the clean linen	Hospital Employees	None	20 minutes	Laundry staff	None	Logbook
MOTORPOOL						
Secure trip ticket form in CSR	Hospital Employees	None	2 – 3 minutes	CSR staff	None	Trip Ticket
Submit completely filled-up Trip Ticket form to Engineering office	Hospital Employees	None	2 – 3 minutes	Authorized Engineering office staff	None	Trip Ticket
Transportation of the passenger	Hospital Employees	None	Depends on the location of trip	Motor pool staff	None	Trip Ticket

Core Process : Management of Outsource Services  
 Clients : Hospital Employees  
 Schedule of Availability of Service: Daily – 8:00am to 5:00pm  
 Contact Number : 8863-08-00 local 519  
 For any concern please contact : Engr. Richard Cruz / Engr. MaryJesselleObido  
 EdwildJoy Pascual / Rubylyn Ramos

STEP/S	APPLICANT / CLIENT	SEVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
JANITORIAL						
Check the schedule of area	Hospital Patients  Hospital Employees	Janitorial	2 – 3 minutes	Janitorial staff	None	None
Wait for the area to be clean	Hospital Employees	Janitorial	1 hour	Janitorial staff	None	None
WASTE MANAGEMENT PROGRAM						
Request for the collection of waste	Hospital Employees	None	10 minutes	Janitorial staff	None	None
Collection of waste at Material recovery facility	Hospital Employees	Waste Collector	30 minutes	Waste Collector	None	Work assignment trip ticket
PEST CONTROL						



Check the schedule of area	Hospital Employees	Pest Control	2 – 3 minutes	Pest control staff	None	None
Wait for the area to be treated	Hospital Employees	Pest control	1 hour	Pest control staff	None	None

Core Process : Coordination with Utility Providers  
 Clients : Hospital Employees  
 Schedule of Availability of Service: Daily – 8:00am to 5:00pm  
 Contact Number : 8863-08-00 local 519  
 For any concern please contact : Engr. Richard Cruz / Engr. MaryJesselleObido  
 Edwild Joy Pascual / Rubylyn Ramos

STEP/S	APPLICANT / CLIENT	SEVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
Submit incident report or inform engineering office thru phone call	Hospital Employees	Meralco Maynilad Telephone utility providers	5 minutes	Department Head	None	Incident Report
Wait for the corrective action to be taken	Hospital Employees	Meralco Maynilad Telephone utility providers	Depends upon the nature of corrective works needed  Simple repair (3 hours)  Complex repair (36 hours)	Utility provider staff  Engineering maintenance staff  Department head	None	Service report

# HOSPITAL EPIDEMIOLOGIC SURVEILLANCE UNIT

## I. COLLECTION AND SUBMISSION OF DATA ON: (A) RAT AND RT-PCR; (B) ADVERSE EVENT FOLLOWING IMMUNIZATION; (C) COVID-19-RELATED REPORTS; (D) EPIDEMIC-PRONE DISEASE CASE SURVEILLANCE – INFORMATION SYSTEM

Schedule of Availability of Service:

Collection and submission of the data on different databases is done daily, Monday to Sunday.

Who may avail of the service:

DOH – Regional Epidemiologic Surveillance Unit (RESU), District Epidemiology Surveillance Unit, Quezon City Epidemiology Surveillance Unit

Documentary Requirements:

- Case Investigation Form (CIF)
- Case Report Form (CRF)
- rT-PCR official results
- RAgt official results
- Vaccination card or certificates
- Event-based Surveillance Report (ESR)
- Death certificates
- Laboratory Results

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				

1	<ul style="list-style-type: none"> <li>· DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>· District epidemiology surveillance unit</li> <li>· Quezon City Epidemiology Surveillance Unit</li> </ul>	<p>The Disease Surveillance Officer (DSO) collects the following data and documents:</p> <p>A. Case Investigation Forms (CIF), SARS-Cov2 Reverse Transcriptase-Polymerase Chain Reaction (rT-PCR) and Rapid Antigen Test (RAgT) results from the Department of Pathology for TKC</p> <p>B. ESR forms for VigiFlow</p> <p>C. Death Certificates and Vaccination Status</p> <p>D. Case report forms (CRF)</p>	120 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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2	<ul style="list-style-type: none"> <li>· DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>· District epidemiology surveillance unit</li> <li>· Quezon City Epidemiology Surveillance Unit</li> </ul>	The DSO collates the forms according to the date the procedure is done and validate the forms submitted for completeness and accuracy of the contents	50 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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3	<ul style="list-style-type: none"> <li>· DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>· District epidemiology surveillance unit</li> <li>· Quezon City Epidemiology Surveillance Unit</li> </ul>	<p>If discrepancies are noted, the DSO will inform the swabber, NOD, ROD regarding incorrect or lacking information to rectify the errors found on the forms</p>	60 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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4	<ul style="list-style-type: none"> <li>· DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>· District epidemiology surveillance unit</li> <li>· Quezon City Epidemiology Surveillance Unit</li> </ul>	DSO endorses the collated and validated data/documents to the data encoder	10 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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5	<ul style="list-style-type: none"> <li>· DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>· District epidemiology surveillance unit</li> <li>· Quezon City Epidemiology Surveillance Unit</li> </ul>	The data encoder will access the different databases and upload the necessary information	4 hours	Data encoder		<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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End of Transaction

Total Duration: 8 hours



## II. PROVISION OF EPIDEMIOLOGIC DATA FOR HOSPITAL-WIDE USE

### Schedule of Availability of Service:

- Daily census reporting thru Hospital Dashboard
- Monthly reporting of censuses during section heads meeting
- Quarterly and Annual Accomplishments reports

### Who may avail of the service:

- Hospital Director's Office
- Infection Prevention and Control Committee
- Medical and Nursing Staff
- Ancillary Division Staff
- Planning Development, Education and Research (PDER)
- Emergency department
- Engineering

### Documentary Requirements:

- Case Investigation Form (CIF)
- Case Report Form (CRF)
- rT-PCR official results
- RAgt official results
- Vaccination card or certificates
- Event-based Surveillance Report (ESR)
- Death certificates
- Laboratory Results

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				

1	<ul style="list-style-type: none"> <li>· Hospital Director's Office</li> <li>· Infection Prevention and Control Committee</li> <li>· Medical and Nursing Staff</li> <li>· Ancillary Division Staff</li> <li>· Planning Development , Education and Research (PDER)</li> <li>· Emergency department</li> <li>· Engineering</li> </ul>	<p>The assistant HESU Head collates all the data for the entire month from different sources:</p> <ul style="list-style-type: none"> <li>A. RAgT and rT-PCR Results</li> <li>B. Adverse effects of immunizations</li> <li>C. Mortality</li> <li>D. Covid-19-related events</li> <li>E. Notifiable diseases</li> </ul>	120 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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2	<ul style="list-style-type: none"> <li>· Hospital Director's Office</li> <li>· Infection Prevention and Control Committee</li> <li>· Medical and Nursing Staff</li> <li>· Ancillary Division Staff</li> <li>· Planning Development, Education and Research (PDER)</li> <li>· Emergency department</li> <li>· Engineering</li> </ul>	Encoding of information on spreadsheet for tallied and validated data provision	120 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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3	<ul style="list-style-type: none"> <li>· Hospital Director's Office</li> <li>· Infection Prevention and Control Committee</li> <li>· Medical and Nursing Staff</li> <li>· Ancillary Division Staff</li> <li>· Planning Development , Education and Research (PDER)</li> <li>· Emergency department</li> <li>· Engineering</li> </ul>	Together with the HESU head, analysis and formulation of recommendation/s are made	60 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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4	<ul style="list-style-type: none"> <li>· Hospital Director's Office</li> <li>· Infection Prevention and Control Committee</li> <li>· Medical and Nursing Staff</li> <li>· Ancillary Division Staff</li> <li>· Planning Development, Education and Research (PDER)</li> <li>· Emergency department</li> <li>· Engineering</li> </ul>	Presentation of analyzed data to section heads meeting	30 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>· Case Investigation Form (CIF)</li> <li>· Case Report Form (CRF)</li> <li>· rT-PCR official results</li> <li>· RAgT official results</li> <li>· Vaccination card or certificates</li> <li>· Event-based Surveillance Report (ESR)</li> <li>· Death certificates</li> <li>· Laboratory Results</li> </ul>
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5	<ul style="list-style-type: none"> <li>· Hospital Director's Office</li> <li>· Infection Prevention and Control Committee</li> <li>· Medical and Nursing Staff</li> <li>· Ancillary Division Staff</li> <li>· Planning Development , Education and Research (PDER)</li> <li>· Emergency department</li> <li>· Engineering</li> </ul>	Distribution/dissemination of data analysis results to various divisions/department of the hospital for different purposes	30 minutes	Data Encoder	none	CIF, RAgT Official results
<p>End of Transaction</p> <p>Total Duration: 6 hours</p>						

## **RECRUITMENT AND HIRING OF PLANTILLA PERSONNEL**

**Schedule of Availability of Service:**

**Days: Monday – Friday**

**Hour: 8:00 am – 5:00 pm without noon break**

**Who may avail of the service:**

**All Qualified QCGH Employees and External Applicants**

**What are the requirements:**

**A. Initial requirements for evaluation**

**1. Application letter addressed to the Medical Center Chief II**

**2. Duly filled-out Personal Data Sheet (CSC Form 212, Revised 2017)**

**3. Photocopies of the following:**

- **Diploma & Transcript of Records**
  - **Form 138 or Certification from school for position requiring completion of elementary & high school education**
  - **Certificate of relevant training/seminars attended**
  - **PRC License**
  - **Certificate of Board Rating/Civil Service Eligibility (for positions not involving practice of profession)**
  - **Performance Rating (with at least Very Satisfactory Rating) in the last rating period (for QCGH employees and applicants from other government agencies)**
- 4. Original copy of NBI Clearance**

**B. Additional Requirements for Selected Applicants**

**1. Notarized Personal Data Sheet (CSC Form 212, Revised 2017)**

**2. Authenticated copy of Diploma & Transcript of Records**

**3. Authenticated copy of Form 138 or Certification from school for position requiring completion of elementary & high school education**

**4. Eligibility/License**

**a. Authenticated PRC License**

**b. Certificate of Board Rating**

**c. Authenticated Certificate of Board Rating/Civil Service Eligibility (for positions not involving practice of profession)**

**5. Affidavit of No Relation to the Appointing/Recommending Authority**

**6. Performance Rating (with at least Very Satisfactory Rating) in the last rating period (for QCGH employees and applicants from other government agencies)**

**7. Original copy of PSA Birth Certificate**

**8. Medical Certificate (CSC Form 211) with medical results: Blood Test, Urinalysis, Chest X-ray, Drug Test, and Neuro-Psychological Evaluation)**

**Duration: 40 working days (from screening to submission of documents to HRMD for HRMPSB)**

**How to avail of the service:**

Step	Applicant/Client	Service/Process	Duration of	Person in	Fees	Forms

s			Activity	Charge		
1		Submit request to City HRMD for publication of vacant positions	4 hours	Administrative Officer II (HRMO I)	None	Request for Publication of Vacant Positions (CS Form No.9, Revised 2018)
2		Post vacant positions in 3 conspicuous places in the hospital	15 calendar days	Administrative Officer II (HRMO I)	None	Request for Publication of Vacant Positions (CS Form No.9, Revised 2018)
3	Submit application with complete documents at the Office of the Medical Center Chief II	Receive and forward the applications to the Administrative Officer II (HRMO I)	5 minutes	Office Aide	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
		Receive and screen the qualifications of the applicants	2 hours per 5 applicants	Administrative Officer II (HRMO I)	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
4		Shortlist applications	2 hours	Administrative Officer II (HRMO I)	None	None
5		Administer examination	2 hours per position	Administrative Officer II (HRMO I) Office Aide	None	None



6		Conduct panel interview	30 minutes/applicant	Credentials Committee  Supervising Administrative Officer (HRMO IV)  Administrative Officer II (HRMO I)	None	Interview Rating Sheet
7		Tabulate results of exam and interview	2 days	Administrative Officer II (HRMO I)	None	Standard Criteria for Selection
8		Prepare recommendation letter to the Medical Center Chief II	1 day	Chief Administrative Officer (HRMO V)  Supervising Administrative Officer (HRMO IV)  Administrative Officer II (HRMO I)	None	Standard Criteria for Selection
9		Provide applicants with checklist of additional requirements for HRMPSB deliberation	30 minutes	Administrative Officer II (HRMO I)		Checklist of requirements

10	Submit additional documents required for the Human Resource Merit Promotion and Selection Board (HRMPSB) deliberation.	Receive and check the completeness of additional credentials, and verify authenticity of documents	2 hours per 5 applicants	Administrative Officer II (HRMO I)	None	<ul style="list-style-type: none"> <li>· Personal Data Sheet (CSC Form 212, Revised 2017)</li> <li>· Affidavit of No Relation to the Appointing/Recommending Authority</li> <li>· Medical Certificate (CSC Form 211, Revised 2018) with medical results</li> </ul>
11		Prepare and submit the complete documents of applicants to City HRMD for inclusion in the HRMPSB deliberation	1 day	Administrative Officer II (HRMO I)	None	<ul style="list-style-type: none"> <li>· Personal Data Sheet (CSC Form 212, Revised 2017)</li> <li>· Affidavit of No Relation to the Appointing / Recommending Authority</li> <li>· Medical Certificate (CSC Form 211, Revised 2018) with medical results</li> </ul>
12	Forward appointments signed by the City Mayor to QCGH	Receive signed appointments and prepare the following documents: <ul style="list-style-type: none"> <li>· Certificate of Funding</li> <li>· Oath of Office</li> <li>· Position</li> </ul>	2 hours	Administrative Officer II (HRMO I)	None	<ul style="list-style-type: none"> <li>· Appointment (CS Form No. 33-A, Revised 2018)</li> <li>· Position Description Form (DBM-CSC Form No.1, s. 2017)</li> <li>· Oath of Office (CS Form No. 32, Revised 2018)</li> <li>· Certificate of Assumption (CS Form No. 4, Revised</li> </ul>

		<p>n Description Form</p> <p>Certificate of Assumption</p>				2018)
12		Return to City HRMD the appointment signed by the selected applicants with the supporting documents for CSC attestation	4 hours	<p>Administrative Officer II (HRMO I)</p> <p>Administrative Assistant II</p>	None	<ul style="list-style-type: none"> <li>· Appointment (CS Form No. 33-A, Revised 2018)</li> <li>· Personal Data Sheet (CSC Form 212, Revised 2017)</li> <li>· Affidavit of No Relation to the Appointing / Recommending Authority</li> <li>· Position Description Form (DBM-CSC Form No.1, Revised 2017)</li> <li>· Oath of Office (CS Form No. 32 Revised 2018)</li> <li>· Certificate of Assumption (CS Form No. 4, Revised 2018)</li> <li>· Statement of Assets, Liabilities and Net Worth (SALN)</li> <li>· Medical Certificate (CSC Form 211,</li> </ul>

						Revised 2018) with results and complete documentary requirements
END TRANSACTION						

## **RECRUITMENT AND HIRING OF MEDICAL OFFICER III**

Schedule of Availability of Service

Days: Monday – Friday

Hour: 8:00 am – 5:00 pm without noon break

Who may avail of the service:

All interested qualified applicants

What are the requirements:

A. Initial requirements for inclusion in the interview

1. Recommendation letter of the Department Head addressed to the Medical Center Chief II through the Credentials Committee

2. Personal Data Sheet (CSC Form 212, Revised 2017)

3. Photocopies of the following:

- valid PRC license

- updated PhilHealth accreditation

- certificate of memberships from Philippine Medical Association (PMA) & Medical Societies

4. Original copy of NBI Clearance

B. Additional Requirements for Selected Applicants

1. Notarized Personal Data Sheet (CSC Form 212, Revised 2017)

2. Authenticated copy of Diploma & Transcript of Records by the School Registrar

3. Authenticated copy of PRC License

5. Certificate of relevant training/seminars attended

6. Certificate of Board Rating

7. Original copy of PSA Birth Certificate

8. Affidavit of No Relation to the Appointing / Recommending Authority

9. Medical Certificate (CSC Form 211) with medical results: Blood Test, Urinalysis, Chest X-ray, Drug Test, and Sealed Neuro-Psychological Evaluation

Duration: 40 working days (from screening to submission of documents to HRMD for HRMPSB)

How to avail of the service:

Steps	Applicant/Client	Service Process	Duration of Activity	Person in Charge	Fees	Forms
1		Submit request to City HRMD for publication of vacant positions	4 hours	Administrative Officer II (HRMO I)	None	Request for Publication of Vacant Positions (CS Form No.9,

						Revised 2018)
2		Post vacant positions in 3 conspicuous places in the hospital	15 calendar days	Administrative Officer II (HRMO I)	None	Request for Publication of Vacant Positions (CS Form No.9, Revised 2018)
3	Submit recommendation letter at the Office of the Medical Center Chief II	Receive and forward the applications to the Administrative Aide III	5 minutes	Office Aide	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
4		Receive and screen requirement papers attached to the recommendation letters of the department heads	1 hour	Administrative Aide III	None	None
5		Convene the EDC	4 hours	Administrative Aide III	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
6		Provide applicants with checklist of additional requirements for Hospital HRMPSB deliberation	5 minutes	Administrative Aide III	None	Checklist of requirements
7		Prepare comparative assessment for HRMPSB deliberation	1 day	Administrative Aide III	None	Comparative Assessment Form

8		Conduct Hospital HRMPSB deliberation	30 minutes/applicant	<p>Credentials Committee/ Evaluation and Deliberation Committee</p> <p>Supervising Administrative Officer (HRMO IV)</p> <p>Administrative Aide III</p>	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
9		Submit comparative assessment and appointment with requirements to City HRMD for the City Mayor's signature	2 hours per 5 applicants	Administrative Aide III	None	<ul style="list-style-type: none"> <li>· Appointment (CS Form No. 33-A, Revised 2018)</li> <li>· Personal Data Sheet (CSC Form 212, Revised 2017)</li> <li>· Comparative Assessment Form</li> <li>· Medical Certificate (CSC Form 211, Revised 2018)</li> </ul>

10	Forward appointments signed by the City Mayor to QCGH	<p>Receive signed appointment and prepare the following documents:</p> <ul style="list-style-type: none"> <li>· Certificate of Funding</li> <li>· Oath of Office</li> <li>· Position Description Form</li> <li>· Certificate of Assumption</li> </ul>	3 hours	Administrative Aide III	None	<ul style="list-style-type: none"> <li>· Appointment (CS Form No. 33-A, Revised 2018)</li> <li>· Position Description Form (DBM-CSC Form No.1, Revised 2017)</li> <li>· Oath of Office (CS Form No. 32, Revised 2018)</li> <li>· Certificate of Assumption (CS Form No. 4, Revised 2018)</li> </ul>
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11		Return to City HRMD the appointment signed by the selected applicants with the supporting documents for CSC attestation	4 hours	Administrative Aide III  Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· Appointment (CS Form No. 33-A, Revised 2018)</li> <li>· Personal Data Sheet (CSC Form 212, Revised 2017)</li> <li>· Affidavit of No Relation to the Appointing / Recommending Authority</li> <li>· Position Description Form (DBM-CSC Form No.1, Revised 2017)</li> <li>· Oath of Office (CS Form No. 32 Revised 2018)</li> <li>· Certificate of Assumption (CS Form No. 4, Revised 2018)</li> <li>· Statement of Assets, Liabilities and Net Worth (SALN)</li> <li>· Medical Certificate (CSC Form 211, Revised 2018) with results and complete</li> </ul>
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						documentary requirements
END OF TRANSACTION						

## **RECRUITMENT AND HIRING OF NON-MEDICAL CONTRACT OF SERVICE (COS) PERSONNEL**

Schedule of Availability of Service:

Monday to Friday  
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

All interested qualified applicants

What are the Basic Requirements:

A. Initial requirements for evaluation

1. Application letter addressed to the Medical Center Chief II
2. Duly filled-out Personal Data Sheet (CSC Form 212, Revised 2017)
3. Photocopies of the following:
  - Diploma & Transcript of Records
  - Form 138 or Certification from school for position requiring completion of elementary & high school education
  - Certificate of relevant training/seminars attended
  - PRC License
4. Photocopy of NBI Clearance

B. Additional Requirements for Selected Applicants

1. Photocopy of PSA Birth Certificate
2. Original copy of NBI Clearance
3. Medical Certificate (CSC Form 211) with medical results: Blood Test, Urinalysis, Chest X-ray, Drug Test, and Neuro-Psychological Evaluation)

Duration: 30 working days (from screening to submission of documents to HRMD for signature of contract by the City Mayor)

How to Avail of the Service:

Steps	Applicant/Client	Service Process	Duration of Activity	Person in Charge	Fees	Forms
1		Post vacancy on Kalibbr and bulletin boards in the hospital	2 hours	Administrative Aide III Office Aide	None	
2	Submit application with complete documents at the Office of the Medical Center Chief II	Receive and check completeness of submitted documents, and screen the qualifications of applicants	15 minutes per applicant	Administrative Aide III Office Aide	None	Personal Data Sheet (CSC Form 212, Revised 2017)
3		Shortlist applications	2 hours	Administrative Aide III Office Aide	None	None
4		Administer examination	1 hour/ applicant	Office Aide	None	None
5		Conduct panel interview	30 minutes/applicant	Credentials Committee Supervising Administrative Officer (HRMO IV) Administrative Aide III Office Aide	None	Interview Rating Sheet

6		Tabulate results of exam and interview	2 days	Administrative Aide III Office Aide	None	Standard Criteria for Selection Form
7		Prepare recommendation letter to the Medical Center Chief II	1 day	Supervising Administrative Officer (HRMO IV)	None	Standard Criteria for Selection
8		Provide applicants with checklist of additional requirements	30 minutes	Administrative Aide III Office Aide	None	Checklist of requirements
9	Submit additional documents required for the approval of contract	Receive and check the completeness of the additional credentials, and verify authenticity of documents	15 minutes per applicant	Administrative Aide III Office Aide	None	<ul style="list-style-type: none"> <li>· Personal Data Sheet (CSC Form 212, Revised 2017)</li> <li>· Medical Certificate (CSC Form 211, Revised 2018) with medical results</li> <li>· Statement of Actual Duties</li> <li>· PanunumpasaKatungkulan</li> </ul>
10		Prepare Contract of Service for the signature of selected applicants and the Medical Center Chief II	1 hour	Administrative Aide III Office Aide	None	Contract of Service

11		Submit to City HRMD the Contract of Service together with complete requirements of selected applicants for the City Mayor's signature	2 hours	Administrative Aide III Office Aide Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· Contract of Service</li> <li>· Personal Data Sheet (CSC Form 212, Revised 2017)</li> <li>· Medical Certificate (CSC Form 211, Revised 2018) with medical</li> <li>· PanunumpasaKatungulan</li> <li>· Statement Actual Duties</li> </ul>
END OF TRANSACTION						

**PROCESSING OF BENEFITS FOR SEPARATION FROM THE SERVICE (Retirement, Graduation from residency training, Resignation and End of Contract)**

Schedule of Availability of Service:

Monday to Friday  
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

QCGH Plantilla and Contract of Service (COS) Personnel

What are the Basic Requirements:

For retiree and graduate of residency training as Medical Officer III	For resigned employees (plantilla and Contract of Service)	For end of contract (EOC) and graduate of residency training as Adjunct Resident Doctor
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<p>For payment of GSIS benefits</p> <ul style="list-style-type: none"> <li>· Accomplished GSIS retirement application form</li> <li>· Office Clearance</li> <li>· General Clearance (from City Hall)</li> <li>· Ombudsman Clearance</li> <li>· Certificate of No Pending Administrative Case (City Legal Department)</li> <li>· Declaration of Pendency/Non-Pendency of Case (for retirees)</li> <li>· Performance rating</li> <li>· Statement of Asset Liabilities and Net Worth (SALN)</li> <li>· Waiver for Unaccounted Responsibilities and Liabilities (for retirees)</li> <li>· Latest Service Record/Certificate of Leave Without Pay</li> <li>· Latest NOSA</li> <li>· Latest Appointment</li> <li>· Leave Cards</li> <li>· Latest SPMS</li> </ul> <p>For payment of Terminal leave benefits</p> <ul style="list-style-type: none"> <li>· GSIS Clearance</li> <li>· Office Clearance</li> <li>· General Clearance (from City Hall)</li> <li>· Signed leave form</li> <li>· Latest NOSA</li> <li>· Latest Appointment</li> <li>· HRMD Total Leave Computation Sheet</li> </ul>	<p>A. For Plantilla</p> <ul style="list-style-type: none"> <li>· Approved letter of resignation</li> <li>· Office Clearance</li> <li>· General Clearance</li> <li>· Performance rating</li> <li>· Exit Interview Form</li> <li>· SALN</li> <li>· Certificate of No Pending Administrative Case (City Legal Department)</li> <li>· Signed leave form</li> </ul> <p>B. For COS</p> <ul style="list-style-type: none"> <li>· Approved letter of resignation</li> <li>· Office Clearance</li> <li>· Contractual Appraisal Form</li> <li>· Exit Interview Form</li> </ul>	<ul style="list-style-type: none"> <li>· Office Clearance</li> <li>· Contractual Appraisal Form</li> <li>· Exit Interview Form</li> </ul>
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Duration: within 3 days upon submission of complete requirements to HRD

How to Avail of the Service:



Steps	Employee/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
For Retirement Claims and Terminal Leave						
1	Secure the documents	Provide the list of requirements and forms to employees with clear verbal instructions: <ul style="list-style-type: none"> <li>· Retirees - 3 months before retirement date</li> <li>· Medical Officer III - after the date of graduation</li> <li>· Resigned and end of contract employees (plantilla &amp; COS) - after the date of resignation/EOC</li> </ul>	30 minutes	Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· GSIS Application for Retirement</li> <li>· SALN</li> <li>· Office Clearance</li> <li>· General Clearance</li> <li>· Application for Leave (CSC Form 6, Revised 2020)</li> <li>· Exit Interview</li> <li>· Waiver for Unaccounted Responsibilities and Liabilities</li> <li>· SPMS/Appraisal forms</li> </ul>

2	<p>Submit complete and duly accomplished documents to HRD:</p> <ul style="list-style-type: none"> <li>· Retirees - submit within 2 months from receipt of list of requirements and forms</li> <li>· Medical Officer III/Adjunct Residents resigned/EOC employees - submit within 2 months after date of graduation /last day of work.</li> </ul>	Review and evaluate completeness and correctness of submitted documents	30minutes per employee	Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· GSIS Application for Retirement</li> <li>· SALN</li> <li>· Office Clearance</li> <li>· General Clearance</li> <li>· Application for Leave (CSC Form 6, Revised 2020)</li> <li>· Exit Interview</li> <li>· SPMS/Appraisal forms</li> <li>· Waiver for Unaccounted Responsibilities and Liabilities</li> <li>· Certificate of No pending case (City Legal Department)</li> <li>· Ombudsman Clearance</li> </ul>
3		Submit request for service record and certification of LWOP to City HRMD one month before the retirement	4 hours	Administrative Assistant II	None	Leave Card

4		Submit retirement application with complete requirements to City HRMD for endorsement to GSIS	4 hours	Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· GSIS Application for Retirement</li> <li>· Office Clearance</li> <li>· General Clearance</li> <li>· Service Record</li> <li>· Certificate of No pending case (City Legal Department)</li> </ul>
5		Submit retirement application to GSIS	4 hours	Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· GSIS Application for Retirement</li> <li>· Endorsement Letter</li> <li>· Certificate of No pending case (City Legal Department)</li> <li>· Service Record</li> <li>· Cert. of LWOP</li> <li>· Ombudsman clearance</li> </ul>
6	Submit GSIS clearance to HRD for payment of terminal leave	Receive GSIS Clearance from retiree/MO III	5 minutes	Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· GSIS Clearance</li> </ul>

7		Submit filled-out terminal leave form to HRMD for signature of the Head, HRMD	4 hours	Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· Application for Leave</li> <li>· GSIS Clearance</li> <li>· Office Clearance</li> <li>· General Clearance</li> <li>· Certificate of No pending case (City Legal Department)</li> <li>· SALN</li> <li>· Service Record</li> <li>· Cert. of LWOP</li> <li>· NOSA</li> <li>· Latest appointment</li> <li>· Leave cards</li> </ul>
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8		Submit disbursement voucher to Accounting Division for payment of terminal leave benefits	3 hours	Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· Application for Leave</li> <li>· GSIS Clearance</li> <li>· Office Clearance</li> <li>· General Clearance</li> <li>· Certificate of No pending case (City Legal Department)</li> <li>· SALN</li> <li>· NOSA</li> <li>· Latest appointment</li> </ul> <p>HRMD Total Leave Computation Sheet</p>
For Payment of Last Salary (plantilla and COS)						

1	Secure the documents	Provide the checklist of requirements to concerned employees with clear instructions	15 minutes	Administrative Assistant II	None	<p>For Plantilla:</p> <ul style="list-style-type: none"> <li>· General clearance (Plantilla)</li> <li>· Certificate of No pending case (City Legal Department)</li> <li>· Application for Leave</li> <li>· GSIS Application for retirement</li> <li>· Waiver for Unaccounted Responsibilities and Liabilities</li> </ul> <p>For COS</p> <ul style="list-style-type: none"> <li>· Office clearance</li> <li>· Exit Interview</li> <li>· Contractual Appraisal Form</li> </ul>
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2	Submit complete and duly accomplished documents to HRD within 1 month from last day of work.	Review and evaluate completeness and correctness of submitted documents	15 minutes per employee	Administrative Assistant II	None	<p>For Plantilla:</p> <ul style="list-style-type: none"> <li>· General clearance (Plantilla)</li> <li>· Certificate of No pending case (City Legal Department)</li> <li>· Application for Leave</li> <li>· GSIS Application for retirement</li> <li>· Waiver for Unaccounted Responsibilities and Liabilities</li> </ul> <p>For COS</p> <ul style="list-style-type: none"> <li>· Office clearance</li> <li>· Exit Interview</li> <li>· Contractual Appraisal Form</li> </ul>
3		Provide the resigned employee with a copy of the signed clearance	5 minutes	Administrative Assistant II	None	<ul style="list-style-type: none"> <li>· Office clearance</li> </ul>

4		Submit DTR with the approved clearance to HRD	5 minutes	Staff In-charge of processing DTR	None	<ul style="list-style-type: none"> <li>· Office clearance</li> <li>· DTR</li> </ul>
5		Include the DTR of the separated employee on the scheduled submission of DTRs to Accounting Division for payroll preparation	5 minutes	Staff In-charge of processing DTR	None	<ul style="list-style-type: none"> <li>· Office clearance</li> <li>· DTR</li> </ul>
END OF TRANSACTION						



## PROCESSING AND ISSUANCE OF EMPLOYMENT DOCUMENTS

- a. Certificate of Employment (COE)
- b. COE with compensation
- c. COE with good moral character
- d. Certificate of Leave Credit Balance
- e. Service Record

Schedule of Availability of Service:

Monday to Friday  
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

QCGH Employees and Separated Employees

What are the Basic Requirements:

Request Slip Form

Duration: 3 working days

How to Avail of the Service:

Steps	Employee/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Submit duly accomplished request slip form	Review and receive the request slip form	5 minutes	Office Aide	None	Request Slip Form
		Prepare the requested document	10 minutes per request	Office Aide	None	Request Slip Form
2		Review and affix initial	15 minutes	Supervising Administrative Officer (HRMO IV)	None	Request Slip Form Certificates

3		Sign requested documents	15 minutes	Chief Administrative Officer (HRMO V) or its authorized representative for approval and signature	None	Request Slip Form Certificates Service Card
4	Receive requested document	Issue the document	5 minutes	Office Aide	None	Certificates Service Card

END OF TRANSACTION

## 1. Provision of IT Technical Support

Schedule of availability of service:

Days: Monday to Sunday

Hours: 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who may avail of the service:

Any QCGH Employees.

Documentary Requirements:

1. IT Service Order Form.

Processing Period:

48 Hours.

How to avail the service:

Step	Client	Service Process	Duration of Activity	Person in Charge	Forms /Documents
1.	Report the request to Information Technology office and fill out IT Service Order Form	Accept request of Information Technology Service Order Form.	2 Min.	IT Staff	IT Service Order Form
2.		Perform IT assessment and technical analysis of request.	1 Hour	IT Staff	
3.		IT head approve Service Order Form	25Min	IT Head	
4.		Fulfill provision/replacement of damage IT equipment.	44 Hours	IT Staff	
End of Request					

## 2. Supervision and Administration of Hospital Information System

Schedule of availability of service:

Days: Monday to Sunday

Hours: 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who may avail of the service:

Any QC

GH Employees.

Documentary Requirements:

1. IT Service Order Form.

Processing Period:

48 Hours.

How to avail the service:

Step	Client	Service Process	Duration of Activity	Person in Charge	Forms /Documents`
1	Report to Information Technology office and fill out IT Service Order Form	Accept request of Information Technology Service Order Form.	15 Min.	IT Staff	IT Service Order form
2		Fulfill provision of system user access if requested.			
3		Perform technical system analysis and trouble shooting for any system error.	8 Hours	IT Staff	IT Service Order form
4		Collaborate with IT solution provider for technical support if requires.	36 Hours	IT Staff	Request for Enhancement Form (RFC)

5		Implement recommended solution/enhancement.	4 Hours	IT Staff	Implementation Plan Check list document
End of Request					

### 3. Coordination of All IT Equipment in the Hospital

Schedule of availability of service:

Days: Monday to Sunday

Hours: 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who may avail of the service:

Any QCGH Regular/Contractual Employees.

Documentary Requirements:

1. IT Service Order Form.
2. Project Procurement Management Plan (PPMP)

Processing Period:

6 Hours.

How to avail the service:

Step	Client	Process	Duration of Activity	Person in Charge	Forms
1	1. Report request to IT office via Telephone call, email, or visit to IT office.  2. Submit letter request to IT head for recommended IT equipment's	Conduct ocular visit to offices for assessment of IT equipment requirements.	2 Min	IT Staff	IT Service request form
2		IT staff to provide technical recommendation on IT system requirements.	30 Min	IT Staff	
3		IT head updates the IT PPMP list for procurement	3 Hours	IT Head	
End of Request					

## BUDGET SECTION / PDER DEPARTMENT

SERVICE: Preparation, consolidation & submission for approval of hospital budget

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00am – 5:00pm

Who may avail of service

Medical and Ancillary Department staff

Administrative Division staff

Administrative and Ancillary Section staff

Documentary requirements

Budget proposal (BP)

Project Procurement Management Plan (PPMP)

Processing period

June to November

How to avail of service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION	PERSON RESPONSIBLE	FEES	FORMS
		Issues memo	April	Chief, PDER	No fees	Memo
	Submits budget proposal with PPMPs	Receives budget proposal & PPMPs	May to July	Administrative Aide III or IV Planning Officer IV		Budget proposal & PPMPs
		Recommends changes & gives technical advice based on budgetary guidelines		Planning Officer IV Administrative Aide III or IV		
		Analyses BPs and PPMPs				

		Consolidates and finalizes all BPs for signature and approval of Hospital Director		Administrative Aide III or IV		
	Receives approved budget signed by City Mayor	Distributes approved budget to departments, divisions and sections	November	Administrative Aide III or IV		Approved budget with PPMPs
	Revises PPMPs based on approved budget	Compiles approved budget into an annual hospital budget				
		Submits approved budget to City Budget	November	Administrative Aide III		Approved budget with PPMPs
END OF TRANSACTION						



SERVICE: Request /facilitate for transfer of funds for hospital operation

- a. Personal Services
  - b. Maintenance & Other Operating Expenses
- Days: Monday – Friday  
Hours: 8:00am – 5:00pm

Who may avail of service  
Hospital management and employees  
Documentary requirements  
Work and financial plan (WFP)  
Advice of Allotment (AA)  
Obligation Request (OBR)  
Disbursement Voucher (DV)  
Official Receipt (OR)  
Processing period  
One (1) month  
How to avail of service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION	PERSON RESPONSIBLE	FEES	FORMS
1	Receives approved budget	Prepares WFP for PS and MOOE	30 minutes	Administrative Aide III or IV	No fees	Work and financial plan (WFP)
2		Validates the correctness of WFP	20 minutes	Planning Officer IV		
3		Initials & signs WFP	1 day	Chief, PDER Hospital Director		
4		Submits WFP to City Budget Dept. (CBD)	1 day	Administrative Aide III		
5		Secures advice of allotment (AA) from CBD	1-2 weeks after release of WFP	Administrative Aide III		AA

6		Prepares obligation request (OBR) and disbursement voucher (DV)	30 minutes	Administrative Aide III& IV		OBR and DV
7		Validates the correctness of OBR & DV	20 minutes	Planning Officer IV		
8		Initials & signs OBR & DV	1 day	Chief, PDER Hospital Director	No fees	OBR and DV
9		Submits OBR & DV to City Budget Dept. (CBD)	1 day	Administrative Aide III or IV		
10		Claims check at City Cash Division	As soon as possible after the call of City Treasurer's Office	Hospital Cashier		Check
11		Provides photocopies of OR and DV to Budget Section	As soon as possible after Cash Section gets the OR and DV	Hospital Cash Section staff		OR and DV
END OF TRANSACTION						

SERVICE: Preparation & coordination for the procurement of Property, Plant & Equipment

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00am – 5:00pm

Who may avail of service

Hospital management and employees

Documentary requirements

Work and financial plan (WFP)

Advice of Allotment (AA)

Purchase Request (PR)

Project Procurement Management Plan (PPMP)

Processing period

Two (2) months

How to avail of service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION	PERSON RESPONSIBLE	FEES	FORMS
1	Receives approved budget	Prepares WFP for property, plant & equipment	30 minutes	Administrative Aide III or IV	No fees	Work & financial plan (WFP)
2		Validates the correctness of WFP	20 minutes	Planning Officer IV		
3		Initials & signs WFP	1 day	Chief, PDER Hospital Director		
4		Submits WFP to City Budget Dept. (CBD)	1 day	Administrative Aide III		
5		Secures advice of allotment (AA) from CBD	1-2 weeks after release of WFP	Administrative Aide III		AA

6		Prepares purchase request (PR)	2 weeks	Administrative Aide III		PR
7		Validates the correctness of PR	20 minutes	Planning Officer IV		PR
8		Initials & signs PR	1 day	Chief, PDER Hospital Director		PR
9		Submits PR to City Procurement	1 day	Administrative Aide III		PR
10		Coordinates with CBD & Procurement Department	Depends on the availability of Procurement Dept.	Administrative Aide III Planning Officer IV		AA, PR
END OF TRANSACTION						

## QCGH IERB (Institutional Ethics Review Board)

CORE PROCESS: Review for ethical conduct of research involving human participants

### I. SERVICE: Application for Review of research protocol

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00am – 5:00pm

Who may avail of the service:

Medical and Ancillary Department staff

Nursing Service staff

Dietary Department staff

Documentary requirements

- Registration & application form
- Research protocols
- Informed consent form (as applicable)
- Review checklist form
- Study protocol assessment form
- Informed consent assessment form
- Curriculum vitae of principal investigator & team members
- Hard and Electronic copy of the abovedocuments

Processing period

Within 48 hours

How to avail of the service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION	PERSON RESPONSIBLE	FEE S	FORMS
1	Submits documentary requirements	Receives study documents for initial review & documentation of completeness of submission	Within 48 hours upon receipt of complete study documents	Investigator/Researcher QCGH IERB Secretariat	No fees	Documentary requirements stated above
2		Enters data into the logbook & assigns QCGH IERB protocol	Within 24 hours after documentation of completeness	Secretariat Vice Chair		QCGH IERB FORM 6F 2022: Submissions log

		number	of submission			
3		Determines type of action / type of review a.exemption from review b. expedited review c.full review	Within 48 hours upon receipt of the documents from the Secretariat	Chair Secretariat		Registration and application form and Study Protocol Assessment Form
4		Prepares protocol folder	N/A	Secretariat		Protocol folder
5		Entry into the database	N/A	Secretariat		N/A
END OF TRANSACTION						

II. SERVICE: Expedited Review of research protocol

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00am – 5:00pm

Who may avail of the service:

Medical and Ancillary Department staff

Nursing Service staff

Dietary Department staff

Documentary requirements

- Research protocols
- Informed consent form
- Study protocol assessment form
- Informed consent assessment form
- Curriculum vitae of principal investigator & team members

Processing period

Within 16 days

How to avail of service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION	PERSON RESPONSIBLE	FEES	FORMS
1		Assigns reviewers or independent consultant	Within 24 hours upon determination of the type of review	Chair	No fees	Study Protocol Assessment Form and Informed Consent Assessment Form
2		Notifies reviewer or independent consultant	Within 48 hours upon assignment of primary reviewers	Secretariat		NOTICE OF REVIEW
3		Responds to notice of review	Within 48 hours from date of receipt of notice	Primary Reviewers		NOTICE OF REVIEW

4		Provides study documents & evaluation forms to reviewers	Within 24 hours upon confirmation of the availability of the primary reviewer	Secretariat		Study protocol, Informed consent form (as applicable), STUDY PROTOCOL ASSESSMENT FORM, and INFORMED CONSENT ASSESSMENTFORM. (as applicable)
5		Accomplishes & submits evaluation forms	Within 7 calendar days from receipt of complete documents	Primary Reviewers		STUDY PROTOCOL ASSESSMENT FORM, and INFORMED CONSENT ASSESSMENTFORM (as applicable)
6		Consolidation and Finalization of the review results	Within 1 week upon receipt of assessment forms from the primary reviewers	Chair	No fees	STUDY PROTOCOL ASSESSMENT FORM, and INFORMED CONSENT ASSESSMENTFORM (as applicable), and  CERTIFICATE OF APPROVAL
7		Communicates review results to the researcher	Within 1 week upon finalization of review results	Chair Secretariat		CERTIFICATE OF APPROVAL, Letter template for modification, or Review of Resubmitted Study  Protocol Form
8		Files documents in the protocol file		Secretariat		N/A
9		Inclusion of the review in the agenda of the		Chair Secretariat		N/A



		next IERB meeting				
END OF TRANSACTION						

III. SERVICE: Full Review of research protocol

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00am – 5:00pm

Who may avail of the service:

Medical and Ancillary Department staff

Nursing Service staff

Dietary Department staff

Documentary requirements

- Research protocols
- Informed consent form
- Study protocol assessment form
- Informed consent assessment form
- Curriculum vitae of principal investigator & team members

Processing period

16 to 30 days

How to avail of service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION	PERSON RESPONSIBLE	FEES	FORMS
1		Assigns reviewers or independent consultant	Within 24 hours upon determination of the type of review	Chair	No fees	NOTICE OF REVIEW
2		Notifies reviewer or independent consultant	Within 48 hours after getting assignment	Secretariat		NOTICE OF REVIEW
3		Responds to notice of review	Within 48 hours upon receipt of notice of review	Reviewer		N/A

4		Reviews protocol & informed consent form	3 days before the full board review meeting	Primary reviewer		Study Protocol Assessment Form and Informed Consent Assessment Form
5		Provides protocol & protocol-related documents to the rest of the committee members	At least 3 days before the full board meeting	Secretariat		Executive summary of study protocol
6		Presents review findings & recommendations during committee meeting	At least 3 days before the full board meeting	Primary reviewer	No fees	Study Protocol Assessment Form and Informed Consent Assessment Form
7		Discusses technical & ethical issues	N/A	Chair IERB members		Study Protocol Assessment Form and Informed Consent Assessment Form
8		Summarizes & issues resolutions	N/A	Chair		N/A
9		Review board action committee action	N/A	Chair IERB members		N/A
10		Documents committee deliberation &	N/A	Secretariat		Minutes of Meeting

		action				
11		Communicates committee action to the researcher	Within 1 week of the signed finalized results of the review	Chair Secretariat		CERTIFICATE OF APPROVAL, Notice of Panel Action to Study Protocol, and Review of Resubmitted Study Protocol  Form
12		Files protocol-related documents & updates protocol database	N/A	Secretariat		N/A
END OF TRANSACTION						

IV. SERVICE: Resubmission of research protocol

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00am – 5:00pm

Who may avail of the service:

Medical and Ancillary Department staff

Nursing Service staff

Dietary Department staff

Documentary requirements

- Review of resubmitted study protocol form
- resubmitted study documents
- Document received form
- Submissions log
- Letter template for modification form or
- Notice of panel action to study protocol submissions form

Processing period

Within 13 days

How to avail of service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION	PERSON RESPONSIBLE	FEES	FORMS
1	Investigator/Researcher	Receives research protocol & other study documents	Within 48 hours upon receipt of complete study documents	Secretariat	No fees	Review of Resubmitted Study Protocol Form and Document received form
2		Coding of resubmitted protocol documents	Within 24 hours upon confirmation of complete study documents	Secretariat		Submissions log
3		Notification of the Chair and Reviewers	Within 48 hours upon receipt of complete and revised study documents	Secretariat		Letter template for modification form or Notice of Panel Action to Study Protocol Submissions form

4		Review of the resubmitted protocol	Within 4 weeks for expedited review, within 5 weeks for full review	Primary Reviewers		Study protocol and Review of Resubmitted Study Protocol Form
5		Communicates decision	Within 1 week after finalization of review	Chair Secretariat		Certificate of Approval
6		Files documents in the protocol file & updates database	N/A	Secretariat		N/A

END OF TRANSACTION

## Training

SERVICE: Evaluation & acceptance of Medical Residency Training and Diplomate Medical Staff

For Fellowship Training

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00 am – 5:00 pm without noon break

Who may avail of the service

PRC- License Medical Doctors

Documentary requirements (2 sets)

From the applicants: Application letter (original letter) addressed to Hospital

Director

Curriculum vitae with 2x2 picture

Medical Internship certificate

College Diploma (medical school)

Transcript of Record (medical school)

Recent & updated PRC MD license

Processing period

Acceptance of application: 5-10 minutes

Examination / Interview of the applicant (Following Pandemic requirements) 2

days

Endorsement of applicant: 1 day

How to avail the service:

ST EP S	APPLICA NT /CLIENT	SERVICE PROCESS	DURATI ON	PERSO N IN CHARG E	F E E S	FORM
1	Submits requireme nt for residency training	Checks/ Validates the correctnes s of the requireme nts	5-10 minutes	Training Nurse Supervi sor	N o n e	
2		Schedule & Conduct interview	2 days	Chief PDER	N o n e	Interview Assesse ment Form

3		Endorses the successful applicants/s to the departments concerned	1 day	Training Office Staff	N o n e	Endorsement

END OF TRANSACTION



SERVICE: Provision of Post Graduate Medical Internship Program

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00 am – 5:00 pm without noon break

Who may avail of the service

Post Graduate Medical Interns (PGI)

Documentary requirements

Endorsement letter from the Association of Philippine Medical colleges (APMC)

Acceptance letter from Quezon City General Hospital (QCGH)

Processing period

Acceptance of qualified medical students from APMC matched to QCGH and vice versa for 1-6 months

How to avail the Service:

STEP S	APPLICAN T /CLIENT	SERVICE PROCESS	DURATIO N	PERSON IN CHARGE	FEE S	FORM
1	Submits requirement for post-graduate medical internship	Reviews and assesses requirements of PPGI applicants for internship sent by APMC thru E-NIPS	Variable 1-6 months	Chief PDER	None	Endorsement letter from APMC thru E-NIPS
2		Submits to APMC the list of selected qualified post-graduate medical interns	2 weeks	Training Nurse supervisor	None	None

3	Submit request letter of Withdrawal/ Release	Received request letter for withdrawal together with their guardian supporting letter with their valid ID	1 day	Chief PDER	None	Released letter from QCGH
4		Receives a final list of PGI officially matched by the APMC to QCGH	2 weeks	Training Nurse Supervisor	None	None
5		Conducts general Orientation	1 day	Training Nurse Supervisor	None	Endorsement form for different departments assigned

**END OF TRANSACTION**

SERVICE: Provision of Undergraduate Internship Program

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00 am – 5:00 pm without noon break

Who may avail of the service

Undergraduate students (medical paramedical)

Documentary requirements

School letter of intent to affiliate

Contract of affiliation

Accreditation by Commission on Higher Education Division (CHED)

School Profile

Processing period

2-4 weeks

How to avail the service:

STEP S	APPLICAN T /CLIENT	SERVICE PROCESS	DURATIO N	PERSO N IN CHARG E	FEES	FORM
1	Submits documents for school affiliation	Checks/ Validates the documents submitted by the school	1 day	Training Nurse Supervisor	None	-Letter of Intent
		Conducts meetings between school representatives and Hospital administration	4 weeks			-CHED Accreditation_ -School profile
2		Processes the contract of affiliation	Variable (2 weeks)		Variable(depending on the course)	Contract of affiliation

3		-Receives 4 copies of the list of students of affiliation  -Conducts general orientation  -endorse students to the perspective department on areas	1 day		None	Endorsement form  List of students
4		Submits 2 copies of list of students to billing section	1 Day	None		List of students ( 2 copies)

END OF TRANSACTION

SERVICE: Organizing and Conduction of Relevant Training Activities

Schedule of availability of service

Days: Monday – Friday

Hours: 8:00 am – 5:00 pm without noon break

Who may avail of the service

All hospital Employees who attend a seminar inside - outside Hospital

Documentary requirements

Training Program

Request letter/ form

Special Order

Voucher

Processing Period:

2 -3 weeks

How to avail the service:

STEPS	APPLICANT /CLIENT	SERVICE PROCESS	DURATION	PERSON IN CHARGE	FEES	FORM
1	Submits request letter to conduct training/ seminar	Receives request letter from the department/ service concerned to organize and conduct relevant training activities	5-10 minutes	Training Nurse Supervisor	None	Training Program  Special Order official time or official business

2		Processes the required documents  -Prepares  1. Special Order for Official time  2. Voucher for official business  3. Fund appropriation approval  4. Agency requirement (outside)	Variable ( 1 week)	Training Staff	None	-Request Form  -Voucher  -Certificate
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END OF TRANSACTION

## PROPERTY AND SUPPLY SECTION

### INSPECTION AND RECEIVING OF DELIVERED SUPPLIES/MOVABLE ASSETS

Schedule of Availability of Service :  
 Days : Monday – Friday  
 Hours : 8:00 a.m. – 5:00 p.m. no noon break  
 Who May Avail of the Service : All QCGH Suppliers and Employees

Documentary Requirements : Purchase Order (P.O.)/Supply  
 Delivery Agreement (SDA) Delivery

Receipt (DR)  
 Sales Invoice (SI)

Warranty/Guarantee Letter

Processing Period : 1 hour to 3 hours (depending on the bulk of  
 delivery.)  
 How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration ofActivity	Person In Charge	Fees	Form
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1	Supplier	<p>-Receives/examines delivered supplies/equipment/devices in conformance with the specifications, terms, and conditions as stated in the Purchase Order (P.O)/Supply Delivery Agreement (SDA)</p> <p>Conducts inspection of delivered goods/services to check conformity with PO/SDA, specifications and requirements.</p> <p>- If complete&amp; conforming, the End-user accepts deliveries, and Supply Officer signs "Received" portion of Sales Invoice (SI)/Delivery Receipt (DR) indicating the date of receipt.</p> <p>Prepares Acceptance and Inspection Report and Property Acknowledgement Receipt.</p>	1 hr.to3 hours (depending on the bulk of delivery)	End-user, Accounting-ICU, Storekeeper	none	Purchase Order P.O.) / SDA Sales Invoice (SI) and or Delivery Receipt (DR)
2	Accounting-ICU		15 mins to 1 hour (depending on the bulk of delivery)	Internal Control Unit	none	Purchase Order P.O.) / SDA Sales Invoice (SI)/Delivery Receipt (DR), Warranty/Guaranty Letter
			511			



3	End-user		15 mins. to 30 mins.	End-user, Internal Control Unit Personnel/Inspector, Supply Officer	none	Sales Invoice/Delivery Receipt.
4			15 to 30 mins.	Property & Supply Staff		Acceptance and Inspection and Report (AIR), Certificate of Acceptance.

					none	
End of Transaction						

ISSUANCE AND CUSTODIANSHIP OF DELIVERED SUPPLIES/MOVABLE ASSETS

Schedule of Availability of Service :  
 Days : Monday – Friday  
 Hours : 8:00 a.m. – 5:00 p.m. no noon break  
 Who May Avail of the Service : All QCGH Suppliers and Employees  
 Documentary Requirements : Purchase Order (P.O.)/Supply  
 Delivery Agreement (SDA)Requisition  
 & Issue Slip (RIS), Property Acknowledgement Receipt  
 (PAR), Inventory Custodian Slip (ICS).  
 Processing Period : 30minutes – 2 hours(dependent on  
 the transaction)  
 How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration ofActivity	Person In Charge	Fees	Form
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1	End-user/ Hospital Employees	-Encoding of delivered supplies to MMS and posting of movable asset in the logbook.	30mins. to 1 hr. (depending on the bulk of delivery)	PSS Staff	none	Requisition and Issue Slip (RIS)
2	[	-Issues supplies and records issuance in the Bin Card. Fills up and signs "Issuance" portion of the RIS.  -Prepares Report of Supplies and Materials Issued and assign Property tag for movable asset.	1 hour to 2 hrs. depending on the bulk of request.	PSS Staff	none	Report of Supplies and Materials Issued (RSMI), Property Acknowledgement Receipt (PAR), Inventory Custodian Slip (ICS)  Report of Supplies and Materials Issued (RSMI), Property Acknowledgement Receipt (PAR), Inventory Custodian Slip(ICS)
3			1 hour to 2 hours	PSS Staff	none	

End of Transaction						

INVENTORY MANAGEMENT OF DELIVERED SUPPLIES AND EQUIPMENT

Schedule of Availability of Service :  
 Days : Monday – Friday  
 Hours : 8:00 a.m. – 5:00 p.m. no noon break  
 Who May Avail of the Service : Hospital Employees  
 Documentary Requirements : Inventory Report of  
 Supplies/Materials and Equipment/Devices  
 Processing Period : One month  
 How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
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1	Inventory Committee (PSS, Accounting-ICU, Engineering Div.)	Prepares list of supplies/materials and equipment/devices  Conducts inventory checking. Account and check the expiration date of supplies/materials and property number/serial number for equipment	1 hr to 4 hrs	PSS Staff End-user	none	Inventory Report of Movable Assets and MMS for Supplies
2		Prepares Inventory Report	1 month	Inventory Committee	none	Inventory Report of Movable Assets and MMS for Supplies
			2 weeks			
			518			

3				PSS Staff	none	Report on the Physical Count of Inventory for Supplies and Movable Assets
End of Transaction						



## PUBLIC ASSISTANCE DESK

### CONDUCT OF CLIENT SATISFACTION SURVEY (CSS)

OFFICE OR DIVISION:		Public Assistance Desk (PAD)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Client Satisfaction Survey (CSS) Form		Public Assistance Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Get the CSS form. <i>(Kumuha ng CSS form)</i></p>	<p>1. Guide the patient/relative or client on how to answer the CSS form. <i>(Gabayan ang pasyente/kamag-anak ng pasyente o kliyentesapagsagot ng CSS form)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes <i>(2minuto)</i></p>	<p>Public Assistance Desk Officer</p>
<p>2. Answer the CSS form. <i>(Sagutan ang CCS form)</i></p>	<p>2. Checks for the completeness of the filled-out CSS form. <i>(Suriin angkakumpletuhan ng CSS form)</i></p>	<p>None <i>(Wala)</i></p>	<p>3 minutes <i>(3minuto)</i></p>	<p>Public Assistance Desk Officer</p>

<p>3. Drop the filled-out CSS form in the suggestion box at the PAD. <i>(Ihulog ang sinagutang CSS form sa suggestion box sa PAD)</i></p>	<p>3. Attached Completed CSS slip to patient's Statement of Account. <i>(Ilakip ang Completed CSS slip sa Statement of Account ng pasyente)</i></p>	<p>None <i>(Wala)</i></p>	<p>30 seconds <i>(30 segundo)</i></p>	<p>Public Assistance Desk Officer</p>
<p>T O T A L</p>		<p>None <i>(Wala)</i></p>	<p>5 minutes &amp; 30 seconds</p>	

## QUALITY MANAGEMENT UNIT

### 1. Control of Documents

Schedule of Availability of the Service:

Days: Monday - Friday

Hours: 8:00Am- 5:00Pm

Who May Avail of the Service: All QCGH department, section, unit,  
Committee staff

Documentary Requirement/s: QCGH Policies, Guidelines, Documents for  
Control

Step /s	Activity/Procedure		Duration of Activity	Person In Charge	Fees	Form
	Applicant /Client	Service Provider				
1	Submission of documents for control	Issuance of DRAR form and receives documents	15 mins	QMU Staff	none	-DRAR (Document Review and Approval Request) form  -Hospital Policy/  Procedure & Guidelines/ documents

2		Review & approval	2-3 days	-Quality Management Representative/Quality management Consultant/  -Document Controller  -Quality Assurance Coordinator  -Concerned Department / Section Head	none	Hospital Policy/  Procedure & Guidelines/ documents
3		Institute document control procedures	4 hours	-Document Controller  -QMU Staff	none	Hospital Policy/  Procedure & Guidelines/ documents
4		Return of controlled documents to originator	5 mins	QMU staff	None	Hospital Policy/  Procedure & Guidelines/ documents

## 2. Conduct of Quality Assurance Workshop/Lectures

Who May Avail of the Service: All QCGH employees

Documentary Requirements: List of Attendance

Step /s	Activity/Procedure		Duration of Activity	Person In Charge	Fees	Form
	Applicant /Client	Service Provider				
1	Attendance on Basic Quality Assurance Lecture	Conduct of Basic QA Lecture	1 Day	QMU Representative/ -QMU Consultant -QAstaff -Department / Section Head -PDER staff	none	-Attendance Sheet -Evaluation Form
2	Attendance on Policy Writing and Development Lecture and Workshop	Conduct of Policy Writing and Development	1Day	-QMU Representative/ -QMU Consultant -QAstaff -Department / Section Head -PDER staff	none	-Attendance Sheet -Evaluation Form

3	Attendance to 5S Audit Lecture and Workshop	Conduct of 5S Audit Lecture and Workshop	2 Days	QMU Representative/ -QMU Consultant -QASTaff -Department / Section Head -PDER staff	none	-Attendance Sheet -Evaluation Form -Workshop Output
4	Attendance to Customer Relation Management Lecture	Conduct of Customer Relation Management Lecture	1 Day	QMU Representative/ -QMU Consultant -QASTaff -Department / Section Head -PDER staff	None	-Attendance Sheet -Evaluation Form
5	Attendance to Continuous Quality Improvement (CQI) Lecture and Workshop	Conduct of Continuous Quality Improvement (CQI) Lecture and Workshop	3 Days	QMU Representative/ -QMU Consultant -QASTaff -Department / Section Head -PDER staff	None	--Attendance Sheet -Evaluation Form

# Anesthesiology Department

Table 1. Elective Procedures

Office of Division:	Anesthesiology			
Classification:	Complex			
Type of Transaction:				
Who may avail:	Patients who require anesthesia service for elective cases			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Records and chart Elective Procedure Referral form		Surgery Resident on Duty Internal Medicine Resident on Duty Pediatrics Resident on Duty Obstetrics and Gynecology Resident on Duty Otorhinolaryngology Resident on Duty Ophthalmology Resident on Duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proposal of Procedure	Main service Resident on duty endorses case to Anesthesiology Resident on Duty	None	Two Hours	Nurse Primary Service Resident on Duty Operating Room Staff Anesthesiologist



2. Preoperative Visit of Anesthesiologist at the ward	Anesthesiologist on Duty will perform a preoperative evaluation of the patient	None	30 Minutes	Patient Nurse Anesthesiologist
3. Wheeling in of patient at the Operating Room Lobby	Patient is wheeled in to the operating room for endorsement to OR Staff	None	30 minutes	Patient Nurse Operating Room staff

Table 2. Emergency Procedures

Office of Division:	Anesthesiology			
Classification:	Complex			
Type of Transaction:				
Who may avail:	Patient who require anesthesia services for emergency cases			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Records and chart Emergency Procedure Referral form		Surgery Resident on Duty Internal Medicine Resident on Duty Pediatrics Resident on Duty Obstetrics and Gynecology Resident on Duty Otorhinolaryngology Resident on Duty Ophthalmology Resident on Duty		
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Consultation with primary service and subsequent admission	Primary service resident on duty assesses the patient and determines emergency procedure to be performed	None	Two hours	Primary service resident on duty, Nurse, Patients

2. Referral to Anesthesiology Department	Primary service resident on duty refers the patient and the case to anesthesiology service	None	30 minutes	Primary service resident on duty, anesthesiology resident on duty
3.. Preoperative visit of Anesthesiologist at the ward	Anesthesiologist on Duty will perform a preoperative evaluation of the patient	None	30 Minutes	Patient Nurse Anesthesiologist
4. Wheeling in of patient at the Operating Room Lobby	Patient is wheeled in to the operating room for endorsement to OR Staff	None	30 minutes	Patient Nurse Operating Room staff

Table 3. Pre-Anesthetic Risk Stratification and Evaluation Clinic

Office of Division:	Anesthesiology			
Classification:				
Type of Transaction:				
Who may avail:	Patients who are for screening and assessment prior to scheduled procedures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Records and OPD chart		Surgery Resident on Duty Internal Medicine Resident on Duty Pediatrics Resident on Duty Obstetrics and Gynecology Resident on Duty Otorhinolaryngology Resident on Duty Ophthalmology Resident on Duty		
CLIENT STEPS	SERVICE PROVIDER	FEESTO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Consultation with primary service and subsequent admission	Primary service resident on duty assesses the patient and determines emergency procedure to be performed	None	Two hours	Primary service resident on duty, Nurse, Patients

2. Referral to Anesthesiology Department	Primary service resident on duty refers the patient and the case to anesthesiology service	None	30 minutes	Primary service resident on duty, anesthesiology resident on duty
3. Preoperative visit of Anesthesiologist	Anesthesiologist on Duty will perform a preoperative evaluation of the patient	None	30 Minutes	Patient Nurse Anesthesiologist
4. Transfer back to main service	Patient is sent back to main service for final instructions regarding schedule and further instructions	None	1 hour	Patient Anesthesiology resident in charge of PARES clinic

# DENTAL DEPARTMENT

## 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		
Outpatient Record		Medical Record Section		
Dental Record		Dental Department		
Patient's Consent Form		Dental Department		
Vaccination card		Health center/Vaccination center		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Outpatient Record is received at the Dental office.	None	1 min.	Dentist on duty
2. Present vaccination card	Dentist on duty calls the patient and checks his/her vaccination status.	None	1 min.	Dentist on duty

3. Answer truthfully and cooperate with the Dentist on duty	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS.	None	8 min	Dentist on duty
4. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
5. Goes back with OR, dons patient gown, cap and fills-up the necessary forms. Parent or guardian will sign the consent form of minor patients	Helps the patient wear the patient's gown and cap. Helps the patient in answering the necessary forms	None	8 min.	Dental Aide
6. Follow the Dental Aide to the Dental Operatory	Dentist on duty endorses the patient to the Dentist who will perform the procedure	None	1 min.	Dentist on duty Dental Aide

<p>7. Cooperate while the Dentist is performing Oral Prophylaxis. Listen to the Dentist for post operative instructions.</p>	<p>Perform Oral Prophylaxis on the patient. 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.</p>	<p>None</p>	<p>45 min.</p>	<p>Dentist</p>
<p>8. Take off patients gown and cap</p>	<p>Helps the patient, receives the patient's gown and put it in a container.</p>	<p>None</p>	<p>1 min.</p>	<p>Dental Aide</p>
<p>TOTAL:</p>		<p>See Schedule of Fees</p>	<p>1hr. 5 min.</p>	

*\* Medically compromised patients need to be referred to an appropriate medical department for management and clearance prior to any dental procedure.*



## TOOTH EXTRACTION

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			
Outpatient Record	Medical Record Section			
Dental Record	Dental Department			
Patient's Consent Form	Dental Department			
Vaccination card	Health center/Vaccination center			
Official Receipt	Cashier			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Outpatient Record is received at the Dental office.	None	1 min.	Dentist on duty
2. Present vaccination card	Dentist on duty calls the patient and checks his/her vaccination status.	None	1 min.	Dentist on duty

3. Answer truthfully and cooperate with the Dentist on duty	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS.	None	8 min	Dentist on duty
4. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
5. Goes back with OR, dons patient gown, cap and fills-up the necessary forms. Parent or guardian will sign the consent form of minor patients	Helps the patient wear the patient's gown and cap. Helps the patient in answering the necessary forms	None	8 min.	Dental Aide
6. Follow the Dental Aide to the Dental Operatory	Dentist on duty endorses the patient to the Dentist who will perform the procedure	None	1 min.	Dentist on duty Dental Aide
7. Cooperate while the Dentist is performing Tooth Extraction. Listen to the Dentist for post operative instructions.	Perform Tooth Extraction on the patient. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	55 min.	Dentist

8. Take offpatients gown and cap	Helps the patient, receives the patient's gown and put it in a container.	None	1 min.	Dental Aide
TOTAL:		See Schedule of Fees	1hr. 15 min.	

*\*Simple extractions may sometime turn to complicated extractions due to circumstances beyond the control of the Dentist.*

*\*Some cases may require more than one cartridge of anesthesia. An additional fee of 44PhP is charged per cartridge.*

## 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		
Outpatient Record		Medical Record Section		
Dental Record		Dental Department		
Patient's Consent Form		Dental Department		
Vaccination Card		Health center/Vaccination center		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Outpatient Record is received at the Dental office.	None	1 min.	Dentist on duty
2. Present vaccination card	Dentist on duty calls the patient and checks his/her vaccination status.	None	1 min.	Dentist on duty

3. Answer truthfully and cooperate with the Dentist on duty	Dentist on duty checks the patient's vital signs, medical history, perform oral examination and charges patient thru HIS.	None	8 min	Dentist on duty
4. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
5. Goes back with OR, dons patient gown, cap and fills-up the necessary forms. Parent or guardian will sign the consent form of minor patients	Helps the patient wear the patient's gown and cap. Helps the patient in answering the necessary forms	None	8 min.	Dental Aide
6. Follow the Dental Aide to the Dental Operatory	Dentist on duty endorses the patient to the Dentist who will perform the procedure	None	1 min.	Dentist on duty Dental Aide
7. Cooperate while the Dentist is performing Tooth Restoration. Listen to the Dentist for post operative instructions.	Perform Tooth Restoration on the patient. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	55 min.	Dentist

8. Take offpatients gown and cap	Helps the patient, receives the patient's gown and put it in a container.	None	1 min.	Dental Aide
TOTAL:		See Schedule of Fees	1hr. 15 min.	

**SCHEDULE OF FEES FOR EACH TREATMENT PROCEDURE AND OTHER MISCELLANEOUS FEES**

<b>PROCEDURE</b>	<b>FEES(PhP)</b>
Oral Prophylaxis	50-100
Tooth Extraction	50.00 per tooth
Tooth Restoration	150.00 per tooth
Anesthesia	44.00 per cartridge
Oral examination	20.00

## DIETETIC DEPARTMENT

### PREPARATION AND PROVISION OF MEALS TO ADMITTED PATIENTS

#### Schedule of Availability of Service

Days: Monday to Sunday

Hours: 5:00 AM – 7:30 PM

Who may avail of the Service:  
DIET

ADMITTED PATIENT WITH PRESCRIBED

What are the Basic Requirements:  
TO ADMITTED PATIENTS

REQUEST FOR PROVISION OF MEALS

Duration:

3 Hours

How to Avail of the Service:

STEP (Hakbang)	ACTIVITY/ PROCEDURE (Gawain/ Pamamaraan)		FEES (Kaukulang Singil)	FORMS (Talaan)	MAXIMUM TIME (Pinakamahabang Oras)	PERSON RESPONSIBLE  (Taong Responsible)
	CLIENT (Kliyente)	SERVICE PROVIDER (Nagbibigay ng Serbisyo)				
1	Nursing Service to post diet using the Hospital Information System (HIS)  (Pagpaskil ng diyeta ng pasyente gamit ang Hospital Information System)	Acknowledge Diet List  (Pagkilalang diyeta galing sa ward)  Prints complete Diet Lists from various hospital wards  (I-print ang Kabuuang Talaan ng Diyeta)  Checks	Checks Issued Supplies  (Pagsuri ng mga panustos na pagkain)  Prepares and cooks dishes  (Paghahanda at pagluluto ng pagkain)	None (Wala)	Diet List  Hospital Information System (HIS)  (Listahan ng Diyeta)	Dietitian-On-Duty  (Diyetisyan)
					1 hour 30 minutes (1 oras 30 minuto)	

2		<p>Completeness and Correctness</p> <p>(Tignan kung kumpleto at tama ang laman)</p> <p>Prepares Diet Census</p> <p>Prints, Cuts and Sort Diet Tags</p> <p>(Ihanda at I-Print ang Kabuuang Talaan ng Diyeta at Tarheta)</p>		None (Wala)	<p>Diet Census Form,</p> <p>Diet Tags, Census Logbook</p> <p>(Listahan ng diyeta,</p> <p>Kabuuang Talaan ng diyeta,</p> <p>tarheta ng diyeta, Libro ng Kabuuang Talaan ng diyeta)</p>		<p>Dietitian-On-Duty</p> <p>(Diyetisyan)</p>
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				P 100.00 – P150.00 per tray to be charged to hospital bill (P 100.00 – P150.00 kada tray na isasama sa kabuuang babayaran sa ospital)	Diet Census Form  Recipes  Cycle Menu  (Kabuua ng Talaan ng Diyeta, Recipe, Cycle Menu)		Cook  (Tagaluto)
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3		Dish Out of meals to individual trays (Paglalagay ng pagkain sa tray)		Diet List Diet Tag (Talaan ng diyeta, Tarheta ng diyeta)	30 minutes (30 minuto)	Dietitian-On-Duty Cook (Diyetisyan, Tagaluto)
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4	<p>Patient receives food during delivery</p> <p>(Pagtanggap ng hinatid na rasyon)</p>	<p>Distributes meal trays to different wards. For isolation cases, a drop off point is provided</p> <p>(Paghahatid ng tray ng pagkain sa ward. Para sa mga pasyenteng nakahiwalay, may itinakdang lagayan ng pagkain)</p> <p>Posts meals as served using HIS (Hospital Information System)</p> <p>Ipaskil na "served" or naibigay ang rasyon sa pasyente sa pamamagitan ng HIS)</p>	<p>None (Wala)</p> <p>None (Wala)</p>	<p>Diet Tags</p> <p>Diet List</p> <p>(Tarheta, Talaan ng Diyeta)</p> <p>Hospital Information System (HIS)</p>	<p>30 minutes (30 minuto)</p>	<p>Dietitian-On-Duty</p> <p>Food Service Worker</p> <p>Nurse</p> <p>(Diyetisyan, Kawani na tagahatid ng Pagkain, Nars)</p>
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5	<p>Patient returns used food tray.</p> <p>(Pagbabalik ng pasyente ng ginamit na tray.)</p>	<p>Collects and records used food tray from patient. Disposable containers are not collected.</p> <p>(Pagkolekta ng nagamit na tray nang pasyente. Di na kokolektahin ang disposable na lalagyan.)</p>	<p>None (Wala)</p>	<p>Diet List (Talaan ng Diyeta)</p> <p>Daily Soiled Tray Collection Monitoring Sheet (Talaan ng pagkolekta ng nagamit na tray)</p>	<p>30 minutes (30 minuto)</p>	<p>Food Service Worker  (Kawani na tagahatid ng Pagkain)</p>
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END OF TRANSACTION

## PROVISION OF NUTRITION COUNSELING

### Schedule of Availability of Service

Days: Monday to Sunday

Hours: 8:00 AM TO 5:00 PM

Who may avail of the Service: PATIENT/WATCHER OPD AND IN PATIENTS

What are the Basic Requirements: REQUEST FOR NUTRITION COUNSELING

Duration: 30 Minutes

How to Avail of the Service:

STEP (Hakbang)	ACTIVITY/PROCEDURE (Gawain/ Pamamaraan)		FEES (Kaukulang Singil)	FORMS (Talaan)	MAXIMUM TIME  (Pinaka mahabang Oras)	PERSON RESPONSIBLE  (Taong Responsible)
	CLIENT (Kliyente)	SERVICE PROVIDER (Nagbibigay ng Serbisyo)				
1.	Present Dietary Department Referral Slip following social distancing  (Ipakita ang slip ng referral alinsunod sa nakatakda ng layo sa isa't isa)	Receives Referral Slip  (Tanggapin ang slip ng referral)	None  (Wala)	Dietary Referral Slip  (Slip ng referral)	2 minutes  (2 minuto)	Dietitian on Duty  (Diyetisyan)
2.		Checks completeness and Correctness  (Suriin kung tama at kumpleto)				Dietitian on Duty  (Dietisyan)

3.	Participate in discussion during nutrition counseling using specialized covered booth  (Sumali sa diskusyon habang pinapayuhan ayon sa diyeta na gamit ang nakabalot na pwesto)	Issuance of computed dietary plan  (Pagbigay ng calculating plano ng diyeta)	None  (Wala)	Leaflet – Dietary Instruction Materials (Materyal es para sa Panuto ng Diyeta)	5 minutes  (5 minuto)	Dietitian on Duty  (Diyetisyan)
4.		Instruct food intake / preparation.  (Ituro ang tamang gabay/dami ng wastong pagkain)	None  (Wala)		20 minutes  (20 minuto)	Dietitian on Duty  (Diyetisyan)
5.		Ask for questions and remind that the contact number is provided on the leaflets for eventual clarification.  (Itanong kung may nais linawin at ibigay ang numero ng maaring tawagan kung may katanungan).	None  (Wala)		2 minutes  (2 minuto)	Dietitian on Duty  (Diyetisyan)

6		<p>Documents the patient's information in the Nutrition Counseling logbook; along with the patient/companion's signature</p> <p>(Itala and impormasyon ng diyeta ng pasyente at pirma ng pasyente sa Libro ng Nutrisyon Klinik)</p>		<p>Nutrition Clinic Logbook</p> <p>(Libro ng Nutrisyon Klinik)</p>	<p>1 minute (1 minuto)</p>	<p>Dietitian on Duty (Diyetisyan)</p>
END OF TRANSACTION						

## PROCEDURE FOR COLLECTION OF HUMAN MILK

Schedule of Availability of Service

Days: Monday- Friday/ Saturday-Sunday

Hours: 8:00 AM-4:00 PM/ 8:00 AM-4:00 PM

Who May Avail of the Service: Breastfeeding Mothers

What are the basic Requirements: Donor Demographic Screening form and Donor's Consent Form, HIV and Hepatitis B Blood Test

Process Period: 1 Hour and 10 minutes

How to avail of Service:

STEP (Patakbang)	ACTIVITIES (Aktibidad)		FEES (Pagkukulang Singil)	FORMS (Talaan)	MAXIMUM TIME (Katakadang Oras)	PERSON RESPONSIBLE (Mga Responsable)
	Service Provider	Client				
1	<p>Reviews the potential donor (Papanayamin ang maging donor (as))</p>	<p>Conducts the screening and have the donor sign the donor consent form (Nagpapasa ang maging form at inang donor ng consent form)</p>	<p>None (Wala)</p>	<p>Demographic Screening form, Donor's Consent and Consent form</p>	<p>5 minutes</p>	<p>Nursing Attendant</p>



2	<p>es the potential donor regarding the testing tests and prevalence of HIV and sexually transmitted infections blood extraction</p> <p>anag sa ting donor ng ang tungkol sa ting pagsusuri ng</p>	<p>the personal information sheet form</p> <p>ive the donor e HIV consent</p> <p>an ang personal information sheet form</p> <p>aan ang HIV consent form</p>	None (Wala)	al information HIV consent	15 minutes	HIV counselor
3	<p>s blood for testing tests</p> <p>ng dugo ang ng gatas upang (o)</p>		None (Wala)		30 minutes	ical Technologist
4	<p>the eligible in expression of milk</p> <p>gan ang donor sa ekta ng kanyang</p>	<p>e donor donates expressed breast</p> <p>walipikadong ay maari na mag ng kanyang</p>	None (Wala)		20 minutes	lidwife/ Nurse

5	the expressed milk in the  kang gatas sa )		None (Wala)		3 months	Midwife/ Nurse
End of transaction						

## PROCEDURE FOR PROCESSING OF COLLECTED HUMAN MILK:

Who May Avail of the Service: Breastfeeding Mothers

What are the basic Requirements: HIV and Hepa B Blood Test Result

Process Period: 2 days

How to avail of Service:

STEP (Pangkang)	ACTIVITIES (Aktibidad)		FEES (Halagang Singil)	FORMS (Talaan)	MAXIMUM TIME (Katakdang Oras)	PERSON RESPONSIBLE (Mga Responsable)
	Client	Service Provider				
1	<p>the screening of the donor and express breast</p> <p>ing screening resulta ng g test ng ibigay ang</p>	<p>the express milk and checks the g form and g test result of the s donor.</p> <p>bin ang gatas at ning nakapasa ning ang donor ng</p>	<p>None (Wala)</p>	<p>g form, g test result</p>	<p>3 minutes</p>	<p>HMB staff</p>

2	<p>and sign the donor's waiver for pasteurized human milk (recipient's name)</p> <p>(at lagdaan ng waiver para sa pasteurized Human Milk, kabilang sa pagpapalitan ng gatas)</p>	<p>recipient's data in pasteurization logbook</p> <p>(pagpapalitan ng mga datos sa logbook ng pagpapalitan ng gatas sa pasteurization)</p>	<p>None</p> <p>(Wala)</p>	<p>Donor's Waiver for pasteurized Human Milk (recipient's Donor, pasteurization logbook)</p>	<p>3 minutes</p>	<p>HMB staff</p>
3		<p>the express milk - pasteurization and Milk (with milk culture)</p> <p>(sa pagpapalitan ng gatas)</p>	<p>None</p> <p>(Wala)</p>	<p>ing logbook</p>	<p>(without milk culture)</p> <p>(with milk culture)</p>	<p>HMB staff</p>
4	<p>charge slip (kabilang ang resibo)</p>	<p>charge slip and receipt on the HIS for processing fee and culture</p> <p>(pagpapalitan ng resibo para sa pagpapalitan ng gatas)</p>	<p>processing fee: 100php/ 100ml</p> <p>Culture: 100php/ batch</p>	<p>lip and Official</p>	<p>1 minute</p>	<p>HMB staff</p>

5	to the Billing or the of hospital and get the it of account ent. Then Pay essing fee at er.  ang ng fee sa	s the processing ssues the official  pin ang bayad at y ng opisyal na	None  Wala)	lip and Official	20 minutes	Cashier
6	the official om the  ng opisyal na galling sa	es the pasteurized milk  ng pasteurized na	None  Wala)	zation logbook	1 minute	HMB staff
End of transaction						

## PROCEDURE FOR DISPENSING OF PROCESSED HUMAN MILK:

Who May Avail of the Service: Recipient of Donated Milk

What are the basic Requirements: Clinical Abstract, Prescription from the recipient's attending Physician, cooler

Process Period: 31 minutes

How to avail of Service:

STEP (Pahangayon)	ACTIVITIES (Aktibidad)		FEES (Pagbabayad)	FORMS (Talaan)	MAXIMUM TIME (Katakdang Oras)	PERSON RESPONSIBLE (Mga Responsable)
	Client	Service Provider				
1	Check the requirements for pasteurized milk (ang mga pang dokumento ng pagbili ng gatas)	Check the requirements (duhing kumpleto na kailangang dokumento sa pagbili ng gatas)	None (Wala)	Abstract and prescription from the recipient's attending physician	3 minutes	HMB staff
2	Recipient's information is recorded in HIS (ntay na ipinagkanyang ang kanilang datos sa HIS)	Enter data on the HIS (magdagang data sa HIS)	Processing fee: 100php/ 100ml Bottle deposit: 100php/ 100ml	Receipt slip	2 minutes	HMB staff

3	<p>Go to the Billing Office for the release of hospital bills and get the amount of account payment. If patient client, go to the Medical Service for verification of services for eligibility, insurance and cost sharing. And lastly, pay processing fee to cashier.</p> <p>(Pagpapasa ng bayad sa opisyal na kasabayan sa Billing Office)</p>	<p>Pay the processing fee and get the official receipt from the cashier.</p> <p>(Pagpapasa ng bayad sa opisyal na kasabayan sa Billing Office)</p>	None (Wala)	Official Receipt	20 minutes	Cashier
4	<p>Go to the official office from the milk supplier to the milk staff.</p> <p>(Punta sa opisyal na kasabayan sa galling sa milk supplier)</p>	<p>Get the official number in the latest copy of the slip.</p> <p>(Mangnumero ng latest na resibo)</p>	None (Wala)	Official Receipt	1 minute	HMB staff

5	and signs the parent's consent letter forms  in at lagdaan letter at consent (nggap ng gatas)	is data in parent's logbook  ng mga pasyon ng gap ng gatas sa (k)	None  (Wala)	parent's consent letter form,  parent's logbook	3 minutes	HMB staff
6		checks the sterilization result of the processing (k  duhing isa sa sterilization result (tas)	None  (Wala)	sterilizing logbook	1 minute	HMB staff
7		checks the sterilized human milk  and pasteurized (tas)	None  (Wala)	parent's logbook	1 minute	HMB staff
End of transaction						



## MEDICAL RECORDS DEPARTMENT (REGISTRATION AREA)

REGISTRATION OF ALL PATIENT AT THE OPD

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"> <li>ü Patient's Hospital Card</li> <li>ü Valid ID (For validation and interview purposes only)</li> </ul>		<ul style="list-style-type: none"> <li>ü Security Guard / Patient</li> <li>ü Patient</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. 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>1. Receives patient's hospital card from Triage. Stamps current date then identify priority and non-priority patients</p> <p><i>(Pagtanggap ng patient's hospital card galing Triage. Pagtatak ng date sa patient's hospital card at pagtukoy sa mga pasyente na priority at hindi priority)</i></p>	<p>None <i>(Wala)</i></p>	<p>3 minutes</p>	<p>Triage Clerk II Admin Aide III Office Aide</p>
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<p>2. 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 panatilihinang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p>	<p>2. Encodes patient's information to</p> <p>QMEUP and Hospital Information System (HIS).</p> <p><i>(Pag-type ng mga impormasyon ng pasyente sa kompyuter gamit ang QMEUP at Hospital Information System o HIS)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>7 minutes</p>	<p>Clerk II</p> <p>Office Aide</p>
<p>T O T A L</p>		<p>None</p> <p><i>(Wala)</i></p>	<p>10 minutes</p>	

## MEDICAL RECORDS DEPARTMENT (REGISTRATION AREA)

### PROVISION OF INDIVIDUAL HEALTH RECORD (NEW 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:			
<ul style="list-style-type: none"> <li>ü Patient's Hospital Card</li> <li>ü Patient's Health Record (OPD)</li> </ul>	<ul style="list-style-type: none"> <li>ü Patient / Relative / Representative</li> <li>ü Medical Records Department (RegistrationArea)</li> </ul>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. 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>1. Print patient's health record</p> <p><i>(Pag-print ng bagong OPD health record ng pasyente)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 minutes</p>	<p>Clerk II</p> <p>Office Aide</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>2. Record, and release patient's health record</p> <p><i>(Pagsulat at paglabas ng bagong OPD health record ng pasyente)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 minute</p>	<p>Clerk II</p> <p>Office Aide</p>
<p>T O T A L</p>		<p>None</p>	<p>4 minutes</p>	

	(Wala)		
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## MEDICAL RECORDS DEPARTMENT (RETRIEVAL AREA)

### PROVISION OF INDIVIDUAL HEALTH RECORD (OLD 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:				
<ul style="list-style-type: none"> <li>ü Patient's Hospital Card</li> <li>ü Patient's Health Record (OPD / ER / TENT 2 / Medico-legal / Inpatient)</li> </ul>	<ul style="list-style-type: none"> <li>ü Patient / Relative / Representative</li> <li>ü Medical Records Department (Retrieval Area)</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

<p>1. 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>1. Receives patient's hospital card from encoder <i>(Pagtanggap ng patient's hospital card galing sa mga encoder)</i></p>	<p>None <i>(Wala)</i></p>	<p>1 minute</p>	<p>Clerk II Office Aide</p>
<p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habangnaghihintay matawag)</i></p>	<p>2. Retrieves old patient's health record <i>(Paghanap ng lumang health record ng pasyente)</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes</p>	<p>Clerk II Office Aide</p>



	<p>3. Record, and release patient's health record</p> <p><i>(Pagsulat at paglabas ng lumang health record ng pasyente)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 minute</p>	<p>Clerk II</p> <p>Office Aide</p>
<p>T O T A L</p>		<p>None</p> <p><i>(Wala)</i></p>	<p>7 minutes</p>	

ISSUANCE AND CHARGING OF CERTIFICATES AND/OR RELEVANT DOCUMENTS  
(MEDICAL ABSTRACT, DISCHARGE SUMMARY, OPERATIVE WORKSHEET,  
OPERATIVE TECHNIQUE, LABORATORY RESULTS, AND BIRTH 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"> <li>ü Original and photocopy of requested certificate/s <ul style="list-style-type: none"> <li>· Medical Abstract</li> <li>· Discharge Summary</li> <li>· Operative Worksheet</li> <li>· Operative Technique</li> </ul> </li> <li>ü Authorization letter with valid ID (If representative)</li> <li>ü Official Receipt / Clearance Slip</li> <li>ü Certified True Copy of requested certificate/s</li> </ul> <p>For Birth Certificate:</p> <ul style="list-style-type: none"> <li>ü Valid ID</li> <li>ü Official Receipt / Clearance Slip</li> <li>ü Original registered Birth Certificate</li> </ul>	<ul style="list-style-type: none"> <li>ü Patient</li> <li>ü Patient's Representative</li> <li>ü Cashier</li> <li>ü Medical Records Department (Release of Information Area)</li> <li>ü Parents</li> <li>ü Cashier</li> <li>ü Medical Records Department (Release of Information Area)</li> </ul>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Go to Medical Records Department Release of Information Area, present original and photocopy of requested certificate/s or valid ID for Birth Certificate</p> <p><i>(Pumunta sa Medical Records Department at ipakita ang orihinal kopya ng mga kailangan na certificate o valid ID para sa mga Birth Certificate ang kailangan)</i></p>	<p>1. Receives original and photocopy of requested certificate/s or valid ID for Birth Certificate concern</p> <p><i>(Pagtanggap ng orihinal at kopya ng mga kailangan na certificate o valid ID para sa mga Birth Certificate ang kailangan)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 minute</p>	<p>Office Aide</p>
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<p>2. Wait for the call <i>(Hintayin na tawagin ang pangalan)</i></p>	<p>2. Charge fees thru Hospital Information System (HIS)  <i>(Paglagay ng kaukulang bayad)</i></p>	<p>None <i>(Wala)</i></p>	<p>3 minutes</p>	<p>Office Aide</p>
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<p>3. Proceed to Cashier for payment. Then, go back to</p> <p>Medical Records Department</p> <p>Release of Information Area</p> <p><i>(Pumunta sa Cashier para sa kaukulang bayad at bumalik sa Medical Records Department pagkatapos magbayad)</i></p>	<p>3. Instructs the patient / representative for payment and clearance</p> <p><i>(Pagbigay ng mga alituntunin sa pasyente o representante para sa kaukulang bayad)</i></p>	<p>₱ 50.00 / copy</p>	<p>1 minute</p>	<p>Cashier</p> <p>Office Aide</p>
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<p>4. Present Official Receipt and Clearance Slip to the Medical Records Staff <i>(Ipakita ang opisyal na resibo at Clearance Slip sa Medical Records Staff)</i></p>	<p>4. Receives and validates presented Official Receipt and Clearance Slip.  Then, authenticate Certified true copy to the requested certificate/s <i>(Pagtanggap at pagsuri ng opisyal na resibo at Clearance Slip. Paglagay ng Certified true copy sa mga kailangan na certificate)</i></p>	<p>None <i>(Wala)</i></p>	<p>4 minutes</p>	<p>Office Aide</p>
<p>5. Receives Certified true copy of requested certificate/s <i>(Pagtanggap ng Certified true copy ng mga kailangan na certificate)</i></p>	<p>5. Record and release requested certificate/s <i>(Pagsulat at pagbigay ng mga kailangan na certificate)</i></p>	<p>None <i>(Wala)</i></p>	<p>1 minute</p>	<p>Office Aide</p>
<p>T O T A L</p>		<p>₱ 50.00 / copy</p>	<p>10 minutes</p>	



## **MEDICAL RECORDS DEPARTMENT (RELEASE OF INFORMATION AREA)**

ISSUANCE AND CHARGING OF CERTIFICATES AND/OR RELEVANT DOCUMENTS  
(MEDICAL CERTIFICATE AND 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"> <li>ü Schedule slip</li> <li>ü Complete and original of requested certificate/s <ul style="list-style-type: none"> <li>· Medical certificate</li> <li>· Provisional Medico-legal certificate</li> </ul> </li> <li>ü Authorization letter with valid ID (If representative)</li> <li>ü Official Receipt / Clearance Slip</li> <li>ü Medical certificate with hospital seal</li> <li>ü Official Medico-legal certificate with hospital seal</li> </ul>		<ul style="list-style-type: none"> <li>ü Patient</li> <li>ü Patient's Representative</li> <li>ü Cashier</li> <li>ü Medical Records Department (Release of Information Area)</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Go to Medical Records Department Release of Information Area, present original copy of requested certificate and valid ID</p> <p><i>(Pumunta sa Medical Records Department at ipakita ang orihinal kopya ng kailangan na certificate at valid ID)</i></p>	<p>1. Receives original copy of requested certificate and valid ID</p> <p><i>(Pagtanggap ng orihinal na kopya ng Kailangan na certificate at valid ID)</i></p>	<p>None <i>(Wala)</i></p>	<p>1 minute</p>	<p>Office Aide</p>
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<p>2. Wait for the call <i>(Hintayin na tawagin ang pangalan)</i></p>	<p>2. Charge fees thru Hospital Information System (HIS)</p> <p><i>(Paglagay ng kaukulang bayad)</i></p>	<p>None <i>(Wala)</i></p>	<p>3 minutes</p>	<p>Office Aide</p>
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<p>3. Proceed to Cashier for payment. Then, go back to</p> <p>Medical Records Department</p> <p>Release of Information Area</p> <p><i>(Pumunta sa Cashier para sa</i></p> <p><i>kaukulang bayad at bumalik sa</i></p> <p><i>Medical Records Department</i></p> <p><i>pagktapos magbayad)</i></p>	<p>3. Instructs the patient / representative for</p> <p>payment and clearance</p> <p><i>(Pagbigay ng mga alituntunin sa</i></p> <p><i>pasyente o representante para sa</i></p> <p><i>kaukulang bayad)</i></p>	<p>₱ 30.00 / copy</p>	<p>1 minute</p>	<p>Cashier</p> <p>Office Aide</p>
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<p>4. Present Official Receipt and Clearance Slip to the Medical Records Staff <i>(Ipakita ang opisyal na resibo at Clearance Slip sa Medical Records Staff)</i></p>	<p>4. Receives and validates presented Official Receipt and Clearance Slip. Then, affix hospital seal to the requested certificate <i>(Pagtanggap at pagsuri ng opisyal na resibo at Clearance Slip. Paglagay ng hospital seal sa kailangan na certificate)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes</p>	<p>Office Aide</p>
<p>5. Receives requested certificate with hospital seal <i>(Pagtanggap ng kailangan na certificate na may hospital seal)</i></p>	<p>5. Record and release requested certificate <i>(Pagsulat at pagbigay ng kailangan na certificate)</i></p>	<p>None <i>(Wala)</i></p>	<p>1 minute</p>	<p>Office Aide</p>

T O T A L	₱ 30.00 / copy	8 minutes	
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# MEDICAL SOCIAL SERVICE- CITIZENS CHARTER

## MSS CLASSIFICATION AND COST-REDUCTION AT OUT-PATIENT DEPARTMENT (OPD)

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	<p>The MSS-Quezon City General Hospital is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>ANALYN NERCUA-ADEM, RSW, MSW.</b></p> <p>In addition, MSS has three separate offices to better attend to its clients. Main office located at the ground floor of the new building beside Cash Section operates from 8:00am-5:00pm Mondays thru Sundays and Holidays, while the two extension offices, MSS- ER is within the Emergency Room premises beside Admitting section, the latter operates on 24/7 and the MSS-OPD located at the ground floor of the new OPD building which operates on an 8-hour basis Mondays to Fridays except Holidays.</p>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Service patients who consulted at the Out-Patient Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>ü Hospital Identification card</li> <li>ü MSS Service Card</li> <li>ü Identification card (for special privileges)</li> <li>ü Statement of Account (SOA)</li> </ul>			<ul style="list-style-type: none"> <li>· Medical Social Service Billing Section</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Gets queuing number slip and waits for their number to be called.	Receives queuing number slip, Statement of Account (SOA), hospital id and valid id.	None	1 minute	Medical Social Worker

Presents queuing number slip, Statement of Account (SOA), hospital id and valid id	Checks category of patient at HIS.	None	5 minutes	Medical Social Worker
If old patient, presents MSS card and updates record. If new patient, participates during interview.	If old patient, receives MSS card and updates record. If new patient, informs purpose of assessment and conducts interview.	None	15-30minutes	Medical Social Worker
Signs assessment tool and contract of responsibility.	Facilitates signing of assessment tool and contract of responsibility.	None	2 minutes	Medical Social Worker
Waits for evaluation and classification of Medical Social Worker.	Evaluates and classify patient	None	3 minutes	Medical Social Worker
Listens and/or ask clarification.	Orients MSS classification and inform hospital programs and services.	None	5 minutes	Medical Social Worker
Waits for Medical Social Worker to input details on classification, control number and cost reduction. Receives MSS card.	Inputs classification, MSS control number and cost reduction at HIS and issues MSS card.	None	8 minutes	Medical Social Worker
Listens on his or her participation and waits for Medical Social Worker to stamp SOA.	Informs participation and stamps classification on SOA	Depends on the classification and cost of medical services	1 minute	Medical Social Worker



Express in difficulty paying the classified amount. Waits for the Medical Social Worker's reassessment and to inputs patient's share or receives checklist requirements for medical assistance.	If patient has no capacity to pay, reassesses based on modifiers. Inputs patient's share at HIS or refers patient to welfare agencies for medical assistance.	Depends on the classification and cost of medical services	2 minutes	Medical Social Worker
Proceed to Cash Section for payment and clearance.	If yes, informs patient to proceed to Cash section.	Depends on the classification and cost of medical services	2 minutes	Medical Social Worker
	Records and files documents.	None	1 minute	Medical Social Worker
	<b>TOTAL:</b>		60 MINUTES/ 1 HOUR	
<b>END OF TRANSACTION</b>				

## MSS CLASSIFICATION AND COST-REDUCTION AT EMERGENCY ROOM DEPARTMENT (ER)

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	<p>The MSS-Quezon City General Hospital is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>ANALYN NERCUA-ADEM, RSW, MSW.</b></p> <p>In addition, MSS has three separate offices to better attend to its clients. Main office located at the ground floor of the new building beside Cash section operates from 8:00am-5:00pm Mondays thru Sundays and Holidays, while the two extension offices, MSS- ER is within the Emergency Room premises beside Admitting section, the latter operates on 24/7 and the MSS-OPD located at the ground floor of the new OPD building which operates on an 8-hour basis Mondays to Fridays except Holidays.</p>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Service patients who consulted at the Emergency Room			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>ü MSS Service Card</li> <li>ü Identification card (for special privileges)</li> <li>ü Statement of Account (SOA)</li> </ul>			<ul style="list-style-type: none"> <li>· Medical Social service</li> <li>· Billing/Cash section</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presents statement of account (SOA).	Receives Statement of Account (SOA).	None	1 minute	Medical Social Worker
Waits for Medical Social Worker to check category.	Checks category of patient at HIS.	None	5 minutes	Medical Social Worker
If old patient, Presents receives MSS card. If new patient, participates during interview.	If old patient, receives MSS card. If new patient, conducts interview.	None	8 minutes	Medical Social Worker

Listens and/or ask clarification.	Orients MSS classification and inform hospital programs and services.	None	2 minutes	Medical Social Worker
Waits for Medical Social Worker to input details on classification and cost reduction.	Inputs classification and cost reduction at HIS.	None	3 minutes	Medical Social Worker
Listens on his or her participation and waits for Medical Social Worker to stamp SOA.	Informs patient's participation and stamps classification on Statement of Account.	None	1 minute	Medical Social Worker
Express in difficulty paying the classified amount. Waits for the Medical Social Worker's reassessment and to inputs patient's share or receives checklist requirements for medical assistance.	If patient has no capacity to pay, reassess based on modifiers. Inputs patient's share at HIS.	Depends on the classification and cost of medical services	2 minutes	Medical Social Worker
Proceed to Cash Section for payment and clearance.	If yes, informs patient to proceed to Cash section.	Depends on the classification and cost of medical services	2 minutes	Medical Social Worker
	Records and files documents.	None	1 minute	Medical Social Worker
	<b>TOTAL:</b>		25 MINUTES	
<b>END OF TRANSACTION</b>				

## COST-REDUCTION OF ADMITTED SERVICE PATIENTS

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	<p>The MSS-Quezon City General Hospital is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>ANALYN NERCUA-ADEM, RSW, MSW.</b></p> <p>In addition, MSS has three separate offices to better attend to its clients. Main office located at the ground floor of the new building beside Cash section operates from 8:00am-5:00pm Mondays thru Sundays and Holidays, while the two extension offices, MSS- ER is within the Emergency Room premises beside Admitting section, the latter operates on 24/7 and the MSS-OPD located at the ground floor of the new OPD building which operates on an 8-hour basis Mondays to Fridays except Holidays.</p>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Patients admitted at Clinical Wards			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>ü Hospital Identification card</li> <li>ü MSS Service Card</li> <li>ü Identification card (for special privileges)</li> <li>ü Statement of Account (SOA)</li> </ul>			<ul style="list-style-type: none"> <li>· Medical Social Service</li> <li>· Billing section</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presents MSS Card and statement of account (SOA).	Receives MSS Card and Statement of Account.	None	1 minute	Medical Social Worker
Participates during interview and answers questions.	Conducts exit interview	None	5 minutes	Medical Social Worker
Waits for Medical Social Worker to input details on classification and cost reduction.	Inputs classification and cost reduction at HIS.	None	5minutes	Medical Social Worker

Listens on his or her participation and waits for Medical Social Worker to stamp SOA. Express difficulty paying the classified amount.	Informs participation and stamps classification on SOA.  If patient has no capacity to pay: A. Reassess based on modifiers. Inputs patient's share at HIS  B. Applies for privileges  C. Refers to welfare agency for medical assistance  D. Proceed to Billing/Cash Section for Promissory Note.	Depends on the classification and cost of medical services	6minutes	Medical Worker	Social
Proceed to Cash Section for payment and clearance.	If yes, informs to proceed to Cash section	None	2 minutes	Medical Worker	Social
	Records and files documents.	None	1 minute	Medical Worker	Social
	<b>TOTAL:</b>		20 MINUTES		
<b>END OF TRANSACTION</b>					

## MSS CLASSIFICATION OF ADMITTED SERVICE PATIENTS

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	<p>The MSS-Quezon City General Hospital is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>ANALYN NERCUA-ADEM, RSW, MSW.</b></p> <p>In addition, MSS has three separate offices to better attend to its clients. Main office located at the ground floor of the new building beside Cash section operates from 8:00am-5:00pm Mondays thru Sundays and Holidays, while the two extension offices, MSS- ER is within the Emergency Room premises beside Admitting section, the latter operates on 24/7 and the MSS-OPD located at the ground floor of the new OPD building which operates on an 8-hour basis Mondays to Fridays except Holidays.</p>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Patients admitted at Service Wards			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>ü Hospital Identification card</li> <li>ü MSS Service Card</li> <li>ü Identification card (for special privileges)</li> </ul>			<ul style="list-style-type: none"> <li>· Medical Social Service</li> <li>· Nursing Service</li> <li>· Admitting section</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Stays at ER	Receives patient's chart.	None	1 minute	Medical Social Worker
Waits for Medical Social Worker to chart. If not under service case type, read and signs Affidavit of Undertaking Quit Claim Waiver and Release.	Checks patient's chart and case type at HIS. If not under service case type, explains and facilitates signing of Affidavit of Undertaking Quit Claim Waiver and Release.	None	2 minutes	Medical Social Worker
Waits for Medical Social Worker to check category. Presents receives MSS card for updating of records.	If service case type, checks category of patient at HIS. If old patient, presents MSS card and updates record.	None	7minutes	Medical Social Worker
If new patient, participates during interview.	If new patient, informs purpose of assessment and conducts interview.	None	15-30 minutes	Medical Social Worker

Signs assessment tool and contract of responsibility.	Facilitates signing of assessment tool and contract of responsibility.	None	2 minutes	Medical Worker	Social Worker
Waits for evaluation and classification of Medical Social Worker.	Evaluates and classify patient.	None	3minutes	Medical Worker	Social Worker
Listens and/or ask clarification	Orients MSS classification and inform hospital programs and services.	None	3minutes	Medical Worker	Social Worker
Waits for Medical Social Worker to input details on classification and cost reduction.	Inputs classification and MSS control number at HIS.	None	5minutes	Medical Worker	Social Worker
Receives MSS card and checklist of requirements for medical assistance.	Issues MSS card and checklist requirements for medical assistance.	None	3 minutes	Medical Worker	Social Worker
	Signs and input classification at patient's chart.	None	2 minutes	Medical Worker	Social Worker
	Records and files documents.	None	2 minutes	Medical Worker	Social Worker
	<b>TOTAL:</b>		60 MINUTES/ 1 HOUR		
<b>END OF TRANSACTION</b>					

## REFERRAL FOR FINANCIAL/MEDICAL ASSISTANCE OF SERVICE PATIENTS

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	<p>The MSS-Quezon City General Hospital is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>ANALYN NERCUA-ADEM, RSW, MSW.</b></p> <p>In addition, MSS has three separate offices to better attend to its clients. Main office located at the ground floor of the new building beside Cash section operates from 8:00am-5:00pm Mondays thru Sundays and Holidays, while the two extension offices, MSS- ER is within the Emergency Room premises beside Admitting section, the latter operates on 24/7 and the MSS-OPD located at the ground floor of the new OPD building which operates on an 8-hour basis Mondays to Fridays except Holidays.</p>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Service patients who consulted at the Emergency Room, Out-Patient Department and admitted patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>ü MSS Service Card</li> <li>a. For Medical/Financial Assistance:b. For POS enrolment:               <ul style="list-style-type: none"> <li>ü Prescription of drugs and medicinesP PBEF</li> <li>ü Laboratory and Radiology Request FormP PMRF</li> <li>ü Medical Abstract/Inter-Agency Referral P Birth Certificate of member/dependent</li> <li>ü Quotation/Statement of Account For married woman: Marriage Certificate</li> <li>P Valid government issued ID</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>· Medical Social Service</li> <li>· Cost centers</li> <li>· PhilHealth Cares/Billing Section</li> <li>· Medical staff</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Presents documents	Receives documents: a. MSS card. b. Laboratory and radiologic request, prescription, statement of account, Medical Abstract/Inter-Agency Referral and c. PhilHealth requirements	None	1 minute	Medical Social Worker
Waits for Medical Social Worker to check submitted documents	Checks patient's information at HIS.	None	5 minutes	Medical Social Worker
Waits for Medical Social Worker to prepare documents	Checks documents. If complete documents: a. If request is for medicine, prepares referral letter; b. If request is for diagnostic/radiologic procedure, prepares Socio-Economic Evaluation on Inter-Agency Referral Request; c. If for POS enrolment, proceed to enrolment If not complete, returns to patient/relative for completion.	None	20 minutes	Medical Social Worker
Listens and ask clarification	Orients patient/relative on the coverage of assistance	None	2 minutes	Medical Social Worker
Receives and signs receiving logbook	Issues and instruct to sign the receiving logbook	None	1 minute	Medical Social Worker
	Records and files documents.	None	1 minute	Medical Social Worker
	<b>TOTAL:</b>		<b>30 minutes</b>	
<b>END OF TRANSACTION</b>				

## SOCIAL CASE MANAGEMENT PROCESS OF IDENTIFIED/ UNIDENTIFIED PRESUMED ABANDONED/NEGLECTED PATIENTS

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	<p>The MSS-Quezon City General Hospital is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>ANALYN NERCUA-ADEM, RSW, MSW.</b></p> <p>In addition, MSS has three separate offices to better attend to its clients. Main office located at the ground floor of the new building beside Cash section operates from 8:00am-5:00pm Mondays thru Sundays and Holidays, while the two extension offices, MSS- ER is within the Emergency Room premises beside Admitting section, the latter operates on 24/7 and the MSS-OPD located at the ground floor of the new OPD building which operates on an 8-hour basis Mondays to Fridays except Holiday's.</p>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Presumed Abandoned/Neglected Service Patients at OPD, ER and Admitted Patient			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>ü Hospital Record Card</li> <li>ü Valid ID (preferably, government issued)</li> <li>ü MSS Assessment Tool</li> <li>ü Ward Referral</li> <li>ü Referral Letter</li> <li>ü Patient's Chart</li> <li>ü Security Guard's Logbook</li> </ul>			<ul style="list-style-type: none"> <li>· Medical Social Service</li> <li>· Government agencies</li> <li>· Medical Team</li> <li>· Security Guard on-duty</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Stays at the OPD, ER or Clinical Ward	Receives ward referral.	None	1 minute	Medical Social Worker
Stays at the OPD, ER or Clinical Ward	Checks patient's information at Hospital Information System and patient's chart.	None	10 minutes	Medical Social Worker
Participates during interview	Identifies patient's needs or problems or risk.	None	3 minutes	Medical Social Worker
Stays at the OPD, ER or Clinical Ward	Confers with the attending physician or nurse on duty about the health condition and status of patient.	None	15 minutes	Medical Social Worker Attending Physician Nurse-On-Duty
Stays at the OPD, ER or Clinical Ward	Prepares Progress Report and plans.	None	20 minutes	Medical Social Worker
Stays at the OPD, ER or Clinical Ward	Collaboration with medical team.	None	30 minutes	Medical Social Worker Attending Physician
Participates in activities	Preparation of patient	None	30 minutes	Medical Social Worker
Participates in activities	Implements plans.	None	20 minutes 2weeks to 1month (Case to case basis)	Medical Social Worker

Stays at the OPD, ER or Clinical Ward	Continuous collaboration with a. Family b. Medical Team c. Agency	None	30 minutes	Medical Worker Medical staff Family/Relative Welfare Agency	Social Worker Medical staff Family/Relative Welfare Agency
Participates in alternative plans.	Evaluates the plans. If goals achieved, terminates the case. If no, plans and implements alternative activities.	None	30 minutes	Medical Worker Medical staff Family/Relative Welfare Agency	Social Worker Medical staff Family/Relative Welfare Agency
	Records and files documents.	None	2 minutes		
	<b>TOTAL:</b>		223 minutes & 2 weeks 1 month (case to case basis)		
<b>END OF TRANSACTION</b>					

## Provision of Blood and Blood Products

### Schedule of Availability of Service

Days: Monday-Sunday  
 Hours: 24 hours  
 Who May Avail of the Service: Client  
 Documentary Requirements: Official hospital blood request  
 Processing Period: Variable  
 How to Avail of the Service: Submission of blood request form

STEP	ACTIVITIES	PERSON RESPONSIBLE	FEES	MAXIMUM TIME	DOCUMENTARY REQUIREMENTS	NECESSARY FORMS
1	<p>Presents the blood request form at the blood bank reception window</p> <p>Receives and validates the request</p> <p>*Emergency requests must be signed by the chief resident of the requesting department during</p>	<p>Client</p> <p>Blood Bank Staff</p>	None	10 MINUTES	None	Official hospital blood bank request form

	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	Blood Bank Staff	None	15 MINUTES	None	Official hospital blood bank request form
3	Patient waits for compatible and safe blood to be transfused  Performs crossmatching on previously serologically tested blood.  Charge	Client Blood Bank Staff Blood Bank Staff	Laboratory fee	1 – 3 HOURS	Cost as approved by Ordinance number SP-2349 Series of 2014	Official hospital blood bank request form  Cross-matching result form

	patient forcrossmatc hing fee and serologic testing fee.					
4	<p>Patient receives transfusion as needed</p> <p>A. Informs NOD of the availability of compatible blood.</p> <p>B. Stores and releases the unit/s as needed.</p>	Blood Bank Staff	None	<p>5 MINUTE S</p> <p>48 HOURS MAXIM UM STORA GE</p>		<p>Cross-mat ching result form</p> <p>Transfusio n slip</p>
END OF TRANSACTION						

## Blood Donation

STEP	CLIENT	SERVICE PROVIDER	PERSON IN CHARGE	DURATION OF ACTIVITY	FEES	NECESSARY FORMS
1	<p>Fills-up the donor form and presents valid ID.</p> <p>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)</p>	Validates donor form	Blood Bank Staff	10 MINUTES	NONE	Official hospital donor form
2	Undergoes screening	Obtains history and performs physical examination. Performs Hematocrit determination	Blood Bank Staff	30 MINUTES	NONE	Official hospital donor form
3	Undergoes blood extraction	Performs phlebotomy	Blood Bank Staff	10-15 MINUTES	NONE	Official hospital donor form
4	Undergoes post-donation	Performs post-donation care	Blood	10 MINUTE	NONE	Official hospital



	care and counselling	and counselling	Bank Staff	S		donor form
END OF TRANSACTION						

## Outpatient Department Satellite Laboratory

Schedule of Availability of Service

Days: Monday-Friday

Hours: 7AM to 4PM, No Noon Breaks

Who May Avail of the Service: Out-Patient Department (OPD) patients who need laboratory services

Documentary Requirements: Completely filled up and duly signed laboratory request form/s

Processing Period: 7AM to 4PM for OPD patients

How to Avail of the Service: Submission of laboratory test request form and payment of examination charges

ACTIVITIES	PERS ON RESPONSIB LE	FEES	MAXI MUM TIME	DOCUM ENTAR Y REQUIR EMENT	NECESSA RY FORMS
Get a queuing number and wait the number to be called	Patient /relative and/or Hospital staff	None	2 minutes	None	Official Hospital (QCGH) Queuing number
Present the laboratory request at the information window  Fasting hours:  FBS only- 6-8 hours  FBS and Lipid profile- 10 hours  Lipid profile only - 10-12 hours	Patient /relative and/or Hospital staff	None	2 minutes	Valid identification card/ Official Patient's Hospital Card	Official Hospital (QCGH) Laboratory request

	Checks laboratory request and charges total cost of the laboratory test/s	Laboratory staff	None	10 minutes	Official price list	Official Hospital (QCGH) Laboratory request
	Acceptance of request with sample or request only at the information area	Laboratory staff	None	2 minutes	None	Official Hospital (QCGH) Laboratory request
	Collection and/or extraction of sample  OPD:  7:00AM-10:00 AM for the examination that requires fasting  7AM-3:00PM for the examination that does not require fasting	Laboratory staff	None	7 minutes	None	Official Hospital (QCGH) Laboratory request
	Instructs to pay the corresponding amount at cashier section	Laboratory staff	As computed/ based on Statement of account (SOA)	5 minutes	None	Statement of account (SOA)

	Presents the Official receipt or Clearance slip to the information window	Patient /relative and/or Hospital staff	None	1 minute	Official receipt/ Official clearance slip	Official receipt/ Official clearance slip
	<p>Releasing of result:</p> <p>1:00pm to 4:00pm or as scheduled</p> <p>Bacteriology:</p> <p>Culture and Sensitivity: 3-7 days</p> <p>Sputum AFB (follow-up patients): 3-5 days</p> <p>Other Bacteriology tests: 3-5 hours</p> <p>Surgical Pathology: 7-10 working days</p> <p>Cytology: 5-7 days</p> <p>Immunohistochemistry: 10-12 working days</p>	Laboratory staff	None	3 minutes	Test Result	Test Result
END OF TRANSACTION						

## Drug Test Laboratory

Schedule of Availability of Service

Days: Monday-Friday

Hours: 7AM to 4PM, No Noon Breaks

Who May Avail of the Service : Out-Patient Department (OPD) clients and QCGH employees who need drug testing services

Documentary Requirements: Completely filled out and duly signed laboratory request form/s

Processing Period: 7AM to 4PM for Out-Patient Department (OPD) clients and QCGH employees

How to Avail of the Service: Submission of drug test request form and payment of examination charges

	ACTIVITIES	PERSON RESPONSIBLE	FEES	MAXIMUM TIME	DOCUMENTARY REQUIREMENT	NECESSARY FORMS
	Get a queuing number and wait the number to be called	Client/donor/subject or Hospital staff	None	2 minutes	none	Official Hospital (QCGH) Queuing number
	Present the drug test request at the information window	Client/donor/subject or Hospital staff	None	2 minutes	Valid identification card/ Official Patient's Hospital Card	Official Hospital (QCGH) Drug Test request
	Check drug test request and charges cost of the screening drug test	Drug Test staff	None	10 minutes	Official price list	Official Hospital (QCGH) Drug Test request
	Acceptance of drug test request at the information area	Drug Test staff	None	2 minutes	None	Official Hospital (QCGH) Drug Test request

	Completely filling out of Custody and Control Form	Client/donor/subject	None	10 minutes	Valid identification card	Official Hospital (QCGH) custody and control form
	Collection of urine sample	Authorized Specimen Collector	None	25 minutes	None	Official Hospital (QCGH) custody and control form
	Submission of accepted urine sample for testing	Authorized Specimen Collector	None	2 minutes	None	Official Hospital (QCGH) custody and control form
	Instructs to pay the corresponding amount at cashier section	Drug Test staff	As computed / based on Statement of account (SOA)	5 minutes	None	Statement of account (SOA)
	Presents the Official receipt to the information window	Drug Test staff	None	1 minute	Official receipt	Official receipt
	Releasing of result:  As scheduled	Drug Test staff	None	3 minutes	Drug Test Result	Drug Test Result
END OF TRANSACTION						

## Histopathology Section

### Schedule of Availability of Service

Days: Monday-Friday (Releasing of Result)  
Monday- Sunday (Receiving of Specimen)

Hours: 8am to 4pm (Releasing of Result)  
24 hours (Receiving of Specimen)

Who May Avail of the Service: Client

Documentary Requirements: Official hospital surgical/cytology request

Processing Period: Variable

How to Avail of the Service: Submission of surgical request form and payment of laboratory charges

STEP	ACTIVITIES	PERSON RESPONSIBLE	FEEES	MAXIMUM TIME	DOCUMENTARY REQUIREMENT	NECESSARY FORMS
1	<p>Present surgical/ cytology request and specimen at the information window</p> <p>Receives and checks the request forms, completeness of data and integrity of the specimen</p>	<p>Patient/ Relative/ Hospital staff</p> <p>Histopathology staff</p>	None	2 minutes	None	Surgical/ cytology request form

2	<p>Accept specimen and surgical/cytology request.</p> <p>Charge patient using hospital information system</p> <p>Out-patient: Go to billing section for statement of account then proceed to cashier</p> <p>Pay the corresponding amount at cashier section (ER/OPD) and return to the information window</p>	<p>Histopathology staff</p> <p>Patient/Relative</p>	Laboratory fees	Variable	None	Statement of Account
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3	<p>Present the official receipt at the histopath information window</p> <p>Claim stub is given and instructs the patient/ companion regarding the necessary requirements to bring and date and time of releasing of result/s.</p>	<p>Patient/ Relative Histopathology staff</p>	None	3 minutes	Official receipt	Claim stub
4	<p>Releasing of results: Monday-Friday- 8am to 4pm or as scheduled</p> <p>Presents the claim stub</p> <p>Validates the claim stub and ask the claimant ID for</p>	<p>Patient/ Relative Histopathology staff Patient/ Relative</p>	None	4 minutes	Claim stub	Final result

	<p>identification purposes. Once validated, the original result is given to the patient/relative. The patient/relative signs the receiving logbook for documentation purposes.</p>					
END OF TRANSACTION						

## Main Laboratory Information

Schedule of Availability of Service

Days: Monday-Sunday

Hours: 24 hours/day, No Noon Breaks

Who May Avail of the Service: All admitted patients, Emergency Room/ TENT patients who need laboratory services

Documentary Requirements: Completely filled out and duly signed laboratory request form/s

Processing Period: Anytime for admitted, TENT and Emergency Room patients

How to Avail of the Service: Submission of laboratory test request form

STEP	ACTIVITIES	PERSON RESPONSIBLE	FEES	MAXIMUM TIME	DOCUMENTARY REQUIREMENT		NECESSARY FORMS
1	Present the laboratory request at the information window  If with specimen: check specimen's condition	Patient/relative and/or Hospital staff	None	2 minutes	None		Official Hospital (QCGH) Laboratory request
2	Checks laboratory request and charges total cost of the laboratory test/s	Laboratory staff	None	10 minutes	Official price list		Official Hospital (QCGH) Laboratory request
3	Acceptance of request with sample or request only at the information area	Laboratory staff	None	2 minutes	None		Official Hospital (QCGH) Laboratory request

4	<p>Collection and/or extraction of sample</p> <p>Stat(emergency) request – collect sample immediately</p> <p>Routine request – follow the warding time</p> <p>Schedule of warding for admitted patients:</p> <p>6:00AM</p> <p>10:00AM</p> <p>2:00PM</p> <p>10:00PM</p>	Laboratory staff	None	15 minutes	None		Official Hospital (QCGH) Laboratory request
5	<p>In-Patient – Laboratory charges thru HIS</p> <p>ER/TENT: Consolidated charges</p>	Laboratory staff	As computed/ based on Statement of account (SOA)	5 minutes	None		Statement of account (SOA)

6	<p>Releasing of the result</p> <p>In-Patient: follows the releasing time</p> <p>Schedule of releasing:</p> <p>6:00AM</p> <p>10:00AM</p> <p>2:00PM</p> <p>10:00PM</p> <p>ER/TENT- Within 1 - 2 hours</p> <p>Bacteriology:</p> <p>Culture and Sensitivity: 3-7 days</p> <p>Sputum AFB (follow-up patients): 3-5 days</p> <p>Other Bacteriology tests: 3-5 hours</p> <p>Surgical Pathology: 7-10 working days</p> <p>Cytology: 5-7 days</p> <p>Immunohistochemistry: 10-12 working days</p>	Laboratory staff	None	5 minutes	Test Result		Test Result
END OF TRANSACTION							

## **PHYSICAL MEDICINE AND REHABILITATION SECTION**

Consultation, Prescription of Physical Therapy Management Requiring Rehabilitation Medicine Service.  
(Panimulang Pagsusuri, at Pagbibigay ng Angkop na Reseta sa mga Pasyenteng nangangailangan ng Serbisyon Rehabilitation Medicine)

Office or Division :	PHYSICAL MEDICINE AND REHABILITATION SECTION
Classification :	SIMPLE

Type of Transaction :	IN-PATIENT AND OUT-PATIENT CONSULTATION			
Who may avail :	IN-PATIENTS AND OUT-PATIENTS			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ul style="list-style-type: none"> <li>· MEDICAL RECORD</li> <li>· CHARGE SLIP/OR STATEMENT OF ACCOUNT</li> <li>· REFERRAL FORM</li> <li>· PATIENT SCHEDULE SLIP</li> <li>· CONSULTATION FORM</li> </ul>	MEDICAL RECORD SECTION  CASHIER  REFERRING PHYSICIAN (OPD/IN-PATIENT)  PMRS  PMRS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ( Referring personnel, patient and companion) (Kawaning nagdadala ng referral form, pasyente at kasama ng pasyente) Presents referral form and receives Patient Schedule Slip for out-patients. (Ipakita ang referral form tanggapin ang Patient Schedule Slip)	I (Referring Personnel (Kawaning magdadala ng referral form) Receiving of Complete Referral form and or medical chart (Tanggapin ang kumpletong referral form or Medical Chart)	NONE	5 MINUTES	PT Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>2. Waits and receives schedules for consultation round and text confirmation for OPD</p> <p>(Maghintay makatanggap ng schedule para sa pagsusuri ng doctor)</p>	<p>Scheduling of Consultation Rounds</p> <p>(Gumawa ng schedule para sa consultation)</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Chief PT/ PT In-charge</p>
<p>3. Waits in queue to be consultaed evaluation and prescribned PT management</p>	<p>Consultation, evaluation and prescription of PT Management</p> <p>(Pagsusuri at Pagbibigay ng angkop na PT Management)</p>	<p>PF (In Patient)</p> <p>Ser 200.00</p> <p>Payward: 1,800.00</p> <p>PF : (OPD)</p> <p>Service: 100.00</p> <p>Pay: 500.00</p>	<p>20 minutes</p>	<p>Physiatrist/ Rehabilitation Doctor</p>
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>



<p>4.</p> <p>Receives SOA</p> <p>Receives directly at the billing section</p> <p>(tanggapin ang SOA diretso sa billing section)</p>	<p>Issues SOA to Billing thru HIS Charge patient after consultation thru HIS</p> <p>(Gawan ng SOA ang pasyente sa pamamagitan ng HIS pagkatapos ng konsultasyon)</p>	<p>None</p>	<p>5 minutes</p>	<p>Chief PT/ PT in-charge</p>
<p>5.</p> <p>Returns Official Receipt</p> <p>(Ibalik ang Official Receipt)</p>	<p>Shows clearance and original receipt</p> <p>(ipakita and official receipt number at clearance)</p>	<p>None</p>	<p>5 minutes</p>	<p>PT in-charge</p>

## Provision of Physical Therapy Services in Requiring patients

(pagbibigay ng serbisyong Panlunas Pisikalsa In-patients at Out-patients.)

Office or Division :	PHYSICAL MEDICINE AND REHABILITATION SECTION			
Classification :	SIMPLE			
Type of Transaction :	IN-PATIENT AND OUT-PATIENT CONSULTATION			
Who may avail :	IN-PATIENTS AND OUT-PATIENTS			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
· PATIENT SCHEDULE SLIP	PMRS			
· CHARGE SLIP	PMRS (c/o Cashier)/ HIS			
· PT NOTES FORM	PMRS			
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1.</p> <p>For in patients, waits in ward for schedule of PT session and for out patient present patient schedule slip.</p> <p><i>(maghintay sa ward sa naitalagang oras at araw ng PT session para sa in patient at para sa out patient ipakita ang Patient Schedule Slip).</i></p>	<p>I For in patient, PT Staff calls the ward and confirms if the patient is still admitted. For out patient Pt staff receives patient schedule slip and confirms schedule</p> <p><i>(para sa in-patient and PT ay tatawag sa ward para malaman kung nakaadmit pa ang pasyente. Para naman sa out patient, tanggapin ang patient schedule slip at kumpirmahin ang schedule ng pasyente.)</i></p>	<p>NONE</p>	<p>5 minutes</p>	<p>PT staff in charge</p>
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>

<p>2.</p> <p>I Rests prior to taking of vital signs</p> <p><i>(Magpahinga bago kuhanan ng Vital Signs)</i></p>	<p>Checks vital signs</p> <p><i>(Kunin ang Vital signs)</i></p>	<p>None</p>	<p>20 minutes</p>	<p>PT staff in charge</p>
<p>3.</p> <p>Receives SOA</p> <p>I Receives SOA directly to the billing section</p> <p><i>(Tanggapin ang bill diretso sa billing section)</i></p> <p>Receives original SOA thru billing</p> <p><i>(Tanggapin ang orihinal na charge slip)</i></p>	<p>Issues SOA directly to Billing section thru HIS after PT session for in patient and Before PT session for out patient.</p> <p><i>(magbigay ng SOA sa billing Section sa pamamagitan ng HIS pagkatapos ng Session sa in patient at Bago ang sessyon para sa out patient.)</i></p>	<p>Basic PT :</p> <p>300.00</p> <p>++</p> <p>additional charges for every modalities</p>	<p>5 minutes</p>	<p>PT in-charge</p>
<p>4.</p> <p>Returns Official Receipt</p> <p><i>(Ibalik ang Official Receipt)</i></p>	<p>I Records OR number in OPD daily attendance sheet</p> <p><i>( Isulat ang OR number sa Daily OPD attendance sheet,</i></p>	<p>None</p>	<p>5 minutes</p>	<p>PT in-charge</p>
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEES TO</p>	<p>PROCESSIN</p>	<p>PERSON</p>

		BE PAID	G TIME	RESPONSIBLE
<p>5.</p> <p>Receives treatment based on Rehabilitation Program</p> <p><i>(Tatanggap ng kaukulang lunas base sa ibinigay na Rehabilitation Program)</i></p>	<p>I Starts Rehabilitation program and gives next schedule for the next session.</p> <p><i>(Magsimulang ibiga ang Rehabilitation program at nigyan ng schedule ang pasyente para sa kanyang susunod na PT session)</i></p>	None	45 minutes to 1 hour and 30 minutes	PT in – charge
<p>6.</p> <p>I Rest prior to taking vital signs and receives ward instructions for in patient and for out patients receives Home exercise program and instructions.</p> <p>I <i>(Magpahinga bago kuhanan ng vital signs at tumanggap ng mga ehersisyo na gagawin sa ward para sa inpatient at apara sa out patient tumanggap ng mga Home excersie</i></p>	<p>Writes Initial Evaluation/</p> <p>Initial PT notes and PT notes</p> <p><i>(Sumulat ng Initial Evalutation/ Initial PT Notes and PT notes)</i></p>	NONE	15 minutes	PT in-charge

<p><i>program at mga bilin na dapat at di dapat gawin ng naayon sa kanilang karamdaman.).</i></p>				
<p>TOTAL</p>		<p>In-patient Service: 300.00</p> <p>Pay : 300.00</p> <p>OPD: Service: 300.00</p> <p>Pay : 300.00</p> <p>(Total price may vary depending on the given program)</p>	<p>1 hour and 55 minutes</p>	

## Follow - up Consultation by Psychiatrist/ Rehabilitation Doctor in In - Patients and Out- Patients

(Mga susunod na pag-konsulta sa Psychiatrist/Rahabilitation Doctor para sa In-patients at Out-patients)

Office or Division :	PHYSICAL MEDICINE AND REHABILITATION SECTION			
Classification :	SIMPLE			
Type of Transaction :	IN-PATIENT AND OUT-PATIENT CONSULTATION			
Who may avail :	IN-PATIENTS AND OUT-PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>· PATIENT SCHEDULE SLIP</li> <li>· CHARGE SLIP</li> <li>· CONSULTATION FORM</li> </ul>		PMRS  PMRS (c/o Cashier)/ HIS  PMRS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1.</p> <p>I In-patient</p> <p>Waits for doctor's rounds <i>(Maghintay na mag-rounds ng doctor)</i></p> <p>I Out-patient</p> <p>Presents patient schedule slip <i>(Ipakita ang patient schedule slip)</i></p>	<p>I In-patient</p> <p>Inform patient for schedule of appointment for consultation</p> <p><i>(Ipaalam sa pasyente ang nakatalagang araw ng konsultasyon)</i></p> <p>I Out-patient</p> <p>Reviews appointment slip and queues patient for consultation</p> <p><i>(Basahinang appointment slip at ilista ang pasyente para sa konsultasyon)</i></p>	<p>NONE</p>	<p>5 MINUTES</p>	<p>PT In-charge</p>
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>



<p>2.</p> <p>I In-patient</p> <p>Discloses condition for evaluation (<i>Pagbibigay ng sapat na impormasyon ayon sa karamdaman upang masuri ng tama</i>)</p> <p>I Out-patient</p> <p>Discloses condition for evaluation (<i>Pagbibigay ng sapat na impormasyon ayon sa karamdaman upang masuri ng tama</i>)</p>	<p>I In-patient</p> <p>Revises Rehabilitation program patient from Rehabilitation Program (<i>Magbigay ng bagong Rehabilitation Program</i>)</p> <p>I Out-patient</p> <p>Revises Rehabilitation program or Discharges patient from Rehabilitation Program (<i>Magbigay ng bagong Rehabilitation Program o Discharge note ayon sa magandangpagbabago ng karamdaman ng pasyente</i>)</p>	<p>None</p>	<p>20 minutes</p>	<p>Physiatrist/ Rehabilitation Doctor</p>
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<p>3.</p> <p>I In-patient I Out-patient</p> <p>Receives SOA thru billing (<i>Tumanggap ng charge slip</i>)</p>	<p>I In patient:</p> <p>Issues SOA directly thru billing section <i>(Ibigay ang charge slip diretso sa billing section)</i></p> <p>I Out - patient:</p> <p>Issues SOA thru billing section <i>(Magbigay ng charge slip sa pasyente)</i></p>	<p>PF (In Patient)</p> <p>Service : 100.00</p> <p>Payward: 1,800.00</p> <p>PF : (OPD)</p> <p>Service: 100.00</p> <p>Pay: 500.00</p> <p>Basic PT : 300.00 ++</p> <p>additional charges every modalities</p>	<p>5 minutes</p>	<p>Chief PT/ PT in-charge</p>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4.</p> <p>I In-patient (N/A) I Out-patient</p> <p>Returns Official Receipt to PT in-charge <i>(Ibigayang official receipt sa PT)</i></p>	<p>I In-patient (N/A) I Out - patient:</p> <p>Records OR number on the duplicate charge slip <i>(Kopyahin ang OR)</i></p>	<p>None</p>	<p>5 minutes</p>	<p>PT in-charge</p>

	<i>number sa duplicate charge slip</i>			
	TOTAL	In-patient Service: 400.00  Pay : 2,100.00  OPD:  Service: 400.00  Pay : 800.00  (Total price may vary depending on the given program)	40 minutes	

## MAMMOGRAPHY

Mammography- uses a small dose of ionizing radiation to produce pictures of the breasts. It is used to evaluate the breasts and visualized axillary region and may be used to help diagnose palpable breast masses, breast pain, and may also be used as early screening.

Schedule: Monday to Friday 8:00 AM to 5:00PM except holidays

Office or Division:	RADIOLOGY DEPARTMENT: MAMMOGRAPHY (OUTPATIENT DEPARTMENT)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Outpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for mammography		Requesting Physician		
Official receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present request at Radiology Department Reception area.	Checks the data if properly filled up and encode the examination.	None	5 mins	Radiologic Technologist
2. Wait until name is called	Instructs client to go to the billing section.  If the client is indigent may proceed to Social service	None	1-2 mins  30mins - 1 hour	Radiologic Technologist  Medical social Service
3. Presents the transaction slip to pay at cashier	Receives payment and issues Official Receipt (OR)	See the schedule fees	5-10 mins	Cashier
4. Return to the Radiology department reception area and present the Official receipt	Record the payment and render the examination and instructs client to wait until name is called	None	1-2 mins	Radiologic technologist
5. Proceed to Mammography room	Perform mammogram examination	None	10-20 mins	Radiologic technologist

6. Return to Radiology department reception area	Inform client of date and place of release of results (2-3 working days)	None	1-2 mins	Radiologic technologist
7. Patient may then proceed to Radiology Information Section Main Building and present official receipt	Official mammography result in the PACS will be printed and log in the releasing logbook		2-5 mins	Radiology clerk
TOTAL:			55 mins -1hr 46 mins	

\*In the event of a pandemic, 15 minutes interval is allotted for disinfection of mammography area prior to imaging of the next patient

## COMPUTED TOMOGRAPHY SCAN

<b>Office or Division:</b>	<b>RADIOLOGY DEPARTMENT: CT-SCAN</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C</b>			
<b>Who may avail:</b>	<b>OPD/ER/IN Patients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Appointment schedule</p> <p>Health declaration card</p> <p>Consent form</p> <p>Transaction slip</p> <p>Official receipt</p>		<p>QCGH Radiology Department ReceptionArea</p> <p>Reception area</p> <p>CT scan section</p> <p>CT scan section</p> <p>Cash clerk</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Patient must secure an appointment schedule for imaging procedure.</p> <ul style="list-style-type: none"> <li>· In the event of a pandemic, outpatient procedures may be limited to adhere to social distancing and protection standards. In lieu of face to face scheduling, patients may reach the Department through the Department's Facebook page where a link to our online scheduling platform will be posted.</li> <li>· For walk-in, ER and In-patients, present request form for evaluation.</li> </ul>	<p>Review the imaging request.</p> <p>Resident / Radiology staff checks required laboratory results (for contrast-enhanced studies), makes an appointment schedule, and gives instructions for preparation prior to procedure.</p>	<p>None</p>	<p>10-15 mins.</p>	<p>Residents/Staff</p>
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<p>2. On the scheduled day:</p> <ul style="list-style-type: none"> <li>· For outpatients who are fully vaccinated, a Health Declaration form must be filled out</li> <li>· For unvaccinated outpatients, a negative Rapid Antigen Test (RAT) taken within 48 hours is required.</li> <li>· Patients may then proceed to CT scan section, where they sign consent form and go through the pre-procedural checklist.</li> </ul>	<p>Request form with schedule will be received at the Reception Area. Patient information is verified in the HIS, examination is charged via HIS by render requisition.</p> <p>Transaction slip is given for settlement of bills prior to imaging.</p> <p>Laboratory results, clinical history and other pertinent details are verified.</p> <p>Consent form and pre-procedural check list is given.</p> <p>If the client is indigent may proceed to Social service</p>	<p>Fees per body part range from</p> <p>Php 4,375-12,500</p>	<p>10 mins.</p> <p>10 mins.</p> <p>10 mins.</p> <p>5 mins.</p> <p>30 mins - 1 hour</p>	<p>Staff</p> <p>Staff</p> <p>Residents</p> <p>CT technologist</p> <p>Medical Social Service</p>
<p>3. Pays to cashier</p>	<p>Receives payment/ and issue official receipt</p>		<p>5 - 10 mins.</p>	<p>Cashier</p>
<p>4. Present official receipt</p>	<p>Check and record official receipt</p>		<p>2-3 mins.</p>	<p>Clerk</p>

5. Proceed to the CT scan area	Performs the CT scan procedure		15-45 mins.	CT technologist
	Checks the CT scan image		3-5 mins.	Residents
	*In the event of a pandemic, 30 mins interval is allotted for disinfection of CT scan area prior to imaging of the next patient		30 mins.	Staff; Janitorial service on duty
6. Proceed to the waiting area	Checks/observes the patient for any adverse reaction (contrast enhanced studies)		30 mins.	Residents
	Informs patient of the date of the release of the official result		1 min.	Staff
7. Proceed to the releasing area	Releasing of Official results		2-5 mins.  OPD: 2 workings days  ER/IN patients: 24 hours	Clerk
TOTAL:			2hr13 mins – 3hr29 mins	

\*In the event of a pandemic/surge, outpatient procedures may be limited to adhere to social distancing and protection standards

# MAGNETIC RESONANCE IMAGING

<b>Office or Division:</b>	<b>RADIOLOGY DEPARTMENT: MRI</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C</b>			
<b>Who may avail:</b>	<b>OPD Patients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>Appointment schedule</b></p> <p><b>Health declaration card</b></p> <p><b>Consent form</b></p> <p><b>Transaction slip</b></p> <p><b>Official receipt</b></p>		<p><b>QCGH Radiology Department Reception Area</b></p> <p><b>Reception area</b></p> <p><b>MRI section</b></p> <p><b>MRI section</b></p> <p><b>Cash clerk</b></p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Patient must secure an appointment schedule for imaging procedure.</p> <ul style="list-style-type: none"> <li>· In the event of a pandemic, outpatient procedures may be limited to adhere to social distancing and protection standards. In lieu of face to face scheduling, patients may reach the Department through the Department's Facebook page where a link to our online scheduling platform will be posted.</li> <li>· For walk-in, ER and In-patients, present request form for evaluation.</li> </ul>	<p>Review the imaging request.</p> <p>Resident / Radiology staff checks required laboratory results (for contrast-enhanced studies), makes an appointment schedule, and gives instructions for preparation prior to procedure.</p>		<p>10-15 mins.</p>	<p>Residents/ staff</p>
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<p>2. On the scheduled day:</p> <ul style="list-style-type: none"> <li>· For outpatients who are fully vaccinated, a Health Declaration form must be filled out</li> <li>· For unvaccinated outpatients, a negative Rapid Antigen Test (RAT) taken within 48 hours is required.</li> <li>· Patients may then proceed to MRI section, where they sign consent form and go through the pre-procedural checklist.</li> </ul>	<p>Request form with schedule will be received at the Reception Area. Patient information is verified in the HIS, examination is charged via HIS by render requisition.</p> <p>Transaction slip is given for settlement of bills prior to imaging.</p> <p>Laboratory results, clinical history and other pertinent details are verified.</p> <p>Consent form and pre-procedural check list is given.</p> <p>If the client is indigent may proceed to Social service</p>	<p>Fees per body part range from</p> <p>Php 5,468 -26,563</p>	<p>10 mins.</p> <p>10 mins.</p> <p>10 mins.</p> <p>5 mins.</p> <p>30 mins – 60 mins.</p>	<p>Staff</p> <p>Staff</p> <p>Residents</p> <p>MRI technologist</p> <p>Medical Social Service</p>
<p>3. Pays to cashier</p>	<p>Receives payment/ and issue official receipt</p>		<p>2 mins.</p>	<p>Cashier</p>
<p>4. Present official receipt</p>	<p>Check and record official receipt</p>		<p>2-3 mins.</p>	<p>Clerk</p>

5. Proceed to the MRI area	<p>Performs the MRI procedure</p> <p>Checks the MRI image</p> <p>*In the event of a pandemic, 30 hour interval is allotted for disinfection of MRI area prior to imaging of the next patient</p>		<p>30-120 mins.</p> <p>3-5 mins.</p> <p>30 mins.</p>	<p>MRI technologist</p> <p>Residents</p> <p>Staff; Janitorial service on duty</p>
6. Proceed to the waiting area	<p>Checks/observes the patient for any adverse reaction (contrast enhanced studies)</p> <p>Informs patient of the date of the release of the official result</p>		<p>30 mins.</p> <p>1 min.</p>	<p>Residents</p> <p>Staff</p>
7. Proceed to the releasing area	Releasing of Official results		<p>2-5 mins.</p> <p>OPD: 2 workings days</p> <p>ER/IN patients: 24 hours</p>	Clerk
TOTAL:			<p>2 hrs25 mins</p> <p>–</p> <p>4 hrs 36 mins</p>	

\*In the event of a pandemic/surge, outpatient procedures may be limited to adhere to social distancing and protection standards



# ULTRASOUND

Ultrasound also called sonography is **an imaging method that uses sound waves to produce images of structures within your body**. There is no radiation, and it is painless and fast. The images can provide valuable information for diagnosing and directing treatment for a variety of diseases and conditions.

**Schedule: Monday to Friday 8:00 AM to 5:00PM except holidays**

<b>Office or Division:</b>	<b>RADIOLOGY DEPARTMENT: ULTRASOUND (OUTPATIENT DEPARTMENT)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C</b>			
<b>Who may avail:</b>	<b>Outpatients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Request for ultrasound</b>		<b>Requesting physician</b>		
<b>Official receipt</b>		<b>Cashier</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Present request at Radiology Department.</p>	<p>Receives requests, schedules and instructs client of the pre-procedures preparation</p> <p>(For non-fasting examinations [e.g. KUB,breast, thyroid, chest, pelvic and soft tissues], may be done same day)</p>	<p>None</p>	<p>2-5 mins</p>	<p>Radiologic Technologist</p>
<p>2. Wait until name is called</p>	<p>Checks the data if properly filled up and encode the examination.Instructs client to go to the billing section.</p>			<p>Radiologic Technologist</p>
<p>3. Presents the transaction slip to pay at cashier</p>	<p>If the client is indigent may proceed to Social service</p> <p>Receives payment and issues Official Receipt (OR)</p>	<p>None</p> <p>See the schedule fees</p>	<p>30mins - 1 hour</p> <p>5-10 minutes</p>	<p>Medical Social Service</p> <p>Cashier</p>

4. Return to the Radiology department reception area and present the Official receipt	Record the payment and render the examination and instructs client to wait until name is called	None	1-2 minutes	Radiologic Technologist
5. Proceed to ultrasound room	Performs ultrasound procedure	None	15-30 minutes	Radiologic Technologist and /or Radiology residents and Radiologist
6. Return to Radiology department reception area	Inform client of date and place of release of results ( 2 working days)	None	1-2 minutes	Radiologic Technologist
7. Patient may then proceed to Radiology Information Section Main Building and present official receipt	Official ultrasound result in the PACS will be printed and log in the releasing logbook	None	2-5 minutes	Radiology clerk
TOTAL:			56 min- 1 hr 54mins	

\*In the event of a pandemic/surge, outpatient procedures may be limited to adhere to social distancing and protection standards.

## GENERAL RADIOGRAPHY

Chest Radiography **uses a very small dose of ionizing radiation to produce pictures of the inside of the chest.** It is used to evaluate the lungs, heart and chest wall and may be used to help diagnose shortness of breath, persistent cough, fever, chest pain, or injury.

**Schedule: Monday to Friday 8:00 AM to 5:00PM except holidays**

<b>Office or Division:</b>	<b>RADIOLOGY DEPARTMENT: XRAY (OUTPATIENT DEPARTMENT)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C</b>			
<b>Who may avail:</b>	<b>Outpatients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for chest x-ray			Requesting Physician	
Official receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p><b>1. Present request at Radiology Department Reception area.</b></p> <p><i>Ibigay ang request sa Radiology Department Reception area.</i></p>	<p><b>Checks the data if properly filled up and encode the examination. Instructs client to go to the billing section.</b></p> <p><i>Suriinmabuti kung tama ang mgadetalye, i-encode sa PACS, at idirekta ang pasyentenamagpunta sa billing section.</i></p>	<p>None</p> <p>None</p>	<p>5 mins</p> <p>30mins - 1 hour</p>	<p>Radiologic Technologist</p> <p>Medical Social Service</p>
<p><b>2. Wait until name is called.</b></p> <p><i>Hintayin namatawag ang pangalan.</i></p>	<p><b>If the client is indigent, he/she may proceed to Social Service.</b></p> <p><i>Kung ang pasyente ay indigent, maaaring pumunta sa Social Service.</i></p>			
<p><b>3. Presents the transaction slip to pay at cashier</b></p> <p><i>Ipakita ang transaction slip sa cashier para magbayad.</i></p>	<p><b>Receives payment and issues Official Receipt (OR)</b></p> <p><i>Tanggapin ang bayad at ibigay ang opisyal na resibo.</i></p>	<p>See the schedule fees</p>	<p>5-10 mins</p>	<p>Cashier</p>

<p><b>4. Return to the Radiology department reception area and present the Official receipt.</b></p> <p><i>Bumaliksa Radiology Department reception at ipakita ang resibo.</i></p>	<p><b>Records the payment, renders the examination, and instructs client to wait until name is called.</b></p> <p><i>Irecord ang payment at sabihan ang pasyentenaantayingmatawag ang pangalan.</i></p>	None	1-2 mins	Radiologic technologist
<p><b>5.Proceed to X-ray Room</b></p> <p><i>PumuntasaX-rayRoom.</i></p>	<p><b>Performsx-ray examination.</b></p> <p><i>Gawin ang x-ray examination.</i></p>	None	10-15 mins	Radiologic technologist
<p><b>6.Return to Radiology Department reception Area</b></p> <p><i>Bumaliksa Radiology Department receptionArea</i></p>	<p><b>Informs client of date and place of release of results (2-3 working days)</b></p> <p><i>Ipagbigay-alamsapasyentean g araw at lugar ng release ng resulta(2-3araw)</i></p>	None	1-2 mins	Radiologic technologist

<p><b>7. Patient may proceed to Radiology Information Section Main Building and present official receipt on the releasing date</b></p> <p><i>Pumuntasa Radiology Information Section Main Building at ipakita ang opisyal na resibo sa araw ng release ng resulta.</i></p>	<p><b>Official result recorded in the PACS will be printed and logged in the releasing logbook</b></p> <p><i>I-print ang official result galingsa PACS at ilitasa releasing logbook.</i></p>		<p>2-5 mins</p>	<p>Radiology clerk</p>
<b>TOTAL:</b>			<p>54 min -1hr &amp; 39 min</p>	

**\*In the event of a pandemic, 15 minutes interval is allotted for disinfection of X-ray area prior to imaging of the next patient.**

*\*Sa panahon ng pandemya, karagdagang 15 minuto ang ilalaan para sa disinfection ng X-ray area bagopumasok ang susunod na pasyente.*

## PROCEDURE FOR DISPENSING DRUGS/MEDICINES/MEDICAL SUPPLIES

### Schedule of Availability of Service

**Days** :Monday - Sunday

**Hours** :24/7

**Who May Avail of the Service** :In-patients in need of medical treatment

**Documentary Requirements** :Prescription

**Processing Period** : Within 7 minutes

### How to Avail of the Service

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	Presents the prescription. ( <i>Ipapakita ang reseta.</i> )	--	1 min. (1 minuto)	Patient/Customer ( <i>Pasyente/ Customer</i> ) Nursing Personnel ( <i>Nars</i> ) Medical Personnel ( <i>Tauhang Medikal</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )
2	--	Evaluates the prescription for correctness and completeness. ( <i>Susuriin ang reseta.</i> )	1 min. (1 minuto)	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )
3	--	Check the availability of drugs/medicines/medical supplies. ( <i>Susuriin kung available ang mga gamot o gamit pang-medikal.</i> ) 3.1 If unavailable, advice customer to purchase drugs/medicines at the pharmacy of their choice ( <i>Kung hindi available, sabihan ang customer na bilhin ang gamot sa botika sa labas ng ospital.</i> )	2 min. (2 minuto)	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )
4	--	Search the patient information in Hospital Information System (HIS)	1 min. (1 minuto)	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )



		database. (Susuriin kung nasa HIS o Hospital Information System ang pangalan ng pasyente.)		a tungkulin)		
5	Receives the drug/ medicine/medical supply. (Kukuhain ang mga gamot o gamit pang-medikal.)	Dispenses the drug/medicine/medical supply. (Pagbibigay ng mga gamot o gamit pang medikal.)	2 min. (2 minuto)	Patient/Customer (Pasyente/ Customer) Nursing Personnel (Nars) Medical Personnel (Tauhang Medikal)	Depends on the prescribed drug/medicine/ medical supply. (Depende sa naka resetang gamot/gamit pang-medikal.)	Prescription (Reseta)
<b>END OF TRANSACTION</b>						

## PROCEDURE FOR DISPENSING DRUGS/MEDICINES/MEDICAL SUPPLIES

### Schedule of Availability of Service

**Days** :Monday - Sunday

**Hours** :24/7

**Who May Avail of the Service** :Out-patients in need of medical treatment

**Documentary Requirements** :Prescription

**Processing Period** :Within 57 minutes

### How to Avail of the Service

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	Presents the prescription. ( <i>Ipapakita ang reseta.</i> )	--	1 min. (1 minuto)	Patient/Customer ( <i>Pasyente/ Customer</i> ) Nursing Personnel ( <i>Nars</i> ) Medical Personnel ( <i>Tauhang Medikal</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )
2	--	Evaluates the prescription for correctness and completeness. ( <i>Susuriin ang reseta.</i> )	1 min. (1 minuto)	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )
3	--	Post charge the drug/medicine/medical supply through HIS. ( <i>I-post charge gamit ang HIS.</i> )	2 min. (2 minuto)	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> )	--	Prescription ( <i>Reseta</i> )
4	--	Advise the patient to go to Billing/Cashier for printing of Statement of Account (SOA) and bring the SOA to Medical Social Service (MSS). ( <i>Payuhang lumapit sa Medical Social Service dala ang SOA galing sa Billing/Cashier.</i> )	25 min. (25 minuto)	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> )	--	Statement of Account

5	Pays the corresponding fees at the cashier. <i>(Magbabayad sa kahero.)</i>	--	25 min <i>(25 minuto)</i>	Patient/Customer <i>(Pasyente/ Customer)</i>	Depends on the discounted amount. <i>(Depende sa bawas na halaga.)</i>	Official Receipt
6	Presents the official receipt. <i>(Ipapakita ang resibo.)</i>	Writes the Official Receipt (OR) number and amount paid on the prescription. <i>(Isusulat ang OR number at halaga ng binayaran sa reseta.)</i>	1 min, <i>(1 minuto)</i>	Pharmacist-on-duty <i>(Parmasyutiko-sa tungkulin)</i> Patient/Customer <i>(Pasyente/ Customer)</i>	--	Official Receipt
7	Receives the drug/medicine/medical supply. <i>(Kukuhanin ang mga gamot o gamit pang-medikal.)</i>	Dispenses the drug/medicine/medical supply. <i>(Pagbibigay ng mga gamot o gamit pang-medikal.)</i>	2 min. <i>(2 minuto)</i>	Pharmacist-on-duty <i>(Parmasyutiko-sa tungkulin)</i> Patient/Customer <i>(Pasyente/ Customer)</i>	--	Official Receipt Prescription <i>(Reseta)</i>
<b>END OF TRANSACTION</b>						

## PROCEDURE FOR COLD CHAIN MANAGEMENT

### Schedule of Availability of Service :RECEIVING OF DELIVERY

**Days** :Monday – Friday except Holidays

**Hours** :8am to 5pm

**Who May Avail of the Service** :Employees, Patients

**Documentary Requirements** :Delivery Receipt, Approved Purchase Order, Sales Invoice, Collection Receipt

**Processing Period** :1 hour and 50 minutes

**How to Avail of the Service**

STEP	CLIENT	SERVICE PROVIDER	DURATI ON OF ACTIVIT Y	PERSON-IN-CH ARGE	FEES	FORMS
1	Deliver cold chain drug products . <i>(Ihatid ang mga cold chain na gamot.)</i>	Receives cold chain drug products. <i>(Tatanggapin ang mga cold chain na gamot.)</i>	5 min. <i>(5 minuto)</i>	Storekeeper	None <i>(Wala)</i>	Delivery Receipt, Sales Invoice
2	--	Inspect the transport box if equipped with ice pack and thermometer. <i>(Suriin ang transport box kung may yelo at thermometer.)</i>	5 min. <i>(5 minuto)</i>	Storekeeper, Accounting-Internal Control Unit, Property & Supply Storekeeper	None <i>(Wala)</i>	Delivery Receipt, Sales Invoice
3	--	Check the expiry date and lot number of the items and its specification. <i>(Suriin kung ang tugma ang expiry date at lot number.)</i>	5 min. <i>(5 minuto)</i>	Storekeeper, Accounting-Internal Control Unit, Property & Supply Storekeeper	None <i>(Wala)</i>	Delivery Receipt, Sales Invoice
4	--	If within specification, put the stocks in the pharmaceutical refrigerator. <i>(Kung tugma ang mga items sa specification, tanggapin at ilagay sa pharmaceutical refrigerator.)</i>	5 min. <i>(5 minuto)</i>	Pharmacy Head, End User	None <i>(Wala)</i>	Delivery Receipt Approved Purchase Order
5	--	Put item code. <i>(Lagyan ng item code.)</i>	30 min. <i>(30 minuto)</i>	Storekeeper Office Aide	None <i>(Wala)</i>	MMS Delivery

						Receipt
6	--	Request stocks from Property and Supply through the Materials Management System (MMS) <i>(Mag request ng stocks from Property and Supply gamit ang MMS.)</i>	1 hour <i>(1 oras)</i>	Storekeeper	None <i>(wala)</i>	MMS Delivery Receipt

## PROCEDURE FOR COLD CHAIN MANAGEMENT

**Schedule of Availability of Service :DISPENSING OF COLD CHAIN DRUGS**

**Days :**Monday - Sunday

**Hours :**24/7

**Who May Avail of the Service :**In- and out-patients in need of medical treatment

**Documentary Requirements :**Prescription

**Processing Period :**11 minutes

### How to Avail of the Service

STEP	CLIENT	SERVICE PROVIDER	DURATI ON OF ACTIVIT Y	PERSON-IN-CH ARGE	FEES	FORMS
1	Presents the prescription.	--	1 min. (1 minuto)	Patient/Customer (Pasyente/ Customer) Nursing Personnel (Nars) Medical Personnel (Tauhang Medikal)	None (Wala)	Prescription (Reseta)
2	--	Evaluates the prescription for correctness and completeness.	1 min. (1 minuto)	Pharmacist-on-duty (Parmasyutiko-s a tungkulin)	None (Wala)	Prescription (Reseta)
3	--	Check the availability of cold chain drug product.	2 min. (2 minuto)	Pharmacist-on-duty (Parmasyutiko-s a tungkulin)	None (Wala)	Prescription (Reseta)
4	--	Search the patient information in Hospital Information System (HIS) database.	1 min. (1 minuto)	Pharmacist-on-duty (Parmasyutiko-s a tungkulin)	None (Wala)	Prescription (Reseta)
5	--	Instruct the customer to write his/her signature over printed name at the back of the prescription as proof that he/she received the cold chain drug product.	1 min. (1 minuto)	Pharmacist-on-duty (Parmasyutiko-s a tungkulin)	None (Wala)	Prescription (Reseta)

<b>6</b>	Receives the cold chain drug product.	Dispenses the cold chain product provided that there's insulated bag.	2 min. (2 <i>minuto</i> )	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> ) Patient/Customer ( <i>Pasyente/Customer</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )
<b>7</b>	--	Direct renders the dispensed drugs, medicines and medical supplies through HIS.	2 min. (2 <i>minuto</i> )	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )
<b>8</b>	--	Filing of prescription.	1 min, (1 <i>minuto</i> )	Pharmacist-on-duty ( <i>Parmasyutiko-sa tungkulin</i> )	None ( <i>Wala</i> )	Prescription ( <i>Reseta</i> )

## Emergency Room

### MANAGEMENT OF EMERGENT / URGENT CASES

#### Schedule of Availability of Service

Days: Monday – Sunday (Lunes hanggang Linggo)

Hours: 24 hours with no noon break ( Bente kwatro oras)

#### Who may avail the service:

Old patients with hospital card (mga dating pasyente)

New patients with any valid IDs (mga bagong pasyente na may pagkakakilanlan)

Duration: 6 Hours (Anim na oras)

#### How to Avail the Service:

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Tell the complaint to the security guard. (Sabihin ang pakay sa gwardya)	Asks if there is history of fever, cough, colds and difficulty of breathing, if any applies, proceed to Tent / Covid ER. If none, proceed to ERO. (Tanungin ang pasyente / kamag-anak kung nilagnat, inubo, sinipon o nahirapang huminga, kung meron dumiretso sa Tent / Covid ER. Kapag wala, dumiretso sa ERO.	1 – 5 minutes (1 – 5 minuto)	Security Guard on Duty	None	None



2	Proceed to ERO and tell the complaint. (Sabihin ang nararamdaman sa ERO)	Does initial assessment / quick interview / vital signs. (Gumawa ng paunang pagsusuri at pakikipanayam / pagkuha ng vital signs)	5 – 10 minutes (5 – 10 minuto)	Emergency Room Officer (ERO)	None	None
3	Fill out the Patient Information Sheet – PIS. (Punan ang PIS)	Gives the patient or relative the PIS. (Ibigay sa pasyente o kamag – anak ang PIS)	1 – 5 minutes (1 – 5 minuto)	ERO	None	Personal Information Sheet (PIS)
4	Bring the PIS to admitting section. (Dalhin ang PIS sa admitting section)	Registers the patient and issue hospital ID card instruct to wait inside ER. (Irehistro ang pasyente at gawan ng talaan habang naghihintay sa ER)	5 – 10 minutes (5 – 10 minuto)	Admitting Staff	None	PIS Any Valid ID's Vaccination Card
5	Proceed to designated department. (Pumunta sa tinukoy na departamento)	Deck the patient to appropriate department for further management. (Itukoy sa tamang departamento para sa tuluyang gamutan.)	5 – 10 minutes (5 – 10 minuto)	ERO Nurse on Duty (NOD)	None	ER Chart

6	<p>Agrees for history taking / physical examination - relative or watcher if patient is unable. (May pahintulot ng pasyente o kamag – anak sa tuluyang gamutan at eksaminasyon.)</p>	<p>Obtains complete medical history and physical examination. (Kumpletuhin ang mga kailangang impormasyon para sa gamutan at eksaminasyon.)</p> <p>Makes order of required and basic diagnostic tests such as CBC, Blood Chem, Urinalysis, Chest X – Ray, CT Scan, etc. (Gumawa ng mga kailangan na laboratory, tulad ng CBC Blood Chem, Urinalysis, Chest X – Ray, CT Scan, at iba pa.</p> <p>Renders nursing care such as vital signs and complete the documents. (Kuhanan ng vital signs at kumpletuhin ang mga dokumento).</p>	<p>1 – 2 hours 1 – 2 oras)</p>	<p>Resident on Duty (ROD)</p> <ul style="list-style-type: none"> <li>- Internal Medicine</li> <li>- Pediatrics</li> <li>- Surgery</li> <li>- OB-Gyne</li> <li>- ORL-HNS</li> <li>- Ophtha</li> <li>- Family Medicine</li> </ul> <p>Medical Technologist</p> <p>Radiological Technologist</p> <p>NOD</p>	<p>None</p> <p>See Charges on Department of Pathology, Radiology and Pharmacy</p>	<p>ER Chart</p> <p>Diagnostic Requests</p>
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7	<p>Wait for the results and evaluation. (Hintayin ang resulta at pagsusuri)</p> <p>Agrees for the prescribed medications. (Pagsang – ayon sa mga niresetang gamot.)</p>	<p>Interprets the results and prescribe appropriate medicines. (Ipaliwanag ang resulta at pagbigay ng tamang gamot.)</p> <p>Discuss the nature of his / her disease. (Pag-usapan ang tungkol sa sakit)</p> <p>Advises the patient to follow up OPD and / or for the patient advise to go home with medicines. (Payuhan ang pasyente na bumalik sa OPD at / o umuwi ng may resetang gamot).</p> <p>If admission is required, follow the procedure on admission. (Kung kailangan manatili sa ospital, sundin ang pang-admit</p>	<p>1 – 2 hours (1 – 2 oras)</p>	<p>ROD NOD ERO Senior House Officer (SHO)</p>	<p>None</p>	<p>Diagnostic Results Prescription Discharge Instructions Admission Chart THOC Referral Form</p>
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		na proseso).  Completes the referral form for the patient required of Transfer of Hospital of Choice – THOC. (Kumpletuhin ang talaan ng referral para sa THOC)				
8	Pays the corresponding fee at the Billing and Cashier Section. (Magbayad sa Billing at Cashier)	Issues Official Receipt (Bigyan ng resibo ng pinagbayaran)	10 – 15 minutes (10 – 15 minuto)	NOD Billing Staff Cashier Staff Social Welfare (SWA) Staff	P100.00 (For Consultation Fee, Non – Medico Legal)  P150.00 (For Medico Legal)	Clearance Slip Official Receipt
9	Presents Official Receipt to ER NOD and Clearance Slip. (Ipakita ang resibo at Clearance Slip sa ER NOD)	Claim the ER Clearance Slip and stamps it with Nurse's name and signature. (Kunin ang Clearance Slip, tatakan ng Nurse at pipirmahan ito)	1 – 5 minutes (1 – 5 minuto)	NOD Nursing Attendant (NA)	None	Official Receipt Clearance Slip

10	Presents the stamped Clearance Slip to the Security Guard. (Ipakita ang clearance sa gwardya).	Checks if paid appropriately. (Suriin ang resibo ng pinagbayaran).	1 – 2 minutes (1 – 2 minuto)	Security Guard	None	Official Receipt  Clearance with Stamped Nurse's and Guard's Signature
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## Citizen Charter: Animal Bite Treatment Center NEW patients

### Schedule of Availability of Service:

#### During OPD hours or if Outpatient services are Available

DAYS: MONDAY – FRIDAY

HOURS: 8am-3pm

#### At the Emergency Room after OPD hours or if Outpatient services are not available

DAYS: MONDAY – FRIDAY

HOURS: 3PM ONWARDS

DAYS: WEEKENDS / HOLIDAYS

HOURS: 24 hours

**Who may avail of the service:** All ambulatory individuals, giving priority, but not limited to Quezon City residents who are seeking medical consultation relating to animal bite but also to those patients seen in other clinics and institution.

**Documentary Requirements:** Hospital ID card

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
During OPD hours or if Outpatient services are Available						

1	<p>Proceeds to Animal Bite Treatment Center, give your card and wait outside the waiting area</p> <p><i>Pumasoksaloob ng Animal Bite Center iabot ang card at bumaliksa waiting area</i></p>	<p>Receives patient's chart; calling of patient's name.</p> <p>Getting VS and Categorization</p> <p>Giving of Queuing number</p> <p><i>Tanggapin ang Chart ng pasyente,</i></p> <p><i>Pagtatawag ng pangalan ng pasyente</i></p>	5 to 30 minutes	Nurse/ Affiliated trainees	None	Patient's chart
2	Proceeds to consultation area of Animal Bite once called	A. Assessment of the wound and wound care	3-5 mins	Resident Physician	None	Patient Chart

	<i>Pumuntasalugar ng konsultasyon</i>	B. Comprehensive history taking and physical examination, and taking of Vital signs  <i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i>	30 to 60 minutes	Resident Physician /  Affiliated trainees	None	Patient' chart,  Prescription form,  Medical certificate/abstract forms (if requested),  Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)
		B. Provide and Discuss Clinical assessment and diagnosis  <i>Ibigay at ipaliwanag ang tungkolsasakit</i>	3-5 minutes	Resident Physician/ Affiliated Trainees		
		C. Disposition and Management/Vaccination  <i>Disposisyon, pagbibigaylunas at bakuna</i>	60 to 100 minutes	Resident Physician/ Affiliated Trainees		
		a. if for sent home: giving of vaccine (with skin test and observation),  prescription of medications  <i>kung papauwiin: bigyanbakuna, skin test ,obserbahan, a bigyan ng reseta ng gamot</i>	15 to 30 minutes			
a. if for referral:  giving of vaccine (with skin test	30-60mins					



		and observation), assistance and endorsement to the department concern for co-management  <i>kung irerefer, sasamahan at ieendorsosanakalaangdepartamento.</i>				
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End of Transaction Total Duration: 146 to 290 minutes

## Animal Bite Treatment Center FOLLOW-UP patients

**Schedule of Availability of Service:**

**During OPD hours or if Outpatient services are Available**

DAYS: MONDAY – FRIDAY and NON-HOLIDAYs

HOURS: 8am - 3pm

**Who may avail of the service:** All ambulatory individuals, giving priority, but not limited to Quezon City residents who were previously seen in QCGH Animal Bite treatment center but also to those patients seen in other clinics and institution seeking follow up vaccination

**Documentary Requirements:** Hospital ID card/ PEP Card

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVIT	PERSON RESPONSIBL E	FEE S	FORMS
	APPLICANT/CLIE NT	SERVICE PROVIDER				
During OPD hours or if Outpatient services are Available						

1	<p>Proceeds to Animal Bite Treatment Center, give your PEP (Post Exposure Prophylaxis) card and wait outside the waiting area</p> <p><i>Pumasoksalooob ng Animal Bite Center iabot ang PEP card at bumalikalugar ng pahintayan</i></p>	<p>Receives patient's chart; calling of patient's name.</p> <p>Getting VS and Categorization</p> <p>Receives patient's PEP card; calling of patient's name</p> <p>Giving of Queuing number</p> <p><i>Tanggapin ang PEP card ngpasyente,</i></p> <p><i>Pagtatawag ng pangalan ng pasyente</i></p>	2 to 5 minutes	Nurse/ Affiliated interns	None	Hospital ID
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2	<p>Proceeds to consultation area of Animal Bite Treatment</p> <p><i>Pumuntasalugar ng konsultasyon</i></p>	<p>A. Comprehensive history taking and physical examination, and taking of Vital signs</p> <p><i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i></p> <p>B. Provide and Discuss Clinical assessment and diagnosis</p> <p><i>Ibigay at ipaliwanag ang tungkolsasakit</i></p> <p>C. Disposition and Management/Vaccination</p> <p><i>Disposisyon, pagbibigaylunas at bakuna</i></p> <p>a. if for sent home: giving of vaccine,</p> <p>prescription of medications and update of PEP card</p> <p><i>kung papauwiin: bigyanbakuna,</i></p>	<p>10 to 15 minutes</p> <p>5 to 10 minutes</p> <p>15 to 30 minutes</p>	<p>Resident Physician / Affiliated trainees</p> <p>Resident Physician/ Affiliated Trainees</p> <p>Resident Physician/ Affiliated Trainees</p>	None	<p>Patient' chart, Prescription form, Medical certificate/abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)</p>
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		<p><i>bigyan ng reseta ng gamut at i-update ang PEP card</i></p> <p>b. if for referral: assistance and endorsement to the department concern for co management</p> <p>c. If for Inter-agency Referral: In cases of unavailability of vaccine (RIG). Giving of Intra-agency referral.</p> <p><i>kung irerefer, sasamahan at ieendorsosanakalaangdepartamento.</i></p>				
End of Transaction Total Duration: 32 to 60 minutes						

## Community Family Wellness Health Care Program

### Schedule of Activities of Services

**DAYS:** WENESDAY (8:00AM -12PM)

**Who may avail of the services:** All Ambulatory individuals in Sitio Militar Quezon City Residents who are seeking medical Consultation.

**Documentary Requirements:** Community Health Card

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVIT	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
<b>During OPD hours or if Outpatient services are Available</b>						
1	<p>Proceed to Sitio Militar Barangay Outpost</p> <p>Pumuntasa Barangay Outpost ng Sitio Militar</p>	<p>Registration of patients and retrieve patients Notebook, queuing of patient</p> <p>Magrehistro at hintayintawagin ang pangalan</p>	<p>3-5 mins</p> <p>(3-5 minuto)</p>	Resident Physician, Senior Intern	none	Patient's Notebook, Patient's logbooks

2	<p>Proceed to consultation area</p> <p>Pumuntasa Lugar ng Konsultasyon</p>	<p>a. Medical Consultation : History and Physical Examination, Assessment and management</p> <p>Kumpletuhin and pagkuha ng historya at eksaminasyon</p> <p>b. Enrollment of patients for family home care visit if the criteria is fulfilled.</p> <p>Pagpaparehistro ng pasyente para sa Family home Care Visit</p>	<p>15-30 mins (15-30 minuto)</p>	<p>Resident Physician, Senior Intern</p>	<p>none</p>	<p>Patient chart, prescription form, laboratory / radiologic request forms, consent form for enrollment in the family wellness health care program</p>
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End of Transaction. Total Duration 63 to 95 minutes						



## Evaluation and Management of Out-patients (OPD)

### Schedule of Availability of Service:

DAYS: MONDAY – FRIDAY (Except Holidays)

HOURS: 8:00 AM – 4:00 PM

**Who may avail of the service:** All ambulatory individuals aged 19 and above, giving priority, but not limited to Quezon City residents who are seeking medical consultation.

**Documentary Requirements:** Hospital ID card

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
1	<p>Once name is called, proceed to Family Medicine Department waiting area and wait for your name to be called</p> <p>(Oras na matawag ang pangalan, pumunta sa Departamento ng Family Medicine, at maghintay sa pagkakataong makapanayan ng doctor)</p>		15mins -60mins	<p>Department Nurse</p> <p>Resident Physician</p> <p>Affiliated trainees</p>	None	Patient's chart



		<p><b>discussion of management, prescription of medications, giving of necessary laboratory requests, giving of habilin, medical certificate/ abstract</b></p> <p>(Kung papauwiin: bigyan at talakayin sa pasyente ang reseta ng gamot, laboratory request, habilin, medical certificate/ abstract)</p> <p><b>b. If for referral: assistance and endorsement to the department concerned</b></p> <p>(kung irerefer, sasamahan at ieendorso sa nakalaang departamento)</p>	<p>3-5 mins</p> <p>5-10mins</p>	<p>Resident Physician/ Affiliated trainees</p>	<p>None</p>	
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3	<p><b>After consultation, proceed to Cashier and settle necessary charges. Once settled or if none, claim discharge slip and present it to the Family</b></p> <p>(Matapos ang konsultasyon, magtungo sa Cashier upang magbayad ng kinaauukulang bayad. Sa oras na mabayaran, o kung wala man, kunin ang discharge slip at ibigay sa Nurse ng Family Medicine)</p>	<p><b>Charge the patient through the Hospital Information System</b></p> <p><b>Receive Discharge Slip from the patient and mark him MGH in the Hospital Information System</b></p> <p>(Singilin ang pasyente sa pamamagitan ng Hospital Information System</p> <p>Tanggapin ang discharge slip mula sa pasyente at itala ito sa Hospital Information System bilang MGH)</p>	5-20mins	Department Nurse	Php	
End of Transaction Total duration: 48 to 130 minutes						

## Department of Geriatric Medicine

### PROVISION OF SPECIALTY TRAINING

#### Schedule of Availability of Service

Days :Monday - Friday

Hours :8am – 5pm

Who may avail the Service : Resident / Geriatric Consultant

What are the Basic Requirements : Application letter, Curriculum vitae, Medicalinternship certificate, Transcript of record

Duration : 1 to 2 weeks

How to Avail of the Services:

STEP	Activity/ Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/ Client	Service Provider				

1	Resident / Geriatric Consultant	Submission of letter of intent  <ul style="list-style-type: none"> <li>· letter of intent</li> <li>· curriculum vitae</li> <li>· Medical diploma</li> <li>· college diploma</li> <li>· transcript of record</li> <li>· board rating</li> <li>· prc certificate</li> </ul>	4 minutes	Training Nurse Supervisor	none	none
2	PDER, chair	2. Schedule of interview  by head of PDER	9 minutes	Training office staff  Training Officer	none	Endorsement letter
3	PDER, chair  Department head	. Endorsement of PDER to the department chair	30 minutes  (30 minuto)	Department Head / Training Office of Department concerned	none	Evaluation form

END OF TRANSACTION

## CONDUCTING ELDERLY DAY CARE

Schedule of Availability of Service

Days :Wednesday

Hours :9am – 12nn

Who may avail the Service :Individual male or female 60 years of age above, who are enrolled to Elderly Day Care

What are the Basic Requirements :Senior/ QC ID, Registration Form

Duration :Variable, depending on the total number of participants who are registered to the Day Care observation required of the Clinical Practice Guidelines

How to Avail of the Services:

STEP	Activity/ Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/ Client	Service Provider				
1	Enrolled Elderly  (pagpaparehistro salistahan ng mgadumalosaaraw ng programa)  (Pambungad na Panalangin)	DGM Staff ask the participant to Register  Opening Prayer	35 mins  (35 minuto)	DGM Staff	None	Registration Form
2	Exercise (Stretching Activity)	PT Staff conduct exercise	30 mins  (30 minuto)	PT Staff	None	None



3	<p>Breaktime</p> <p>(pagpapahingamatapos ang warm-up, sabaynarin ang meryienda, vital signs monitoring)</p> <p>Lecture/Layforum</p>	<p>DGM Staff, PT Staff monitor patients Vital Signs after the activity, and snack was also served</p> <p>Lecture/ Layforum intended or suitable for their age was discussed by DGM Doctor or DGM Staff</p>	<p>45 mins (45 minuto)</p>	<p>DGM Staff PT Staff DGM Doctor</p>	None	None
4	<p>End of Day Care</p> <p>(pagtatapos ng programa)</p>	<p>DGM Staff close the program properly</p>	<p>5 mins (5 minuto)</p>	<p>DGM Staff</p>	None	None
<b>END OF TRANSACTION</b>						

## CONSULTATION AND MANAGEMENT OF GERIATRIC PATIENT AT THE OPD

### Schedule of Availability of Service

Days :Monday - Friday

Hours :8am – 5pm

Who may avail the Service :Individual needing comprehensive assessment, male, and female to more than 60 years of age, non – surgical, non – gynecological patients.

What are the Basic Requirements :Medical Records

Duration :Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines

How to Avail of the Services:

STEP	Activity/ Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/ Client	Service Provider				
1	Arrives at DGM-OPD  (pagdating ng pasyentesa DGM OPD)	NA endorses the patient chart to the designated nurse / NA at DEPARTMENT OF GERIATRIC MEDICINE  OPD chart is received by the nurse / NA  Nurse / NA validates the name of the patient in the HIS	1 hour	Nursing Attendant	None	OPD Chart
2	Wait there name to be called  (paghihintay ng pasyentesatapat ng DGM OPD)	OPD is lined for consultation  Patient waits outside at the DEPARTMENT OF GERIATRIC MEDICINE waiting are	2 hours		None	

3	<p>Vital Signs taking and Consent for Comprehensive Geriatric Assessment</p> <p>(pagbibigay ng pahintulot para sapagkuha ng mgadatos para sa CGA)</p>	<p>Nurse takes and record the vital signs of patient (BP, HR, RR, Temp)</p> <p>Comprehensive Geriatric Assessment</p> <p>Nurse endorses patient to the Resident-on-duty</p>	1 hour and 30 minutes	CGA Nurse	None	<p>OPD Chart</p> <p>Comprehensive Geriatric Assessment Form/s</p>
4	<p>Gives History and consent for Physical Examination and for Intervention and management</p> <p>(pagbibigay ng pahintulot para sa Physical Examination at sapagbibigay ng lunas)</p>	<p>ROD receives and attends to the patient</p> <ol style="list-style-type: none"> <li>1. History taking</li> <li>2. Physical exam</li> <li>3. Assessment</li> <li>4. Diagnosis</li> <li>5. Request for lab, imaging</li> <li>6. Prescription of medicines</li> <li>7. Schedules for</li> </ol>	1 hour and 30 minutes	ROD	None	<p>OPD Chart</p> <p>Official Result of Geriatric Assessment</p> <p>Laboratory/Imaging Requests</p> <p>Prescription Papers</p>

		<p>follow-up (if require)</p> <p>8. Discharge patient</p> <p>ROD endorses patient to the nurse / NA</p>				
5	<p>Instructed to proceed at the cashier and MSS for payment and clearance</p> <p>(Binigyan ng kaalaman para sasusunodnagagawin)</p>	<p>Nurse charges the patient ( service fee)</p> <p>Nurse instructs patient to pay at the cashier (HIS generated)</p>	3 minutes	Nurse / CGA Nurse	None	
6	<p>Get the statement of account and proceed to cashier for paying the corresponding fee</p> <p>(pagpunta ng pasyentesa cashier para magbayad/kumuha ng clearance)</p>	<p>Patient goes to;</p> <p>a. Cashier</p> <p>b. MSS (for financial assistance / discount)</p> <p>Patient pays the corresponding fee</p> <p>Cashier issues OR and clearance to the patient</p>	1 hour	<p>Cashier Staff</p> <p>MSS Staff</p> <p>Cashier Staff</p>	None	<p>Statement of Account Form</p> <p>Official Receipt/ Clearance</p>

7	Presents the clearance to DGM Nurse on Duty and Security Personnel  (pagpapakita ng clearance nagalingsa cashier)	Patient presents the OR and clearance to the Geriatric Nurse  Nurse tags the name of the patient in the HIS (MGH)  Patient presents clearance slip to the guard on duty at the exit	10 minutes	Nurse/CGA Nurse  Security Guards	None	Official Receipt/ Clearance  Clearance Slip
<b>END OF TRANSACTION</b>						

## Department of Hemodialysis

### Hemodialysis Treatment

Days : Monday - Sunday

Schedule of availability of service : 24 hours/day

What are the basic requirements : Doctors order sheet  
 Consent Form (Informed)  
 Hemodialysis Treatment Sheet

Who may avail of the Service : Admitted patients at QCGH

Steps	Applicant/Client	Service Process	Duration of Activity	Persons in charge	Fees	Forms
1	Schedule of Treatment  Pagtatakda ng araw at oras ng Dialysis.	Received Prescription and Confirmation (Schedule of treatment)  Pagtanggap ng konpirmasion ng eschedule ng Dialysis.	10 mins	Physician on duty (POD)  Hemodialysis Nurse	NONE	· Patient's Chart · Doctor's order sheet
		Check type of Procedure:  Siguraduhin and uri ng Dialysis.  -Regular Hemodialysis  -SLED (Sustain Low Efficiency Dialysis).  -Initiation, Acute Treatment	5 mins	Hemodialysis Nurse	NONE	Doctor's order sheet

		-Maintenance Dialysis				
2	Preparation Paghahanda	Prepare Hemodialysis Machine and Supplies and Priming of Dialyzer.  Paghahanda ng makinaPangdialysis at ng iba pang kinakailangannamgaga mit.	30 mins	Hemodialysis Nurse	NONE	NONE

Steps	Applicant/Client	Service Process	Duration of Activity	Persons in charge	Fees	Forms
3	Received patient from the ward.  Pagtanggap ng pasyentemulasa ward.	Check patient's signed informed consent.  Siguraduhinna may lagda ng pagsangayonsa Dialysis.  History taking and Physical examination and Admission.  Pagsusurrisapasyente at pagadmit.	10 mins	Physician on Duty or Resident on duty  Physician on duty (P O D)	NO NE  NO NE	Consent Form  Hemodialysis Treatment Sheet





5	<p>Hemodialysis Treatment</p> <p>Pagsasagawa ng Hemodialysis</p>	<ul style="list-style-type: none"> <li>· Place patient in comfortable position.</li> <li>· Paglalagaysac omportableng osisyon ang pasyente.</li> <li>· Initiate Hemodialysis Treatment.</li> <li>· Pagsisimula ng pasyente ng Dialysis</li> <li>· Monitor patient during treatment.</li> <li>· Subaybayan ang pasyentehaba ng nag didialysis.</li> </ul>	<p>5 min s</p> <p>Wh ole course of treatme nt</p>	<p>Hemodialysis Nurse</p>	<p>NO NE</p>	<p>Hemodialysis Treatment Sheet</p>
6	<p>Post Dialysis Assessment</p> <p>Pagsusuripagkat apos ng Dialysis</p>	<ul style="list-style-type: none"> <li>· Post assessment includes vital signs, post HD weight.</li> <li>· Pag sususrisapasyente at pagkuha ng Timbang Temperatura Blood pressure Pulso</li> <li>· Assess HD access and administer access care.</li> <li>· Suriin at linisan ang access.</li> </ul>	<p>10 min s</p>	<p>Hemodialysis Nurse</p>	<p>NO NE</p>	<p>Patient's Chart</p>

7	Endorsement	Nurse to Nurse Endorsement to respective clinical area  Pag endorso ng pasyente ng Dialysis Nurse sa Ward.	10 mins	Hemodialysis Nurse	NONE	Patient's Chart
END OF TRANSACTION						

## Hemodialysis Treatment

**Days** : Monday - Sunday  
**Schedule of availability of service** : 24 hours/day  
**What are the basic requirements** : Doctors order sheet  
 Consent Form (Informed)  
 Hemodialysis Treatment Sheet  
**Who may avail of the Service** : Admitted patients at QCGH

Steps	Applicant/Client	Service Process	Duration of Activity	Persons in charge	Fees	Forms
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1	<p>Schedule of Treatment</p> <p>Pagtatakda ng araw at oras ng Dialysis.</p>	<p>Received Prescription and Confirmation (Schedule of treatment)</p> <p>Pagtanggap ng kumpirmasyon ng iskediyul ng Dialysis.</p> <p>Check type of Procedure:</p> <p>Siguraduhin ang uri ng Dialysis.</p> <ul style="list-style-type: none"> <li>· Regular Hemodialysis</li> <li>· SLED (Sustain Low Efficiency Dialysis).</li> <li>· Initiation, Acute Treatment</li> <li>· Maintenance Dialysis</li> </ul>	<p>10 mins</p> <p>sampunginuto</p> <p>5 mins</p> <p>Lima minuto</p>	<p>Physician on duty (POD)</p> <p>Hemodialysis Nurse</p> <p>Hemodialysis Nurse</p>	<p>NONE</p> <p>NONE</p>	<ul style="list-style-type: none"> <li>· Patient's Chart</li> <li>· Doctor's order sheet</li> </ul> <p>Doctor's order sheet</p>
2	<p>Preparation</p> <p>Paghahanda</p>	<p>Prepare Hemodialysis Machine and Supplies and Priming of Dialyzer.</p> <p>Paghahanda ng makinaPangdialysis at ng iba pang kinakailangannamgagamit.</p>	<p>30 mins</p> <p>Tatlumpong minuto</p>	<p>Hemodialysis Nurse</p>	<p>NONE</p>	<p>NONE</p>

Steps	Applicant/Client	Service Process	Duration of Activity	Persons in charge	Fees	Forms
3	<p>Received patient from the ward.</p> <p>Pagtanggap ng pasyentemulas a ward.</p>	<p>Check patient's signed informed consent.</p> <p>Siguraduhinna may lagda ng pagsangayon sa Dialysis.</p> <p>History taking and Physical examination and Admission.</p> <p>Pagkuha ng history at pageksamina at pag admit</p>	<p>10 mins</p> <p>Sampungminuto</p>	<p>Physician on Duty or Resident on duty</p> <p>Physician on duty (POD)</p>	<p>NO NE</p> <p>NO NE</p>	<p>Consent Form</p> <p>Hemodialysis Treatment Sheet</p>

4	<p>Pre-Dialysis Assessment.</p> <p>Pagsusuribago mag dialysis.</p>	<ul style="list-style-type: none"> <li>· Pre-assessment which includes Physical Exam</li> <li>· Pisikalnapagsusurisapasyente</li> <li>· Weigh patient prior to treatment and obtain vital signs.</li> <li>· Timbang</li> <li>· Temperatura</li> <li>· Presyonsadugo</li> <li>· Pulso</li> <li>· Identify and assess access of patient.</li> <li>· Alamin at suriin ang access ng pasyente</li> </ul> <p>(e.g. IJ, Femoral, Permanent Catheter, AV-Fistula and AV-Graft.</p>	<p>10 mins</p> <p>Sampungminuto</p>	<p>Physician on duty (POD)</p> <p>Hemodialysis Nurse</p>	<p>NO NE</p>	<p>Hemodialysis Treatment Sheet</p>
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7	Endorsement Pagiindorso	Nurse to Nurse Endorsement to respective clinical area  Pag endorse ng pasyente ng Dialysis Nurse sa Ward.	10 mins  Sampu ng minute	Hemodialysis Nurse	NONE	Patient's Chart
END OF TRANSACTION						

## PATIENT ADMISSION OF INTERNAL MEDICINE TO MEDICINE WARD OR ICU

Schedule of Availability of Service

Days : Monday – Sunday (ER AND TENT 2)

Hours : 24 hours / day (ER/TENT2)

Who may avail the Service. : Patients needing in-hospital care, more than 19 years old, non-surgical, non-gynecologic patients, non obstetric

What are the Basic Requirements. : Medical Records

Duration: Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines

How to Avail of the Service. : Walk in for a consultation, brought in by a hospital consented for admission

	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Provider				
1	Consent for admission  <i>(Pagbigay ng pahintulot upang ma-admit)</i>	Receives patient chart · From ER · From OPD · From Tent 2  <i>(Pagtanggap ng chart ng pasyente)</i> · Mula sa ER · Mula sa OPD · Mula sa Tent 2	10-15 mins	Resident Physician	None	ER/TENT 2/OPD Chart



2	<p>Consent for intervention and management</p> <p><i>(Pagbigay ng pahintulot upang mabigyan ng lunas)</i></p>	<p>Prepares patient for admission</p> <ul style="list-style-type: none"> <li>· History and physical examination</li> <li>· Laboratory/diagnostic exams</li> <li>· Prescription of medications</li> </ul> <p><i>(Paghahanda ng pasyente para ma-admit)</i></p> <ul style="list-style-type: none"> <li>· <i>Interview sa pasyente at pisikal na pag-eksamen</i></li> <li>· <i>Eksaminasyong pang-laboratoryo at iba pang dayagnostiko</i></li> <li>· <i>Pagreseta ng gamot</i></li> </ul>	2 hours	Resident Physician	Variable	<p>Laboratory/Imaging requests/ consent forms</p> <p>Prescription papers/ justification letters</p>
3	<p>Undergoes Rapid Antigen Test</p> <p><i>(Pag-pagawa ng Rapid Antigen Test)</i></p>	<p><i>Prepares request for the RAT test</i></p> <p><i>(Pagsulat ng request para sa RAT)</i></p>	10 mins	<p>Resident Physician</p> <p>Nurse in Charge (swabber on duty)</p>	None	RAT Request

4	<p>Admission of the patient</p> <p><i>(Pag-admit ng pasyente)</i></p>	<p>Admits patients, endorsement of patient to the receiving medical doctor and carrying-out of doctor's orders.</p> <p><i>(Pag-admit sa pasyente, pagendorso sa kapwa doctor and paggawa ng mga order ng doctor)</i></p>	4 hours	<p>Resident Physician</p> <p>ER nurse-on-duty</p>	None	Admitting Chart and laboratory results
5	<p>Transfer of the patient to respective wards</p> <p><i>(Pag-lipat ng pasyente sa ward)</i></p>	<p>Accompanies patient to the ward and endorsement of patient to ward nurse on duty</p> <p><i>(Paghatid sa pasyente sa ward at pag-endorso ng pasyente sa ward nurse)</i></p>	30 mins	ER nurse-on-duty	None	Patient's chart
6	<p>Arrival and Admission of the patient at the ward</p> <p><i>(Pagdaating at pagadmit ng)</i></p>	<p>Patient is received at the ward by the ward nurse on duty and medical resident on duty.</p>	15-30 mins	<p>Ward nurse-on-duty</p> <p>Ward medical resident-o</p>	None	Patient's chart

	<i>pasyente sa ward)</i>			n-duty		
END of TRANSACTION						

## CONSULTATION AND MANAGEMENT OF ADULT MEDICAL PATIENTS AT OUT-PATIENT AND EMERGENCY ROOM

### Schedule of Availability of Service

Days : Monday – Sunday (ER/Tent 2), Monday – Friday (OPD)

Hours : 24 hours/ day (ER), 8am-5pm (OPD)

Who may avail the Service. : Patients needing emergent and urgent care, more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients.

What are the Basic Requirements. : Medical Records

Duration : Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines

How to Avail of the Service: Walk in for a consultation, brought in by a hospital consented for admission

	Activity/Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/Client	Service Provider				
1	Arrives at the IM-OP/ER section  <i>(Pagdating ng pasyente sa IM OPD/ER)</i>	Receives patient chart  · From Triage (OPD)  · From ERO (ER)  <i>(Pagtanggap ng chart ng pasyente)</i>  · Mula sa Triage (OPD)	30 mins to 1 hour	Junior Intern/Resident Physician	None	ER/OPD Chart

		Mula sa ERO (ER)				
2	Wait in queue to be assessed <i>(Paghintay sa pila para matignan)</i>	Take Vital Signs and brief interview of chief complaint <i>(Pagkuha ng vital signs at tanong ng dahilan ng consulta)</i>	3 hours (OPD)  30 minutes (ER)	ER/OPD Nurses  Junior Intern/ Post-Graduate Intern (ER)  Resident Physician	None	ER/OPD Chart
3	Gives history and consents for physical exam <i>(Pagbigay ng salaysay at pahintulot para sa physical examination)</i>	Interviews patient and carries out physical examination <i>(Pag-interview at pagsuri sa pasyente)</i>	30-45 mins (OPD)  5-15 mins (ER)	Junior Intern/ Post-Graduate Intern (ER)  Resident Physician	None	ER/OPD Chart
4	Consent for intervention and management <i>(Pagbigay ng pahintulot upang mabigyang lunas)</i>	Prepares laboratory/diagnostic exam request <i>(Pagsulat ng request para sa eksaminasyon pang-laboratoryo)</i>	15 mins	Resident Physician	None	Laboratory/Imaging Requests  Prescription Papers

		<i>at iba pang dayagnostiko)</i>				
5	Undergoes Rapid Antigen Test  <i>(Pag-pagawa ng Rapid Antigen Test)</i>	<i>Prepares request for the RAT test</i>  <i>(Pagsulat ng request para sa RAT)</i>	5 mins	Resident Physician  Nurse in Charge (swabber on duty)	None	RAT Request
6	Undergoes laboratory and other diagnostic examination  <i>(Pag-pagawa ng mga kailangang eksaminasyon)</i>	Awaits laboratory and other diagnostic results.	1-4 hours  (labs and initial reading of imaging)	Laboratory/Radiology Tech in Charge	Variable	Laboratory and Radiologic Request
7	Consult at OPD/ER/ Tent 2 with laboratory/radiologic results  <i>(Muling pagkonsulta sa OPD/ER dala ang mga resulta ng mga pinagawang</i>	Interpretation of results, prescription of medications, and home advice  <i>(Pagsuri ng mga resulta, pagreseta ng gamut at pagbigay ng</i>	30 mins	Resident Physician	None	Patient's Chart  Laboratory Results  Imaging Results

	<i>eksaminasyon)</i>	<i>tagubilin)</i>				
END of TRANSACTION						

## Infection Prevention and Control Committee

### SURVEILLANCE OF HEALTHCARE- ASSOCIATED INFECTION

#### Schedule of Availability of Service

Days :Monday - Sunday

Hours : 6am – 10pm

Who may avail the Service :Patient and Healthcare Workers

What are the Basic Requirements : Patient Chart

Duration : 1 to 3 days

How to Avail of the Services:

STEP	Activity/ Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/ Client	Service Provider				
1	Patient	Collect data on infections that occur in patents, including the type of infection, the location in the body and causative organism	2 hours	IDS Resident Rotator/ Infection Prevention and Control Nurse	None	Patient Chart
		Refer to IDS Resident and Infectious Disease Specialist	2 hours	IDS Resident Rotator	None	Patient Chart
2		Initiate Management	2 weeks	IDS Resident Rotator/Infection Prevention and Control Nurse	None	Healthcare-associated Infections Form
		Institute Infection	2 weeks	Infectious Disease	None	Recommendation Letter



		<b>Control measure</b>		<b>Specialist/Infection Prevention and Control Nurse</b>		
<b>3</b>		<b>Submission of HAI report</b>	<b>2 hours</b>	<b>Infection Prevention and Control Nurse</b>	<b>None</b>	<b>Monthly Infection rate report</b>
<b>END OF TRANSACTION</b>						

## MONITORING OF HAND HYGIENE COMPLIANCE

Schedule of Availability of Service

Days :Monday - Sunday

Hours : 6am – 10pm

Who may avail the Service : Healthcare Workers

What are the Basic Requirements :

Duration : 1 to 4 hours

How to Avail of the Services:

STEP	Activity/ Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/ Client	Service Provider				
1		Activities (steps) 1. Observing Hand hygiene practices	1 hour	Infection Prevention and Control Nurse	None	Hand Washing Observation Form
2		2. Collection data on compliance rate using Observation Hand washing	1 hour	Infection Prevention and Control Nurse	None	Hand Washing Observation Form
3		3. Analyzing hand hygiene compliance data can help IPCC identify trends, Areas for improvement and the effectiveness of interventions.	1 hour	Infection Prevention and Control Nurse	None	Monthly Infection rate report

4		4. IPC Nurse provide feedback to healthcare workers on their hand hygiene compliance, including both positive feedback and constructive criticism to encouraged continuous improvement.	1 hour	Infection Prevention and Control Nurse	None	Hand Washing Observation Form
		5. Implementing interventions	30 days	Infectious Disease Consultant/Infection Prevention and Control Nurse	None	IPCC Checklist
		6. Evaluating Effectiveness of Interventions	30 days	Infectious Disease Consultant/Infection Prevention and Control Nurse	None	Monthly HAI rate report
<b>END OF TRANSACTION</b>						

## CONDUCTING BASIC INFECTION PREVENTION AND CONTROL ORIENTATION FOR NEWLY HIRED HEALTHCARE WORKERS

### Schedule of Availability of Service

Days :Monday - FRIDAY

Hours : 8am – 10am

Who may avail the Service : Newly Hired Healthcare Workers

What are the Basic Requirements :Orientation Program

Duration : 2 hours

How to Avail of the Services:

STEP	Activity/ Procedure		Duration of Activity	Person in Charge	Fees	Form
	Applicant/ Client	Service Provider				
1		1. Schedule the orientation.	30 minutes	Infection Prevention and Control Nurse	None	
2		2. Identify the participants: the orientation should be attended by all newly hired healthcare workers, including clinical and non-clinical staff	30 minutes	Human Resources Department /Nursing Service	None	List of Attendees
3		3. Prepare the materials	2 hours	Infection Prevention and Control Nurse	None	
4		4. Conduct orientation	2 hours	Infectious Disease Consultant/ Infection Prevention and Control	None	

				Nurse		
<b>END OF TRANSACTION</b>						

## Out-Patient Department

Schedule of Availability of Service:

DAYS: MONDAY-FRIDAY (Except Holidays)

HOURS: 8:00 AM – 3:00PM

TRIAGING PROCESS (OLD PATIENT)						
STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				
1	<p>Get a number at Security Guard and wait for your number to be called then proceed to Triage Area.</p> <p>(Kumuha ng numerosa Security Guard at hinatayintawagin ang numero. Kapagtinawagna ang numero mag puntasa Triage area)</p>	<p>Give out queuing number and instruct patients to wait and listen attentively.</p> <p>(Magpamigay ng number samgapasyente, at paliwanagan ang pasyentenapakingan ang pagtawag ng numeronila)</p>	3-5 minutes	OPD Guard	None	Queuing number
2	<p>Triage physician will assess patient and assign to respective clinic.</p> <p>(Specific priority patients' vital signs will be evaluated)</p> <p>(Kakausapin ng doctor sa Triage at sasabihin ng doctor saanclinicapupunta)</p> <p>(May mga priority patient ang</p>	<p>Assess patient and categorize as to General / Priority and assign the patients to respective department.</p> <p>(Kakausapin ng doctor kung ano ang dinaramdam ng pasyente at sasabihin kung saanclinicapupunta.)</p>	15-20 minutes	<p>Triage Physician</p> <p>Triage Nurse</p>	None	Old Hospital ID Card

	kukukunan ng vital signs)					
3	<p>Old Hospital ID will be collected at the Triage area and will be sent to Medical Records</p> <p>(Iwan ang hospital ID sa Triage area pangmadalasa Medical Records)</p>	<p>Collect the old Hospital ID Card and bring it to the Medical Records Section</p> <p>(Ang lumang hospital ID Card ay kukulektahin at dadalhin sa Medical Records)</p>	10-25 minutes	Medical Records	None	Hospital ID Card
4	<p>The medical records personnel will log the old Hospital ID information and retrieve the patient chart.</p> <p>(Sa medical Records mag log ng impormasyon mula sa lumang hospital ID card at kukunin ang chart ng pasyente)</p>	<p>Encode patient's information in the Hospital ID into the hospital Information System (HIS), then patients' chart will be retrieved from the medical records files.</p> <p>(Ang impormasyon na nakatalasa sa Hospital ID ay i-encode sa Hospital Information System. Mataapos ma itala, ang chart ng pasyente ay kukunin sa loob ng medical records)</p>	23-25 minutes	Medical Records	None	<p>Hospital ID card</p> <p>Patient Chart</p>
5	<p>Retrieved chart and hospital ID card will be logged in the medical records logbook and sent to respective department.</p> <p>(Ang mga nakuhang chart ng pasyente at hospital ID card ay itatalasa sa medical records logbook at dadalhin sa kinauukulang klinika.)</p>	<p>Patient's medical chart and hospital ID will be logged at the medical records logbook then forwarded to the respective department clinic.</p> <p>(Itatalasa sa medical records logbook at dadalhin sa kinauukulang departamento ang chart at hospital ID ng pasyente)</p>	30-60 minutes	<p>Medical Records</p> <p>Nurse/ Nurse Attendant</p>	None	<p>Patient chart</p> <p>Patient hospital ID card</p> <p>Medical records logbook</p>
End of Transaction Total Duration: 81-135 minutes						

TRIAGING PROCESS(NEW PATIENT)						
STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				
1	<p>Get a number at Security Guard and new Hospital ID Card. Fill up the Hospital ID card and waitfor your number to be called then proceed to Triage Area.</p> <p>(Kumuha ng numero at Hospital ID card sa Security Guard. Sagutan ang Hospital ID card at hinatayintawagin ang numero.</p> <p>Kapagtinawagna ang numero mag puntasa Triage area)</p>	<p>Give out a queuing number and hospital ID card.</p> <p>Instruct patients to fill-up the Hospital ID Card, wait and listen attentively.</p> <p>(Magpamigay ng numeroat hospital ID samgapasyente)</p>	3-5 minutes	OPD Guard	None	<p>Queuing number</p> <p>Patient Hospital ID card</p>
2	<p>Triage nurse will assess patient vital signs.</p> <p>(Priority patients' vital signs will be evaluated)</p> <p>(Kukunin ng Triage Nurse ang vital signs ng pasyente. Mga priority patient ang kukukunan ng vital signs)</p>	<p>Triage nurse will get the patients vital signs.</p> <p>(Kukunin ng Triage Nurse ang vital signs ng pasyente))</p>	15-20 minutes	Triage Nurse	None	None



3	<p>The Triage physician will access the patient, collect the patient Hospital ID card.</p> <p>(Titignan ng Triage Physician and pasyente at kukunin ang hospital IDcard ng pasyente)</p>	<p>Triage physicians assess patient and claims the patient hospital ID card.</p> <p>(Susuriin ang pasyente at kukunin ang hospital ID card ng pasyente)</p>	10-25 minutes	Medical Records	None	Patient Hospital ID Card
4	<p>Medical Records will log the information from the new Hospital ID Card</p> <p>(Ang medical records ay mag tatala ng impormasyonnanakasaadsahospital ID card atsila ay maglalabas ng patient chart)</p>	<p>Encode the information from the patient hospital ID card in the hospital Information System (HIS) and generate a patient chart.</p> <p>(Ang impormasyonnanakatalasa Hospital ID ay i-encode sa Hospital Information System. Mataapos ma itala, ang medical records ay mag lalabas ng chart ng bagong chart para sapasyente).</p>	15-20 minutes	Medical Records	None	<p>Patient Hospital ID card</p> <p>Patient Chart</p>
5	<p>Generated patient chart will be logged in the medical records logbook. The patient hospital ID and generated chartwill be sent to the respective department.</p> <p>(Angbagong chart ng pasyente ay itatalasa medical records logbook, kasama ng patient hospital ID ito ay dadalhinsakinauukulangklinika.)</p>	<p>Forward thepatient'schart to the respective department clinic with the patient hospital ID .</p> <p>(Dalhinsakinauukulangdepartm ento ang chart ng pasyentekasama ang hospital ID nito)</p>	10-15 minutes	<p>Medical Records</p> <p>Nurse/ Nurse Attendant</p>	None	<p>Patient chart</p> <p>Patient Hospital ID card</p>
End of Transaction Total Duration: 43-85 minutes						

CONSULTATION PROCESS						
STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				

1	<p>Nurse/ Nurse attendant receives patient chart, log the patient information in the consultation logbook, validates in HIS, and takes the patients vital signs.</p> <p>(Ang nurse/ nurse attendant ay tatanggapin ang patient chart, i-log ang patient information sa consultation logbook, i-validate sa HIS, at kukunin ang vital signs ng pasyente)</p>	<p>Receive the patient chart from the Medical Records, log the patient information in the consultation logbook, validate in HIS, and check for the patient's vital signs.</p> <p>(Tanggapin ang chart ng pasyentemulasa medical records, I -log ang information ati-verify sa HIS. Kunin ang vital signs ng pasyente).</p>	4mins 50 secs-5 mins	Nurse / Nurse attendant	<p>New patients (Php 40.00)</p> <p>Follow-up within a month from first consult – none</p> <p>Follow-up after more than a month from first consult – (Php 40.00)</p> <p>*Plus additional charges for other procedures done.</p>	<p>Patient Chart</p> <p>Consultation logbook</p>
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2	<p>The physician on duty will assess and manage the patient.</p> <p>(Kakausapin, mag physical exam at magbibigay ng laboratory request at/ o kaya ay gamut ang doctor natumigin)</p>	<p>Perform a comprehensive history taking and physical examination. Give medications and laboratory request as needed. Advice follow-up.</p> <p>(Kausapin ang pasyentesakanyangmganararamdaman at mag physical exam. Bigyan ng laboratory test kung kailangan at gamot).</p>	30-90 minutes	Physician on duty		<p>Patient chart</p> <p>Laboratory request forms</p> <p>Prescription form</p>
End of Transaction Total Duration: 34 mins 50 secs - 95 minutes						

REFERRAL SYSTEM						
STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				
1	<p>Physician assessed the patient thoroughly.</p> <p>(Ang pasyente ayitigangan ng doctor ng maiigi at mag physical examination)</p>	<p>Evaluate the patient comprehensively and then perform a complete physical examination, record in the patient chart.</p> <p>(Suriin ng maigi ang pasyente at gawin ang kumpletong physical examination. Isulat lahat ng findings sa chart ng pasyente).</p>	15- 30 minutes	Physician on duty at OPD	None	Patient chart
2	<p>After a thorough history and physical examination, the patient needs a referral to other specialty.</p> <p>Unavailability of specialty needed for the patient management; the patient will be referred via inter-agency referral.</p> <p>(Pagkatapos ng doctor gawin ang pagsusuri, ang pasyente ay nangangailangan ng ibang specialista).</p> <p>(Kapag walang specialista kailan gansagamutan ng pasyente, and pasyente at i-refer sa hospital namayroon nito).</p>	<p>Check on the availability of the specialty service/s in our institution.</p> <p>In case that the specialty needed for the patient's management is unavailable; the physician will instruct the patient and provide an inter-agency referral.</p> <p>(Mangyaring suriinkung mayroong specialista sa hospital kung saan ipakukunsulta ang pasyente)</p> <p>(Halimbawang walang specialista kailan gansagamutan ng pasyente; ang doctor ay magbibigay ng referral form sa pasyente at gabay kung saan ito pupunta).</p>	4-5 mins	Physician on duty at OPD  Nurse/ Nurse attendant	None	Patient chart  Inter-agency referral form

3	<p>Resident physician / Post Graduate Intern prepares chart of the patient and accompanies patient to the respective department and endorsed to physician on duty.</p> <p>The patient chart will be logged in the department referral logbook.</p> <p>(Kumpletuhin ang chart ng pasyente at dadalhin sa departamento at i-endorse sa doctor na naka duty, itala ang chart ng pasyente sa logbook na para referral)</p>	<p>Accompany the patient in the department that is needed for their management.</p> <p>Let the accepting physician to sign at the referral logbook upon acceptance of the patient)</p> <p>(Samahan ang pasyente sa departamento ng pasyente)</p> <p>(ipa-sign ang doctor natatanggap ng referral sa referral logbook)</p>	20-30 minutes	<p>Physician on duty at OPD</p> <p>Post Graduate Intern on duty</p>	None	<p>Patient chart</p> <p>Referral logbook 2</p>
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4	<p>Nurse/ Nurse attendant accepts the patient chart and records it and informs the patient to wait for their turn for consult.</p> <p>(Ang nurse/ nurse attendant ay tatanggapin ang chart ng pasyente at itatala ito. Sabihan ang pasyente na maghintay na tawagin sila para ma konsulta)</p>	<p>Log the patients' chart and advise to patiently wait for their turn to be called and to be managed.</p> <p>(Itala ang pasyente sa referral logbook at payuhan maghintay silang tawagin upang mako nsulta)</p>	15-30 minutes	<p>Physician on duty at OPD</p> <p>Post Graduate Intern on duty</p> <p>Nurse / Nurse Attendant</p>	None	<p>Patient chart</p> <p>Consultation logbook</p>
End of Transaction Total Duration: 54-95 minutes						

CONDUCT OF PAYMENT SYSTEM						
STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT /CLIENT	SERVICE PROVIDER				
1	<p>Nurse / Nurse attendant charges the patient through HIS and instructs to pay to go to cashier and pay their bills. If the patient needs a discount, the nurse instructs the patient to go to:</p> <p>a. Billing area</p> <p>b. Medical Social Service Table</p> <p>(Ang nurse/ nurse attendant ay i-charge ang patientsa HIS at sasabihannamagpuntasacasher at magbayad, kung kailanganmagpa discount sila ay dumaansaBilling section at Medical Social servicepara makakuha ng diskuwento).</p>	<p>The Nurse charges the patient through HIS and advise the patient to pay at the cashier.</p> <p>(I-charge ng Nurse ang pasyentesaHIS, at sabihangmagbayadsaKahera)</p>	13-25 mins	<p>Nurse / Nurse attendant</p> <p>Billing Section</p> <p>Medical Social Service section</p>	<p>P40 for consultation</p> <p>Charging Procedure Varies</p>	Statement of Account

2	<p>Patients proceed to the Billing section to secure a statement of account and goes to the Medical social service for a discount if needed. They may also directly go to the Cashier area and pay their bill.</p> <p>(Ang pasyente ay magpunta sa Billing para sa listahan ng bayarin, pagkatapos ay dumansa sa Medical Social service para mabigyan ng diskwento kung kinailangan. Kung di naman, maaaring dumeretson sa kashier at magbayad kagad).</p>	<p>Billing gives statement of account to patient and advise to proceed to the Medical Social service if needed a discount or may directly pay their bill at the Cashier.</p> <p>(Bibigay ng Billing ng listahan ng bayarin at sabihin ang magpunta sa Medical Social Service kung kailangan. Sabihin din ang pasyente, kung di kailangan ng diskwento, ay maaaring dumeretson sa kashier at magbayad)</p>	30-90 minutes	Cashier		<p>Statement of Account</p> <p>Official Receipt</p> <p>Clearance slip</p>
3	<p>Patient goes back to Nurse/ Nurse Attendant and have their clearance form signed and cleared.</p> <p>Clearance will be checked by the security Guard.</p> <p>(Magbalik sa Nurse/ Nurse attendant para ma-clear, ipakita ang clearance sa security guard bagong lumabas ng complex)</p>	<p>The Nurse/ nurse attendant will tag the patient cleared in HIS and signs the clearance form. Advised to show clearance to the Security Guard at the OPD exit to be allowed to exit the OPD Complex.</p> <p>(Ang nurse/ nurse attendant ay i-tatag ang pasyentesa sa HIS, at pipirmahan ng nurse/ nurse attendant ang clearance form. Sasabihang salabasang pinto titignan ng security guard ang clearance form upang payagang lumabas ng OPD complex)</p>	10-15 minutes	<p>Nurse/ Nurse attendant</p> <p>Security Guard</p>		<p>Official Receipt</p> <p>Clearance slip</p>

4	<p>Patient presents the clearance slip to the security guard at the OPD exit.</p> <p>(Ipakita ng pasyente ang clearance slip sa security guard salabasan pintosa OPD)</p>	<p>The security guard checks the clearance slip before allowing patient to exit the OPD complex.</p> <p>(Titignanng security guard ang clearance slip ng pasyente bagopayagan luma bas ng OPD complex).</p>	4-5mins	Security guard	none	Clearance slip
End of Transaction Total Duration: 57-135 minutes						



## Core Process 1: Eye Center Diagnostic Procedures

	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	a. Presents the request or referral form for Eye Diagnostic Procedure	· Receives the request or referral form for Eye Diagnostic Procedure	1 to 3 minutes	· Eye Center Technician or Staff	None	a. OPD request (if from QCGH OPD)  b. Referral form (if from outside QCGH)
2	a. Listens to / understands the details (i.e., steps, risks, precautions, cost) of each requested procedure and signs patient consent	· Explains the details (i.e. steps, risks, precautions, cost) of each requested procedure and secures patient	5 to 10 minutes	· Eye Center Technician (or Resident doctor if needed)	None	a. Consent Form  b. Payment Form

		consent				
3	<p>a. Pays corresponding procedure fee at hospital cashier then</p> <p>b. Presents official receipt to Eye Center technician</p>	<p>Receives official receipt for logging to record and returns it to the patient</p>	<p>7 to 10 minutes</p> <p>30 seconds to 1 minute</p>	<p>Hospital Cashier</p> <p>Eye Center Technician</p>	<p>a. Autorefractio n - PhP 100.00</p> <p>b. Non-contact Tonometry - PhP 100.00</p> <p>c. Biometry—P hP 500.00</p> <p>d. Fluorescein Angiography - PhP 2,000.00 (plus Reader's fee: PhP 300.00)</p> <p>e. Ocular Computed Tomography (OCT) - PhP 1,000.00 (plus Reader's fee: PhP 300.00)</p> <p>f. Visual Field Exam - PhP 1,200.00 (plus Reader's fee: PhP 300.00)</p> <p>g. B-Scan Ultrasound - PhP 1,000.00 (plus Reader's fee: PhP 500.00)</p> <p>h. Fundus Photo - PhP</p>	<p>a. OPD chart / Ophthal mology chart</p>

					600.00 i. Farnsworth Munsell Color Vision Testing - PhP 500.00 (plus Reader's fee: 200.00)  j. Pachymetry - PhP 100.00	
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4	<p>a. Undergoes preparation, procedure proper, and post-procedure protocols</p>	<p>· Executes preparation, procedure proper, and post-procedure protocols</p>	<p>a. <b>Autorefraction - 5 to 10 minutes</b></p> <p>b. <b>Non-contact Tonometry - 5 to 10 minutes</b></p> <p>c. Biometry - 20 to 30 minutes</p> <p>d. Fluorescein Angiography - 3 to 4 hours</p> <p>e. <b>Ocular Computed Tomography (OCT) - 2 to 3 hours</b></p> <p>f. Visual Field Exam - 1 to 2 hours</p> <p>g. B-Scan Ultrasound - 30 to 60 minutes</p> <p>h. Fundus Photo - 1 to 2 hours</p> <p>i. Farnsworth Munsell Color Vision Testing - 1 to 2 hours</p> <p>j. j. Pachymetry - 5 to 10 minutes</p>	<p>· Eye Center Technician and/ or Resident Doctor</p>	<p>None</p>	<p>None</p>
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5	<p>a. Receives official results (for Eye exams not requiring official interpretations)</p> <p style="text-align: center;">OR</p> <p>b. Receives schedule for pickup of official interpretation or reading of the test done</p>	<p>· Provides official results (for Eye exams not requiring official interpretations)</p> <p>· Informs patient or relative of expected day of pick-up of official reading s/ results</p>	<p>a. Autorefraction - 5 minutes</p> <p>b. Non-contact Tonometry - 5 minutes</p> <p>c. Biometry - 5 minutes</p> <p>d. Pachymetry - 5 minutes</p> <p>e. Fluorescein Angiography - after 7-14 working days</p> <p>f. Ocular Computed Tomography (OCT) - after 7-14 working days</p> <p>g. Visual Field Exam - after 7-14 working days</p> <p>h. B-Scan Ultrasound - after 7-14 working days</p> <p>i. Fundus Photo - after 7-14 working days</p> <p>j. Farnsworth Munsell Color Vision Testing after 7-14 working days</p>	<p>· Eye Center Technician</p>	<p>None</p>	<p>a. Official Reading / Results form</p> <p style="text-align: center;">None</p>
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6	a. Fills up Patient Satisfaction Survey form	None	3 to 5 minutes	· Eye Center Technician / PAD	None	Patient's Satisfaction Survey
7	a .Returns to retrieve official interpretation/ reading/result	· Provides official interpretation/ reading/ result	5 to 10 minutes	· Eye Center Technician	None	Official result of Diagnostic Procedure
END OF TRANSACTION						

## Core Process 2: Major Ophthalmic Surgeries

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	<p>a. Patient Data Encoding</p> <p>b. History Taking and Physical Examination</p> <p>c. Slit Lamp Examination</p> <p>d. Screened as a surgical case</p> <p>e. Further Examination Appointment scheduled for referral to cataract service (4-6 weeks after initial examination)</p>	<ul style="list-style-type: none"> <li>• Receives, logs OPD chart and calls patient in queue.</li>   <li>• Performs interview and documents history, ophthalmologic examination of illness and best corrected visual acuity</li>   <li>• Transfer to different service/s as deemed necessary</li> </ul>	2 to 6 hours	<ul style="list-style-type: none"> <li>• Nursing attendant</li>   <li>• Medical Clerk</li>   <li>• Post Graduate Intern</li>   <li>• Junior Ophtha Resident</li>   <li>• Senior Ophtha Resident</li> </ul>	None	<ul style="list-style-type: none"> <li>• OPD chart</li>   <li>• Prescription forms</li> </ul>

2	<ul style="list-style-type: none"> <li>a. Scheduled examination by Assigned Service Consultant</li> <li>b. Slit Lamp Examination</li> <li>c. Screen for Dry Eye, blepharitis or other signs of infection</li> <li>d. Screen for Capsule and Zonule Abnormality</li> <li>e. Screen for Lacrimal Obstruction and Pterygium</li> <li>f. Screen for Posterior Segment Abnormalities</li> <li>g. Screen for High Intraocular pressure or suspicious looking optic nerves</li> </ul>	<ul style="list-style-type: none"> <li>• Referral of ophthalmologic examination and plan to assigned service consultant/s</li> <li>• Conduct several procedures for diagnostics purposes</li> </ul>	30 to 60 minutes	<ul style="list-style-type: none"> <li>• Junior Ophtha Resident</li> <li>• Senior Ophtha Resident</li> <li>• Consultant/s</li> </ul>	None	<ul style="list-style-type: none"> <li>• OPD chart</li> <li>• Eye center result form</li> </ul>



3	<p>a. Prepare patient for Medical Risk Assessment</p> <p>b. Taking of Vital Signs (BP, HR)</p> <p>c. Request for Blood Exams, ECG, Chest X Ray</p> <p>d. Request for A&amp;B Scan / Keratometry / Biometry</p> <p>e. Specular microscopy</p> <p>f. Actual Medical Risk Assessment (2-4 weeks) Pedia clearance (for pediatric surgical cases)</p>	<ul style="list-style-type: none"> <li>• Request Slips are handed over for Laboratory tests for blood, urine, ECG (&gt;35 yrs old), and Chest X-ray</li> <li>• Biometry for both eyes</li> <li>• B-Scan if needed</li> <li>• Specular Microscopy (&gt;70 yrs old)</li> <li>• Other tests if indicated</li> </ul>	1 to 4 hours	<ul style="list-style-type: none"> <li>• Post Graduate Intern</li> <li>• Ophtha Resident</li> <li>• Ophtha Consultant</li> <li>• Internal Medicine Resident</li> <li>• Pedia Resident</li> </ul>	Refer to Eye Center citizens Charter	<ul style="list-style-type: none"> <li>• OPD chart</li> <li>• Medical Risk Assessment Form</li> <li>• Pedia Clearance form</li> <li>• Laboratory Requests for Blood, Urine, ECG and X Rays</li> <li>• Referral form</li> </ul>
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4	<p>a. Preparation of surgical materials</p> <p>b. Taking of vital signs</p> <p>c. Visible marking of the eye for surgery</p> <p>d. Dilation of Pupils if necessary and other preparations</p> <p>e. Sending off patient to Operating Room</p> <p>f. Operating Room nurse receives patient with proper endorsement from ward nurse</p>	<ul style="list-style-type: none"> <li>• Vital signs taken</li> <li>• Eye for surgery is marked using a marker pen</li> <li>• Instillation of Tropicamide + Phenylephrine Drops</li> <li>• Transport of patient using stretcher</li> </ul>	2 to 4 Hours	<ul style="list-style-type: none"> <li>• Ophthalmic Ward Nurse</li> <li>• Operating Room Nurse</li> <li>• Post Graduate Intern</li> <li>• Junior Resident</li> <li>• Senior Resident</li> </ul>	None	<ul style="list-style-type: none"> <li>• OPD chart</li> <li>• Admitting chart</li> <li>• Ophthalmic Ward chart</li> <li>• Doctors Orders</li> </ul>
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5	<p>a. Surgical materials are re-checked if complete</p> <p>b. Pupil size checked if adequate</p> <p>c. Patient hooked to BP apparatus and O2 Saturation Machine &amp; monitored</p> <p>d. Nurses prepare surgical materials at the OR</p> <p>e. Nurse announces a TIME OUT prior to start of surgery (also known as the WHO Surgical Safety Checklist)</p> <p>f. Ophthalmic Surgery proper</p> <p>g. Ophtha Resident and OR Nurse staff</p>	<ul style="list-style-type: none"> <li>• Residents check Surgical materials at OR</li> <li>• Nurses hook patient to BP app and O2 saturation monitors</li> <li>• Resident performs surgery on patient with supervision of consultant/s</li> <li>• 2 Nurses assist in the operation one scrubs in, another one circulates</li> <li>• Announcement of power of Intraocular lens and final checking by the surgeon prior to opening of</li> </ul>	30 to 120 minutes	<ul style="list-style-type: none"> <li>• Post Graduate Intern</li> <li>• Ophtha Resident</li> <li>• Ophtha Consultant</li> <li>• Operating Room Nurse Assist</li> <li>• Operating Room Circulating Nurse</li> </ul>	None	<ul style="list-style-type: none"> <li>• Ophthalmology Ward chart</li> <li>• Vital signs form</li> <li>• Time Out form - WHO Surgical Safety Checklist</li> </ul>
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	<p>signs out patient</p> <p>h. Residents instruct post-operative care</p> <p>g. Endorse patient to Ophtha Ward or to PACU</p>	pack				
6	<p>a. Patient is sent back to Ophtha Ward</p> <p>b. Ophtha resident checks initial Visual Acuity, does slit lamp examination, or initial examinations after surgery</p> <p>c. Ophtha ward nurses hands over post-operative instruction leaflet and prescription</p> <p>h. Patient goes home and follows up the next day or as</p>	<ul style="list-style-type: none"> <li>● Patient is checked immediately after surgery</li> <li>● Instructions and prescriptions are given</li> </ul>	30 to 60 minutes	<ul style="list-style-type: none"> <li>● Ophtha Ward Nurse</li> <li>● Post Graduate Intern</li> <li>● Junior Resident</li> <li>● Senior Resident</li> </ul>	Paid to Cashier section	<ul style="list-style-type: none"> <li>● OPD chart</li> <li>● Ophthalmology chart</li> <li>● Prescription forms</li> <li>● Clearance/ Discharge slip</li> </ul>

	instructed					
7	<ul style="list-style-type: none"> <li>a. Visual Acuity Examination</li> <li>b. Intraocular Pressure Check</li> <li>c. Examination of <ul style="list-style-type: none"> <li>i. IOL placement</li> <li>ii. Incision sites</li> <li>iii. Cells and Flare</li> </ul> </li> <li>d. Follow up for re-examination after 3 days</li> <li>e. Weekly follow up examinations until 1 month</li> <li>f. Check for refractive errors 1 week and 1 month after surgery</li> <li>i. Follow up check every 3 to 6 months, earlier if with unusual symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Patient is checked regularly after surgery</li> <li>• Instructions and prescriptions are given regularly</li> <li>• Resident relays surgical results to Consultant on deck</li> <li>• Glasses are advised as necessary</li> </ul>	1 to 3 hours	<ul style="list-style-type: none"> <li>• Post Graduate Intern</li> <li>• Ophtha Resident</li> <li>• Ophtha Consultant</li> </ul>	None	<ul style="list-style-type: none"> <li>• OPD chart</li> <li>• Prescription forms</li> </ul>
END OF TRANSACTION						

@ TIME OUT: Nurse confirms by announcing loudly the patient's name, age, eye to be operated on, eye surgeons and nurses doing the surgery.

### Core Process 3: OPD and Emergency Ophthalmologic Consultation

	ACTIVITY/PROCEDURE				
	APPLICANT/CLIENT				
	<p>a. Patient goes to Medical records/ ER front desk to:</p> <p>b. Retrieve chart (old patient)</p> <p>c. Apply for new patient chart</p>				

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	a. Patient narrates history of illness					



	a. Patient undergoes Ophthalmic Examination					

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	<p>a. Awaits disposition (if further procedures are required, proceed to step 7, otherwise, proceed to step 5)</p>					

	<p>a. Listens and understands medications, instructions and follow up schedule is necessary</p>					
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	a. Fills up Patient Satisfaction Survey form	None				

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**FOR PATIENTS REQUIRING ADDITIONAL PROCEDURES OR SURGERY**

	<p>a. Receives instruction on the need for further Ophthalmic examination or other ancillary procedures</p>					
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	<p>b. Undergoes required additional Ophthalmic Diagnostic Procedures at Eye Center and retrieves official result (Proceed to Eye Center 4th Floor, Ophthalmology Department)</p>					
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	d. Get schedule for necessary procedure / management or schedule referral to consultant					

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	e. Proceeds to d.1. Pathology d.2. Radiology (if needed)					

	1. Secures Medical Risk Assessment or Medical Clearance (if necessary)					

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	2. Secures Pre-Anesthesia a Risk Evaluation (if necessary					

	3. Secure final instructions prior to admission or procedure / secure admission consent and surgical procedure consent					

END OF TRANSACTION						



## Core Process 4: Provision on Residency Training Program

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	a. Application of aspiring resident at HR department	<ul style="list-style-type: none"> <li>Provision of application form and requirements</li> </ul>	2 – 5 days	<ul style="list-style-type: none"> <li>HR division personnel</li> </ul>	None	<ul style="list-style-type: none"> <li>Application form</li> </ul>
2	a. Processing of application forms and requirements.  Proper endorsement to Hospital Training officer	<ul style="list-style-type: none"> <li>Checking of required form and credentials for evaluation</li> </ul>	10-20 minutes	<ul style="list-style-type: none"> <li>HR division personnel</li> </ul>	None	<ul style="list-style-type: none"> <li>Application form</li> </ul>
3	a. Pre-evaluation with the hospital training officer	<ul style="list-style-type: none"> <li>Pre-interview and assessment of applicants</li> </ul>	30 minutes	<ul style="list-style-type: none"> <li>Hospital Training officer</li> </ul>	None	<ul style="list-style-type: none"> <li>Application form</li> </ul>
4	a. Endorsement of the applicant to the respective department head and department	<ul style="list-style-type: none"> <li>Proper endorsement of applicant to the respective department chair</li> </ul>	30 minutes	<ul style="list-style-type: none"> <li>PDER Office and Hospital Training Officer</li> <li>Department Head and training</li> </ul>	None	<ul style="list-style-type: none"> <li>Endorsement Letter</li> <li>Application form</li> </ul>

	training officer			officer		
5	a. Interview and reassessment of the applicant	<ul style="list-style-type: none"> <li>• Checking of required form and credentials for evaluation</li> <li>• Assessment of Applicants credential</li> </ul>	30 minutes- 1 hour	<ul style="list-style-type: none"> <li>• Department Head and training officer</li> </ul>	None	None
6	a. Acceptance and start of pre-residency	<ul style="list-style-type: none"> <li>• Evaluation of applicant's skills, knowledge and attitude as a resident</li> </ul>	15 days - 1 month	<ul style="list-style-type: none"> <li>• Department Head and training officer</li> </ul>	None	<ul style="list-style-type: none"> <li>• Acceptance Letter</li> </ul>
7	a. Formal residency training program	<ul style="list-style-type: none"> <li>• Evaluation of applicant's skills, knowledge and attitude as a resident</li> </ul>	3 years	<ul style="list-style-type: none"> <li>• Department Head and training officer</li> </ul>	None	<ul style="list-style-type: none"> <li>• Evaluation sheets</li> </ul>
8	a. Completion of requirements for graduation	<ul style="list-style-type: none"> <li>• Evaluation of applicant's skills, knowledge and attitude prior to graduating and completion of requirements</li> </ul>	2 months	<ul style="list-style-type: none"> <li>• Department Head and training officer</li> </ul>	None	<ul style="list-style-type: none"> <li>• Evaluation sheets</li> <li>• Grades</li> <li>• Certificates</li> </ul>
END OF TRANSACTION						

**Table 1. ER consultation, admission and discharge of ORL-HNS patients**

<u>Office of Division:</u>	<u>ORL-HNS</u>			
<u>Classification:</u>	<u>Complex</u>			
<u>Type of Transaction:</u>	<u>G2C, G2G</u>			
<u>Who may avail:</u>	<u>Patients who require consult for emergent/urgent medical or surgical management</u>			
<u>CHEKSLIST OF REQUIREMENTS</u>		<u>WHERE TO SECURE</u>		
<u>Patient ER record</u>  <u>BP apparatus, pulse oximeter, thermometer</u>  <u>Otoscope, pnuematoscope, nasal speculum, light source, tongue depressors, gloves</u>  <u>Admitting chart</u>  <u>Signed waiver</u>  <u>PhilHealth form/ID (if available)</u>  <u>ER logbook</u>		<u>ER NOD</u>  <u>ORL-HNS Resident-on-duty</u>  <u>ORL-HNS Consultant-on-duty</u>  <u>Patient</u>		
<u>CLIENT STEPS</u>	<u>AGENCY ACTION</u>	<u>FEES TO BE PAID</u>	<u>PROCESSING TIME</u>	<u>PERSON RESPONSIBLE</u>

<p><u>1. Patient waits at the ER waiting area</u></p>	<p><u>ER Nurse on duty endorses the patient ER chart to ORL-HNS-ROD</u></p>	<p><u>None</u></p>	<p><u>5-10 minutes</u></p>	<p><u>ER Nurse-on-duty</u></p>
<p><u>2. Patient waits at the ER waiting area to be called</u></p>	<p><u>ER chart is received by ORL-HNS-ROD</u></p>	<p><u>None</u></p>	<p><u>5-10 minutes</u></p>	<p><u>ER Nurse-on-duty</u> <u>ORL-HNS resident-on-duty</u></p>
<p><u>3. Patient proceeds at ORL-HNS examination area</u></p>	<p><u>ORL-HNS-ROD call patient in time for consult</u></p>	<p><u>None</u></p>	<p><u>5 minutes</u></p>	<p><u>ORL-HNS resident-on-duty</u></p>
<p><u>4. Patient seated properly at examination area for taking of vital signs</u></p>	<p><u>ORL-HNS-ROD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)</u></p>	<p><u>None</u></p>	<p><u>5 minutes</u></p>	<p><u>ORL-HNS resident-on-duty</u></p>

<p><u>5. Declares his/her history and symptoms and undergoes physical examination</u></p> <p><u>Patient waits at the emergency room</u></p> <p><u>Patient or patient relative signs consent for admission and management</u></p> <p><u>Patient prepares to</u></p>	<p><u>Junior ORL-HNS ROD with PGI take history of patient, physical examination, assessment, diagnosis and makes request for diagnostic examinations</u></p> <p><u>If patient is for admission,</u></p> <p><u>5a. ORL-HNS Senior resident refers to Consultant-on-duty</u></p> <p><u>5b. ER nurse secure consent for admission and management</u></p> <p><u>5c. Senior ORL-HNS ROD accomplishes the admitting chart</u></p> <p><u>5d. Swabs patient, prepares the patient for admission</u></p> <p><u>5e. ER NOD prepares and</u></p>	<p><u>Laboratory fee</u></p> <p><u>Radiologic fee</u></p>	<p><u>200-400 minutes</u></p>	<p><u>ORL-HNS resident-on-duty and consultant-on-duty</u></p> <p><u>Pathology medical technologist</u></p> <p><u>Radiology resident-on-duty</u></p> <p><u>Radiology technician</u></p> <p><u>OR nurse-on duty</u></p> <p><u>Anesthesia resident-on-duty</u></p>
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<p><u>management and operation</u></p> <p><u>Patient prepares to be swabbed</u></p> <p><u>Patient declares her history to anesthesia</u></p>	<p><u>prepares and carry out orders for the patient</u></p> <p><u>5m. ORL-HNS senior ROD explains surgical plans</u></p> <p><u>5n. Secures consent for contemplated surgery or procedure.</u></p> <p><u>5o. Anesthesia ROD performs pre-operative evaluation</u></p> <p><u>5p. Anesthesia ROD secure consent for anesthesia</u></p> <p><u>5q. ER NOD transfers the OR</u></p> <p><u>5r. ER NOD endorses the patient OR NOD</u></p> <p><u>5s. OR NOD receives the patient and checks the endorsed chart for its completeness</u></p> <p><u>5t. OR NOD transfers the patient to</u></p>			
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<p><u>ROD</u></p> <p><u>Patient or patient's relative signs consent for anesthesia</u></p> <p><u>Patient stays at OR</u></p>	<p><u>PACU</u></p> <p><u>5u. OR NOD administer IV medications and carry out immediate post-op plan</u></p> <p><u>5v. OR nurse transfers patient to ORL-HNS ward</u></p> <p><u>5w. OR nurse endorses the patient to ORL-HNS NOD</u></p> <p><u>5x. ORL-HNS NOD receives the patient and check chart for completeness</u></p> <p><u>5y. Patient is transferred to ORL-HNS ward</u></p>			
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<p><u>Patient stays at ORL-HNS ward</u></p>				
<p><u>6. Patient waits at emergency room</u></p>	<p><u>Junior ORL-HNS resident endorses to senior ORL-HNS resident</u></p> <p>- <u>Performs minor procedure if indicated (Junior ORL-HNS ROD)</u></p> <p>- <u>Explains major procedure indicated (Senior ORL-HNS ROD)</u></p>	<p><u>OR needs Medications</u></p>	<p><u>20-30 minutes</u></p>	<p><u>ORL-HNS resident-on-duty</u></p>

<u>7. Discharged once recovered and advised for follow up</u>	<u>Discharges recovered patients and gives follow-up instructions</u>	<u>None</u>	<u>20-30 minutes</u>	<u>ORL-HNS Resident-on-duty</u>  <u>ER Nurse-on-duty</u>
<u>8. Patient proceed to ER nurse station for discharge</u>	<u>ER NOD input at HIS as MGH</u>	<u>None</u>	<u>10 minutes</u>	<u>ER Nurse-on-duty</u>
<u>9. Patient's relative goes to cashier</u>	<u>Patient's relative pays fee to the cashier</u>	<u>ER fee</u>  <u>Procedure fee</u>  <u>OR needs</u>  <u>Medication</u>	<u>15 minutes</u>	<u>Cashier</u>
<u>10. Patient's relative claims official receipt</u>	<u>Cashier personnel issues official receipt</u>	<u>None</u>	<u>5 minutes</u>	<u>Cashier</u>
<u>11. Patient and patient's relative receives clearance form to ER</u>	<u>ER NOD issues clearance to patient</u>	<u>None</u>	<u>5 minutes</u>	<u>ER Nurse-on-duty</u>

<u>NOD</u>				
<u>12.Patient goes to ER exit</u>	<u>Patient goes to security guard at exit of emergency room</u>	<u>None</u>	<u>5 minutes</u>	<u>ER security guard</u>
	<u>TOTAL-</u>	<u>Variable</u>	<u>Variable</u>	

**Table 3. Out-patient consultation**

<u>Office of Division:</u>	<u>ORL-HNS</u>			
<u>Classification:</u>	<u>Complex</u>			
<u>Type of Transaction:</u>	<u>G2C, G2G</u>			
<u>Who may avail:</u>	<u>Patients who require consult for ambulatory or out-patient medical or surgical management</u>			
<u>CHEKSLIST OF REQUIREMENTS</u>		<u>WHERE TO SECURE</u>		
<u>OPD chart/record</u> <u>Queueing number</u> <u>Otoscope, pneumatoscope, nasal speculum, light source, tongue depressors, gloves</u> <u>Minor surgical set</u> <u>ENT instruments</u> <u>Suction machine</u> <u>OR materials</u> <u>OPD logbook</u>		<u>Medical records section</u> <u>ORL-HNS OPD NOD/ NA</u> <u>ORL-HNS resident and consultant-on-duty</u> <u>Cashier</u>		
<u>CLIENT STEPS</u>	<u>SERVICE PROVIDER</u>	<u>FEESTO BE PAID</u>	<u>PROCESSING TIME</u>	<u>PERSON/S RESPONSIBLE</u>
<u>1. Patient waits at ORL-HNS waiting area</u>	<u>OPD Nurse attendant endorses the patient chart to ORL-HNS NOD/NA</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>2. Patient waits at ORL-HNS waiting area</u>	<u>OPD chart is received by ORL-HNS NOD/ NA</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>

<u>3. Patient waits at ORL-HNS waiting area</u>	<u>ORL-HNS NOD/ NA validates the name of the patient in the HIS</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>4. Patient waits at ORL-HNS waiting area</u>	<u>Patient is lined for consultation</u>	<u>None</u>	<u>10 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>5. Patient waits at ORL-HNS waiting area</u>	<u>Patient waits outside at the ORL-HNS waiting area</u>	<u>None</u>	<u>120 minutes</u>	
<u>6. Patient proceed at ORL-HNS OPD room</u>	<u>ORL-HNS NOD call patients in time for consult</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>7. Patient seated properly for taking of vital signs</u>	<u>ORL-HNS NOD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>8. Patient proceeds at the treatment room</u>	<u>ORL-HNS NOD endorses patient to Junior ORL-HNS resident</u>	<u>None</u>	<u>3 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u> <u>ORL-HNS resident-on-duty</u>

<u>9. Declares his/her history and symptoms and undergoes physical examination</u>	<u>Junior ORL-HNS resident with PGI</u> : <u>history taking</u> : <u>physical examination</u> : <u>assessment</u> : <u>diagnosis</u> : <u>request for laboratory</u> : <u>Prescription</u> : <u>Performs minor procedure if indicated</u> : <u>Explains major procedure indicated</u> : <u>Schedule for follow up if required</u>	None	<u>20-60 minutes</u>	<u>ORL-HNS resident-on-duty</u>
<u>10. Patient waits at the treatment room</u>	<u>Junior ORL-HNS resident endorses patient to ORL-HNS NOD</u>	None	<u>3 minutes</u>	<u>ORL-HNS resident-on-duty</u>  <u>ORL-HNS NOD</u>
<u>11. Patient proceeds to ORL-HNS NOD area</u>	<u>ORL-HNS NOD charges the patient</u>	None	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>12. Patient proceeds to OPD cashier</u>	<u>ORL-HNS NOD instructs the patient to pay at the cashier (HIS generated)</u>	None	<u>2 minutes</u>	<u>ORL-HNS NOD</u>

<u>13. Patient lined at OPD cashier</u>	<u>Patient goes to</u> <u>a. cashier</u> <u>b. MSS (for financial assistance)/ discount</u>	<u>None</u>	<u>10-15 minutes</u>	<u>ORL-HNS NOD</u> <u>Cashier</u>
<u>14. Patient pays corresponding fee</u>	<u>Patient pays the corresponding fee at the cashier</u>	<u>OPD fee</u>	<u>10-15 minutes</u>	<u>Cashier</u>
<u>15. Patient receives OR and clearance form</u>	<u>Cashier issues OR and clearance to the patient</u>	<u>None</u>	<u>5 minutes</u>	<u>Cashier</u>
<u>16. Patient proceeds to ORL-HNS OPD room</u>	<u>Patient present the OR and clearance ORL-HNS NOD</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>17. Patient waits at ORL-HNS room</u>	<u>ORL-HNS NOD validates and signs the clearance slip and check official receipt</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>18. Patient waits at ORL-HNS room</u>	<u>ORL-HNS NOD tags the name of the patient in the HIS as MGH</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>19. Patient proceeds to exit</u>	<u>Patient presents the clearance to the guard on duty at the exit</u>	<u>None</u>	<u>2 minutes</u>	<u>OPD security guard</u>
		<u>Total- Variable</u>	<u>None</u>	

**Table 4. Conduction of endoscopy**

<u>Office of Division:</u>	<u>ORL-HNS</u>			
<u>Classification:</u>	<u>Complex</u>			
<u>Type of Transaction:</u>	<u>G2C, G2G</u>			
<u>Who may avail:</u>	<u>Patients who require additional assessment for medical or emergency surgical management using fiberoptic cameras</u>			
<u>CHECKLIST OF REQUIREMENTS</u>		<u>WHERE TO SECURE</u>		
<u>OPD/ER chart</u> <u>Consent form</u> <u>Flexible, 0-degree, 30-degree, and 70-degree fiberoptic scopes</u> <u>Recording device and cellphone</u>		<u>ORL-HNS OPD NOD/ NA</u> <u>ORL-HNS resident and consultant-on-duty</u> <u>Cashier</u>		
<u>CLIENT STEPS</u>	<u>SERVICE PROVIDER</u>	<u>FEESTO BE PAID</u>	<u>PROCESSING TIME</u>	<u>PERSON/S RESPONSIBLE</u>
<u>1. Patient waits at ORL-HNS waiting area</u>	<u>OPD Nurse attendant endorses the patient chart to ORL-HNS NOD/NA</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>2. Patient waits at ORL-HNS waiting area</u>	<u>OPD chart is received by ORL-HNS NOD/ NA</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>3. Patient waits at ORL-HNS waiting area</u>	<u>ORL-HNS NOD/ NA validates the name of the patient in the HIS</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>4. Patient waits at ORL-HNS waiting area</u>	<u>Patient is lined for consultation</u>	<u>None</u>	<u>10 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>



<u>5. Patient waits at ORL-HNS waiting area</u>	<u>Patient waits outside at the ORL-HNS waiting area</u>	<u>None</u>	<u>120 minutes</u>	
<u>6. Patient proceed at ORL-HNS OPD room</u>	<u>ORL-HNS NOD call patients in time for consult</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>7. Patient seated properly for taking of vital signs</u>	<u>ORL-HNS NOD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>8. Patient proceeds at the treatment room</u>	<u>ORL-HNS NOD endorses patient to Junior ORL-HNS resident</u>	<u>None</u>	<u>3 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u> <u>ORL-HNS resident-on-duty</u>
<u>9. Declares his/her history, undergoes physical examination and review of chart</u>	<u>Junior ORL-HNS resident with PGI</u>  : <u>history taking</u>  : <u>physical examination</u>  : <u>assessment</u>  : <u>diagnosis</u>  : <u>Procedure explained</u>  : <u>Endoscopic procedure done</u>	<u>None</u>	<u>15-20 minutes</u>	<u>ORL-HNS resident-on-duty</u>

<u>10. Patient waits at the treatment room</u>	<u>Endoscopy findings are written on the chart and for checking by consultant-on-duty</u>	<u>None</u>	<u>15 minutes</u>	<u>ORL-HNS resident-on-duty and consultant-on-duty</u>
<u>11. Patient listens to the instructions given</u>	<u>Endoscopic findings will be discussed to the patient and final disposition of patient with instructions and follow-up if</u>	<u>None</u>	<u>10 minutes</u>	<u>ORL-HNS resident-on-duty</u>
<u>12. Patient waits at the treatment room</u>	<u>Junior ORL-HNS resident endorses patient to ORL-HNS NOD</u>	<u>None</u>	<u>3 minutes</u>	<u>ORL-HNS resident-on-duty</u> <u>ORL-HNS NOD</u>
<u>13. Patient proceeds to ORL-HNS NOD area</u>	<u>ORL-HNS NOD charges the patient</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>14. Patient proceeds to OPD cashier</u>	<u>ORL-HNS NOD instructs the patient to pay at the cashier (HIS generated)</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>15. Patient lined at OPD cashier</u>	<u>Patient goes to</u> <u>a. cashier</u> <u>b. MSS (for financial assistance)/ discount</u>	<u>None</u>	<u>10-15 minutes</u>	<u>ORL-HNS NOD</u> <u>Cashier</u>
<u>16. Patient pays corresponding fee</u>	<u>Patient pays the corresponding fee at the cashier</u>	<u>OPD fee</u>	<u>10-15 minutes</u>	<u>Cashier</u>
<u>17. Patient receives OR and clearance form</u>	<u>Cashier issues OR and clearance to the patient</u>	<u>None</u>	<u>5 minutes</u>	<u>Cashier</u>

<u>18. Patient proceeds to ORL-HNS OPD room</u>	<u>Patient present the OR and clearance ORL-HNS NOD</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>19. Patient waits at ORL-HNS room</u>	<u>ORL-HNS NOD validates and signs the clearance slip and check official receipt</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>20. Patient waits at ORL-HNS room</u>	<u>ORL-HNS NOD tags the name of the patient in the HIS as MGH</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>21. Patient proceeds to exit</u>	<u>Patient presents the clearance to the guard on duty at the exit</u>	<u>None</u>	<u>2 minutes</u>	<u>OPD security guard</u>
		<u>Total-Variable</u>	<u>Variable</u>	

**Table 5. Conduction of hearing tests**

<u>Office of Division:</u>	<u>ORL-HNS</u>			
<u>Classification:</u>	<u>Complex</u>			
<u>Type of Transaction:</u>	<u>G2C, G2G</u>			
<u>Who may avail:</u>	<u>Patients who are ages 5 and above requiring hearing assessment</u>			
<u>CHEKLIST OF REQUIREMENTS</u>		<u>WHERE TO SECURE</u>		
<u>OPD chart</u> <u>Hearing test request</u> <u>: ___ Completely filled and signed</u> <u>: ___ Accurate patient data</u> <u>Audiogram machine</u> <u>Tympanometry machine</u> <u>Otoscope</u> <u>Pneumatoscope</u> <u>Hearing test logbook</u>		<u>ORL-HNS OPD NOD</u> <u>ORL-HNS resident and audiology consultant</u>		
<u>CLIENT STEPS</u>	<u>SERVICE PROVIDER</u>	<u>FEESTO BE PAID</u>	<u>PROCESSING TIME</u>	<u>PERSON/S RESPONSIBLE</u>
<u>1. Patient waits at ORL-HNS waiting area</u>	<u>OPD Nurse attendant endorses the patient chart to ORL-HNS NOD/NA</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>2. Patient waits at ORL-HNS waiting area</u>	<u>OPD chart is received by ORL-HNS NOD/ NA</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>3. Patient waits</u>	<u>ORL-HNS NOD/ NA validates</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS</u>

<u>at ORL-HNS waiting area</u>	<u>the name of the patient in the HIS</u>			<u>Nurse-on-duty/ NA</u>
<u>4. Patient waits at ORL-HNS waiting area</u>	<u>Patient is lined for consultation</u>	<u>None</u>	<u>10 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>5. Patient waits at ORL-HNS waiting area</u>	<u>Patient waits outside at the ORL-HNS waiting area</u>	<u>None</u>	<u>120 minutes</u>	
<u>6. Patient proceed at ORL-HNS OPD room</u>	<u>ORL-HNS NOD call patients in time for consult</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>7. Patient seated properly for taking of vital signs</u>	<u>ORL-HNS NOD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>8. Patient proceeds at the treatment room</u>	<u>ORL-HNS NOD endorses patient to Junior ORL-HNS resident</u>	<u>None</u>	<u>3 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u> <u>ORL-HNS resident-on-duty</u>
<u>9. Declares his/her history, undergoes physical examination and review of chart</u>	<u>Junior ORL-HNS resident with PGI</u>  <u>: ___ history taking</u>  <u>: ___ physical examination</u>  <u>: ___ assessment</u>  <u>: ___ diagnosis</u>  <u>: ___ Procedure explained</u>	<u>None</u>	<u>15-20 minutes</u>	<u>ORL-HNS resident audiology rotator</u>

<u>10. Patient waits at the treatment room</u>	<u>Hearing test filled out with instruction of schedule</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS resident audiology rotator</u>
<u>11. Patient proceeds to hearing center</u>	<u>Pure tone and speech audiometry and tympanometry</u>	<u>None</u>	<u>20-30 minutes</u>	<u>ORL-HNS resident audiology rotator</u>
<u>12. Patient waits at the ORL-HNS OPD waiting area</u>	<u>Filling up of audiogram and tympanogram form and checking by audiology consultant</u>	<u>None</u>	<u>15 minutes</u>	<u>ORL-HNS resident audiology rotator and consultant-on-duty</u>
<u>13. Patient waits at the treatment room</u>	<u>Junior ORL-HNS resident endorses patient to ORL-HNS NOD</u>	<u>None</u>	<u>3 minutes</u>	<u>ORL-HNS resident-on-duty</u> <u>ORL-HNS NOD</u>
<u>14. Patient proceeds to ORL-HNS NOD area</u>	<u>ORL-HNS NOD charges the patient for hearing test</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>15. Patient proceeds to OPD cashier</u>	<u>ORL-HNS NOD instructs the patient to pay at the cashier (HIS generated)</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>16. Patient lined at OPD cashier</u>	<u>Patient goes to</u> <u>a. cashier</u> <u>b. MSS (for financial assistance)/discount</u>	<u>None</u>	<u>10-15 minutes</u>	<u>ORL-HNS NOD</u> <u>Cashier</u>
<u>17. Patient pays corresponding fee</u>	<u>Patient pays the corresponding fee at the cashier</u>	<u>OPD fee</u>	<u>10-15 minutes</u>	<u>Cashier</u>
<u>18. Patient receives OR and clearance form</u>	<u>Cashier issues OR and clearance to the patient</u>	<u>None</u>	<u>5 minutes</u>	<u>Cashier</u>

<u>19. Patient proceeds to ORL-HNS OPD room</u>	<u>Patient present the OR and clearance ORL-HNS NOD</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>20. Patient waits at ORL-HNS room</u>	<u>ORL-HNS NOD validates and signs the clearance slip and check official receipt</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>21. Patient waits at ORL-HNS room</u>	<u>ORL-HNS NOD tags the name of the patient in the HIS as MGH</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>22. Patient proceeds to exit</u>	<u>Patient presents the clearance to the guard on duty at the exit</u>	<u>None</u>	<u>2 minutes</u>	<u>OPD security guard</u>
<u>23. Patient claims results</u>	<u>Release of results after 1 week</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS resident-on-duty</u>
		<u>Total-Variable</u>	<u>Variable</u>	

**Table 6. Conduction of Fine Needle Aspiration Biopsy**

<u>Office of Division:</u>	<u>ORL-HNS</u>			
<u>Classification:</u>	<u>Complex</u>			
<u>Type of Transaction:</u>	<u>G2C, G2G</u>			
<u>Who may avail:</u>	<u>Patients who require additional assessment for medical or emergency surgical management using fiberoptic cameras</u>			
<b>CHEKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<u>Patient information sheet (PIS)</u> <u>Health declaration form</u> <u>OPD/ER chart</u> <u>Consent form</u> <u>Cytology/ Histopathology Form</u> : <u>_____ Completely filled and signed</u> : <u>_____ Accurate patient data</u> <u>Glass slides, 10cc syringe with needle, sterile gloves, cotton, betadine</u>		<u>ORL-HNS OPD NOD</u> <u>ORL-HNS resident</u> <u>Pathology resident and medical technologist</u>		
<b><u>CLIENT STEPS</u></b>	<b><u>SERVICE PROVIDER</u></b>	<b><u>FEESTO BE PAID</u></b>	<b><u>PROCESSING TIME</u></b>	<b><u>PERSON/S RESPONSIBLE</u></b>
<u>1. Patient waits at ORL-HNS waiting area</u>	<u>OPD Nurse attendant endorses the patient chart to ORL-HNS NOD/NA</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>2. Patient waits at ORL-HNS waiting area</u>	<u>OPD chart is received by ORL-HNS NOD/ NA</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>



<u>3. Patient waits at ORL-HNS waiting area</u>	<u>ORL-HNS NOD/ NA validates the name of the patient in the HIS</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>4. Patient waits at ORL-HNS waiting area</u>	<u>Patient is lined for consultation</u>	<u>None</u>	<u>10 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>5. Patient waits at ORL-HNS waiting area</u>	<u>Patient waits outside at the ORL-HNS waiting area</u>	<u>None</u>	<u>120 minutes</u>	
<u>6. Patient proceed at ORL-HNS OPD room</u>	<u>ORL-HNS NOD call patients in time for consult</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>7. Patient seated properly for taking of vital signs</u>	<u>ORL-HNS NOD takes and record the vital signs of patient (BP, HR, RR, O2 sat, Temp)</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u>
<u>8. Patient proceeds at the treatment room</u>	<u>ORL-HNS NOD endorses patient to Junior ORL-HNS resident</u>	<u>None</u>	<u>3 minutes</u>	<u>ORL-HNS Nurse-on-duty/ NA</u> <u>ORL-HNS resident-on-duty</u>

<p><u>9. Declares his/her history, undergoes physical examination and review of chart</u></p>	<p><u>Junior ORL-HNS resident with PGI</u></p> <ul style="list-style-type: none"> <li>: <u>history taking</u></li> <li>: <u>physical examination</u></li> <li>: <u>assessment</u></li> <li>: <u>diagnosis</u></li> <li>: <u>Procedure explained</u></li> <li>: <u>Fine needle aspiration biopsy done</u></li> </ul>	<p><u>None</u></p>	<p><u>15-20 minutes</u></p>	<p><u>ORL-HNS resident audiology rotator</u></p>
<p><u>10. Patient waits at the treatment room</u></p>	<p><u>Filling out of Cytology Histopathology Form checking by senior resident</u></p>	<p><u>None</u></p>	<p><u>5 minutes</u></p>	<p><u>ORL-HNS resident audiology rotator</u></p>
<p><u>11. Patient waits at the treatment room</u></p>	<p><u>Junior ORL-HNS resident endorses patient to ORL-HNS NOD</u></p>	<p><u>None</u></p>	<p><u>3 minutes</u></p>	<p><u>ORL-HNS resident-on-duty</u> <u>ORL-HNS NOD</u></p>
<p><u>12. Patient proceeds to ORL-HNS NOD area</u></p>	<p><u>ORL-HNS NOD charges the patient for the procedure</u></p>	<p><u>None</u></p>	<p><u>2 minutes</u></p>	<p><u>ORL-HNS NOD</u></p>
<p><u>13. Patient proceeds to OPD cashier</u></p>	<p><u>ORL-HNS NOD instructs the patient to pay at the cashier (HIS generated)</u></p>	<p><u>None</u></p>	<p><u>2 minutes</u></p>	<p><u>ORL-HNS NOD</u></p>

<u>14. Patient lined at OPD cashier</u>	<u>Patient goes to</u> <u>a. cashier</u> <u>b. MSS (for financial assistance)/ discount</u>	<u>None</u>	<u>10-15 minutes</u>	<u>ORL-HNS NOD</u> <u>Cashier</u>
<u>15. Patient pays corresponding fee</u>	<u>Patient pays the corresponding fee at the cashier</u>	<u>OPD fee</u> <u>Histopathology fee</u>	<u>10-15 minutes</u>	<u>Cashier</u>
<u>16. Patient receives OR and clearance form</u>	<u>Cashier issues OR and clearance to the patient</u>	<u>None</u>	<u>5 minutes</u>	<u>Cashier</u>
<u>17. Patient proceeds to ORL-HNS OPD room</u>	<u>Patient present the OR and clearance</u> <u>ORL-HNS NOD</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>18. Patient waits at ORL-HNS room</u>	<u>ORL-HNS NOD validates and signs the clearance slip and check official receipt</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>19. Patient waits at ORL-HNS room</u>	<u>ORL-HNS NOD tags the name of the patient in the HIS as MGH</u>	<u>None</u>	<u>2 minutes</u>	<u>ORL-HNS NOD</u>
<u>20. Patient proceeds to exit</u>	<u>Patient presents the clearance to the guard on duty at the exit</u>	<u>None</u>	<u>2 minutes</u>	<u>OPD security guard</u>
<u>21. Patient submits the specimen and request to Department of pathology</u>	<u>Submission of specimen to Department of Pathology</u>	<u>None</u>	<u>15 minutes</u>	<u>Pathology resident and medical technologist</u>

<u>22. Patient claims results</u>	<u>Release of results after 2 weeks</u>	<u>None</u>	<u>5 minutes</u>	<u>Pathology resident and medical technologist</u>
<u>23. Patient brings result and follow-up at ORL-HNS OPD</u>	<u>Follow up check-up once with final histopathology results</u>	<u>None</u>	<u>5 minutes</u>	<u>ORL-HNS resident-on-duty</u>
		<u>Total- Variable</u>	<u>Variable</u>	

## Consultation and Management of the mentally ill in the outpatient setting

Psychological and mental health consults in the Psychiatry Clinic

*(Konsulta para sa kalusugang pangkaisipan sa Psychiatry Clinic)*

**Division** Department of Psychiatry, Medical Division

**Classification** Simple

**Type of Transaction** G2C, G2G

**Who may avail** All patients >18 years old with psychological concerns/mental disorders  
(Lahat ng pasyenteng may edad >18 na mayroong psychological concerns/sakit sa pag-iisip)

### Checklist of requirements

### Where to secure

Confirmed Appointment

Schedule with Department of Psychiatry  
(Makipag-ugnayan sa Psychiatry Clinic)

Medical Record

Records section

Face mask

Provided by patient (Magmumula sa pasyente)

Client Steps (Mga Hakbang ng Kliyente)	Agency Action (Mga Gagawin ng Ahensya)	Fees to be Paid (Bayarin)	Processing Time (Oras ng Pagproseso)	Person Responsible (Ang Kinauukulan)	Forms
Coordinate with Psychiatry Clinic for appointment schedule <i>(Makipag-ugnayan sa Psychiatry Clinic para mabigyan ng iskedyl )</i>	Schedule consult <i>(Magtakda ng araw ng konsulta)</i>  Give instructions for consult <i>(Magbigay ng mga tagubilin para sa konsulta)</i>		Within 2 minutes <i>(sa loob ng 2 minutos)</i>	Rotator / Consultant  Department of Psychiatry Staff	
Patients with psychological concerns / mental disorder arrive / are referred to	Records delivered to the Department of Psychiatry		Within 2 minutes <i>(sa loob ng 2</i>	Medical Records Section Staff	OPD chart

Psychiatry after Triage Screening (Magtungo sa OPD Triage upang marefer sa Psychiatry)	(labot ang records sa Departamento ng Psychiatry)		minutos)		
Go to Psychiatry clinic for consult (Magtungo sa Psychiatry Clinic)	Consult and Assessment of the medical condition through history taking and mental status examination; referral to staff physician (Pagsusuri ng pasyente, pagrefer sa doktor)		Within 51 minutes (sa loob ng 51 minutos)	Rotator / Consultant  Department of Psychiatry Staff	OPD chart
Pay consultation fee to the cashier and present receipt to the Department of Psychiatry (Magbayad sa kahera at ibigay ang resibo sa Department of Psychiatry) Receive prescription and advice from physicians. (Tanggapin ang reseta at payo ng mga doktor)	Post charges and instruct patient (Ituro ang pagbayad sa cashier) Management of Patients / Send patient home (Pagsusuri ng pasyente, pagpapauwi sa pasyente)	Php4 0.00	Within 20 minutes (sa loob ng 20 minutos)	Rotator/ Consultant  Department of Psychiatry Staff	OPD chart  Prescription, lab request, medical certificate, clinical abstract
	Total:	Php4 0.00	75 minutes (75 minutos)		
END of TRANSACTION					

## 1. MANAGEMENT FOR OB-GYN PATIENTS AT THE EMERGENCY ROOM/TENT

STEPS	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	Proceed to Obstetrics and Gynecology Emergency room desk	Receives Emergency room chart from Admitting section	2-3 minutes	Senior Interns/ Resident on Duty	None	Patient's Chart
2	Evaluation: Vital signs are taken	Vital Signs is taken and recorded	3-5 min	Senior Interns/Resident on Duty	None	Patient's Chart
3	Assessment: Proceed to interview and physical examination	<p>Patient history is taken. Patient is examined. To assess if the patient needs urgent care, surgical or non surgical. Laboratories and imaging studies are requested.</p> <p>If in labor: Patient is transferred to labor room/ Delivery room.</p>	30 min – 1 hour	Senior Intern/Resident on Duty	None	Patient's Chart

		If for medical management patient transferred to OB Ward				
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4	Documentation	All patients' charts are logged and recorded.  Charts of patients that are discharge with home meds are for clearance and submitted to medical records.	3-5 min	Senior intern, Nurse on Duty	None	Patient's Chart
5	Ward admission	Patient admitted to respective wards depending on the case	15-30 min	Nurse on Duty	None	Patient's chart
6	Patient reassessment	Patient reassessed by the OB resident on duty; Laboratories are followed up;	30 min- 1 hour	Resident on Duty	None	Patient's chart
7	Patient management	Patient management a. medical management	2-7 days	Resident on Duty Resident in duty	None	Patient's chart

		b. surgical management				
8	Patient discharge	Patient is reassessed prior to discharge; Advised follow up Processing of Billing settlement and Clearance Patient discharged	1-2 hours	Resident on Duty Nurse on Duty Guard on Duty	None	Patient's Chart Discharge Notice Clearance Slip
END OF TRANSACTION						



## 2. MANAGEMENT OF OBSTETRICAL AND GYNECOLOGIC CASES AT OUTPATIENT DEPARTMENT

STEPS	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
<b>1</b>	Proceed to Obstetrics and gynecology waiting area and wait for the name to be called	Receives chart from Records	2 – 3 minutes	Nursing Aid, Nurse, junior and senior Interns	None	Patient's Chart
<b>2</b>	Evaluation: Proceed to Vital Signs Area	Vital Signs is taken and recorded	3 – 5 minutes	Nurse, junior and senior Interns	None	Patient's Chart
<b>3</b>	Screening and Assessment: Proceed to consultation area for interview and physical examination	<p>Patient history is taken and examined. To assess if the patient is high risk or low risk. Necessary laboratories and imaging examinations are requested.</p> <p>If urgent: patient referred to ER.</p> <p>High risk: referred to subspecialty clinics (High Risk Clinic, Infectious, REI, Teen clinic)</p>	15 – 20 minutes	Junior Intern/Senior Intern/OPD resident	None	Patient's Chart
<b>4</b>	Additional procedures	<p>Pregnant patients for papsmear</p> <p>Pregnant term patients for fetomaternal monitoring using the Cardiotocography machine</p> <p>Gynecologic patients for papsmear and/or endometrial biopsy</p>	20 – 30 minutes	Junior Intern/Senior Intern/OPD resident	None	Patient's Chart Histopathologic Request Cytologic Request
<b>5</b>	Documentation	All patient's charts are	3 – 5	Junior intern	None	Patient's

		logged and recorded	minutes			Chart
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END OF TRANSACTION

### 3. PROVISION OF OBSTETRICS AND GYNECOLOGY RESIDENCY TRAINING PROGRAM

STEPS	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	Application of aspiring resident at HR department	Provision of application form and requirements	2 – 5 days	HR division personnel	None	Application form
2	Processing of application forms and requirements. Proper endorsement to Hospital Training officer	Checking of required form and credentials for evaluation	10-20 minutes	HR division personnel	None	Application form
3	Pre-evaluation with the hospital training officer	Pre-interview and assessment of applicants	30 minutes	Hospital Training officer	None	Application form
4	Endorsement of the applicant to the respective department head and department training officer	Proper endorsement of applicant to the respective department chair	30 minutes	Department Training officer Department Head and training officer	None	Endorsement Letter Application form
5	Interview and reassessment of the applicant	Checking of required form and credentials for evaluation  Assessment of Applicants credential	30 minutes- 1 hour	Department Head and training officer	None	None

<b>6</b>	Acceptance and start of pre-residency	Evaluation of applicant's skills, knowledge and accountability as resident	15 days - 1 month	Department Head and training officer	None	Acceptance Letter
<b>7</b>	Formal residency training program	Evaluation of applicant's skills, knowledge and accountability as resident	4 years	Department Head and training officer	None	Evaluation sheets
<b>8</b>	Completion of requirements for graduation	Evaluation of applicant's skills, knowledge and accountability prior to graduating and completion of requirements needed	2 months	Department Head and training officer	None	Evaluation sheets Grades Certificates
END OF TRANSACTION						

#### 4. SURGICAL MANAGEMENT FOR OBSTETRICS AND GYNECOLOGY PATIENTS

STEPS	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDED				
1	Plan for Emergency Surgery	A thorough history and physical examination will be done and an initial assessment of the patient is made	2 – 3 minutes	OB Resident	None	Patient's Chart
2	Referral to Team Leader, Chief Resident and Consultant on duty	The resident in charge will refer and discuss with the team leader, chief resident and to the consultant on duty the patient's case with a definitive plan of procedure	5 – 10 minutes	OB Resident, Team Leader, Chief Resident, Consultant on Duty	None	Patient's Chart
3	Proposal of Emergency surgery	The OB Junior/Senior Intern will propose the emergency case to the Anesthesiologist, LR-DR/ Main OR Complex Nurse, and to the Pediatrician (if needed)	10 minutes	Junior Intern/Senior Intern	None	Emergency Proposal

4	Preparation for Emergency Surgery	<p>Emergency operations shall be performed in the DR/LR and or Main Operating Room</p> <p>Once the surgical case is planned, referred and consented, standard operating procedure of the Operating Room shall be followed</p> <p>The OB resident in charge of the case accompanies the patient to the Operating Room and shall carry with him or her the patient's medications and supplies need for the</p>	30 minutes	OB resident, Consultant on Duty,	None	Patient's Chart
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		operation				
<b>5</b>	Performance of the surgical procedure	Senior resident and/or resident in charge shall perform the major operations assisted by the junior residents. In case of simultaneous operations, the chief resident or any senior shall scrub in the second case	1 – 2 hours	OB Resident	None	Patient's Chart

<b>6</b>	Completion of records	Operative technique, OR worksheets and chart of the patient shall be accomplished by the surgeon immediately after the surgery and must be incorporated in the patient's chart	5 – 10 minutes	OB Resident	None	Patient's Chart Operative Technique OR worksheets Histopathologic Request
<b>7</b>	Transfer of patient to PACU	The patient will be transferred to PACU for monitoring prior to transfer at the OB ward	10 – 15 minutes	OR Nurse, Anesthesiologist	None	Patient's Chart
END OF TRANSACTION						

<b>STEPS</b>	<b>ACTIVITY/PROCEDURE</b>	<b>DURATION OF</b>	<b>PERSON RESPONSIBLE</b>	<b>FEEES</b>	<b>FORMS</b>
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	<b>APPLICANT/CLIENT</b>	<b>SERVICE PROVIDED</b>	<b>ACTIVITY</b>			
<b>1</b>	Plan for Elective Surgery	A thorough history and physical examination will be done and an initial assessment of the patient is made	2 – 3 minutes	OB Resident	None	Patient's Chart
<b>2</b>	Referral to Team Leader, Chief Resident and Consultant on duty	The resident in charge will refer and discuss with the team leader, chief resident and to the consultant on duty the patient's case with a definitive plan of procedure	5 – 10 minutes	OB Resident, Team Leader, Chief Resident, Consultant on Duty	None	Patient's Chart
<b>3</b>	Preparation for Elective Surgery	Once a definitive plan has been made, patients for elective surgery, ages 35 years old and above requires IM CP clearance, and a PARES clearance from the department of Internal Medicine and Anesthesia, respectively. Patients for elective surgery, below 35 years old requires PARES clearance only from the department of Anesthesia.	5 – 7 days	OB Resident, IM Resident, Anesthesiology Resident	None	Patient's Chart

		Gynecologic cases needing non-emergency surgery is presented at pre-operative conferences held twice a week The Resident in charge will refer the case to the consultant on and inform the consultant that the case was discussed during pre operative conference with				
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		the definitive plan of surgery				
4	Proposal of Elective surgery	The OB Junior/Senior Intern will propose the elective case to the Anesthesiologist, LR DR/ Main OR Complex Nurse, Blood Bank and OB Ward Nurse	10 minutes	Junior Intern/Senior Intern	None	Elective Proposal

5	Preparation for Elective Surgery	Senior residents shall perform the major operations assisted by the junior residents	30 minutes	OB resident, Consultant on Duty,	None	Patient's Chart
6	Performance of the surgical procedure	Senior resident and/or resident in charge shall perform the major operations assisted by the junior residents. In case of simultaneous operations, the chief resident or any senior shall scrub in the second case	1 – 3 hours	OB Resident	None	Patient's Chart
7	Completion of records	Operative technique, OR worksheets and chart of the patient shall be accomplished by the surgeon immediately after the surgery and must be incorporated in the patient's chart	5 – 10 minutes	OB Resident	None	Patient's Chart Operative Technique OR worksheets Histopathologic Request
8	Transfer of patient to PACU	The patient will be transferred to PACU for monitoring prior to transfer at the OB ward	10 – 15 minutes	OR Nurse, Anesthesiologist	None	Patient's Chart



## **Nursing Service**

### **Nursing Service Core Processes**

**Schedule of Availability of Service** :

**Days** : Monday – Sunday

**Hours** : 24 hours without noon break

(8 hours per shift- 6-2/2-10/10-6)

**Who May Avail of the Service** :

Patients

admitted in Quezon City General Hospital

**Documentary Requirements**

: Hospital Card  
Patient wrist tag  
Government issued/valid ID's

**Processing Period** : Within 8 hours of duty

**How to Avail of the Service**

Step	Applicant/ Client	Service Process	Duration of Activity	Person In Charge	Fees	Form
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1	<p>1.1 Presents the wrist tag and clearly state the name. <i>( Ipakita ang pagkakilanlan 'wrist tag' at bangitin ng maliwanag ang pangalan)</i></p> <p>1.2 Ask for any concerns about the medicines administered <i>( Magtanong ng naisnamalamanukolsagamotnanatangga p)</i></p> <p>1.3 Report for any reaction related to medicines adminisitered <i>( Sabihin ang anumangreaksyonnanaramdamansanars nanakaduty)</i></p>	<p><b>1.Administration of medicines</b> <i>( Pagbibigay ng gamot)</i></p> <p>1.1 Verify and transcribes doctor's order. <i>(I-verify at italasatalaan ang gamotayonsa'order' ng dcotor)</i></p> <p>1.2 Identify the patient properly. <i>(Tanungin ang pagkakilanlan ng pasyente)</i></p> <p>1.3 Prepares the materials needed &amp; administers the medicinesprescribed. <i>( Ihanda ang mgakailangan at ibigay ang gamotsapasyente ng tama)</i></p> <p>1.4 Observe the patient for any drug adverse reaction. <i>( Obserbahan ang pasyentesaanumangreaksyon nadulot ng gamotnanaiturok)</i></p> <p>1.5Documents &amp; evaluates <i>( Italasatalaan at suriin ang pasyente)</i></p>	<p>3-5 minutes</p> <p>3-5 minutes</p> <p>5-15 minutes</p> <p>15-60 minutes</p> <p>5-15 minutes</p>	<p>Nurse on duty</p> <p>Nurse on duty</p> <p>---</p> <p>do---</p> <p>----</p> <p>do---</p> <p>---</p> <p>do---</p>	<p>P30.00 per route (excluded medicines)</p>	<p>Doctor's order</p> <p>Medication sheet</p> <p>Medication card</p> <p>Medication logbook</p> <p>Nurse's Notes</p> <p>TPR</p>
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2	<p>2.1 Participates during handover</p> <p><i>(Makilahoksapagpasa ng responsibilidad ng pag-aalaga)</i></p> <p>2.2 Asks for concerns in relation to handover.</p> <p><i>( Magtanongsanars kung tungkol kung may naisnamalaman)</i></p>	<p><b>2. Bedside Handover</b></p> <p><i>(Pagpapasa ng responsibilidad ng pangangalaga ng pasyente)</i></p> <p>2.1 Updates the kardex</p> <p><i>(Punan o baguhin ang kardex)</i></p> <p>2.2 Handovers or transfers of care</p> <p><i>( Ipasa ang responsibilidad ng pag-aalaga)</i></p> <p>2.3 Routine nursing care</p> <p><i>(Gawin ang karaniwang-gawain ng pangangalaga)</i></p>	<p>5-15 minutes</p> <p>5-10 minutes (per patient)</p> <p>5-10 minutes (per patient)</p>	<p>Incoming &amp; Outgoing</p> <p>Nurse on duty</p> <p>Nursing Attendant</p>	<p>None</p>	<p>Kardex,</p> <p>Endorsement sheet</p> <p>Inpatient-chart</p> <p>Inpatient census logbook</p> <p>V/S monitoring sheet</p>

3	<p>Complies with the request and other procedures as ordered by the doctor.</p> <p>( <i>Sundin ang mganireseta at ibang pang pamamaraan ng gamutanayonsadoctor</i>)</p>	<p><b>3. Carry-out Doctor's Order</b></p> <p><i>(Isakatuparan ang mga Doctor's order)</i></p> <p>3.1 Receives and verify written doctor's order.</p> <p><i>( I-verify ang order ng doctor)</i></p> <p>3.1 Carried-out the written orders of doctor such as:</p> <p><i>( Isagawa ang mganakatalana order ng doctor)</i></p> <p>3.1.1 Diagnostic Procedures</p> <p><i>( Pamamaraan pang-diagnostic)</i></p> <p>3.1. 2 Medicines</p> <p><i>(Gamot)</i></p> <p>3.1.3 Admission &amp; Discharge of patient</p> <p><i>( Pagtanggap at Pagpapauwing pasyente)</i></p> <p>3.1.4 Diet prescribed</p> <p><i>(Tamang pagkainnaipinayo)</i></p> <p>3.1.5 Other procedures related to treatment</p> <p><i>(Iba pang pamamaraanayonsagamutan)</i></p>	<p>5-10 minutes (per chart)</p> <p>10-30 minutes</p> <p>Within 1 hour</p> <p>Within 1 hour</p> <p>1- 2 hours</p> <p>5-15 minutes</p>	<p>Nurse on duty (NOD)</p> <p>NOD</p> <p>Nursing Attendant</p> <p>NOD</p> <p>NOD</p> <p>Nursing Attendant</p>	<p>None</p>	<p>Doctor's Order</p> <p>Prescription request</p> <p>Diagnostic Request</p> <p>Nurse's Notes</p> <p>Patient's Chart</p>
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			Within 1 hour	NOD Nursing Attendant  NOD Nursing Attendant		
4	Submits any diagnostic results that were done outside of the hospital  ( <i>Ibigaysanars ang mgaresulta.</i> )	<b>4. Nursing Documentation</b> <i>(Naitalaukolsapangangalaga ng pasyente)</i>  4.1 Checks and completes nurse's notes and other nursing flow sheets.  <i>(Suriin at kumpletuhin ang lahat ng talaan ng pangangalaga)</i>	1- 2 hours	Nurse on duty  Nursing Attendant	None	Nurse's Notes I & O Record TPR IVF Sheet Discharge Plan Patient's identifier Related Logbooks

<b>END of TRANSACTION</b>						

# Central Supply Room

## Requisition of Medical Supplies

Schedule of Availability of Service :

Days: Monday & Thursday

Hours: 6:00-12:00 PM

Who may avail of the service : CSR

Documentary Requirements : Material Management System

Processing Period: 60 minutes

How to Avail of the Service

<b>Service Applied For</b>	<b>Documentar y Requirement s</b>	<b>Client</b>	<b>Step by Step Procedure</b>	<b>Fees to be Paid</b>	<b>Maximum Processing Time</b>	<b>Person Responsibl e</b>
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<p>Requisition of Medical Supplies</p> <p><i>(Pag request ng medikalnagamit )</i></p>	<p>Requisition and Issuance Slip</p> <p><i>(Requisition and Issuance Slip)</i></p>	<p>Ward Department</p> <p><i>(Ward at ibat-ibangDepartamento)</i></p>	<p>1) Itemizing of supplies that are to be requested on the Requisition and Issuance Slip.</p> <p><i>(Pag-lilista ng irerequestnamedikaln a supply)</i></p> <p>2) Requesting of supplies thru Material Management System</p> <p><i>(Pag request ng suplaynagamit ang Material Management System)</i></p> <p>3) Posting of requisition</p> <p><i>(Pag post ng irerequestnasuplay)</i></p> <p>Duration: 60 minutes</p> <p><i>(Animnapuminuto)</i></p> <p>End of Transaction</p>	<p>None</p> <p><i>(Wala )</i></p>	<p>30 minutes</p> <p><i>(Trentaminuto)</i></p> <p>20 minutes</p> <p><i>(Benteminuto)</i></p> <p>10 minutes</p> <p><i>(Sampungminuto)</i></p>	<p>CSR Staff</p> <p><i>(Kawani ng CSR)</i></p>
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## Requisition of Medical Gases

Schedule of Availability of Service :

Days: Monday-Saturday except Sunday & Holiday

Hours: 8:00-4:00 PM (Monday - Saturday)  
8:00-12 noon (Saturday)

Who may avail of the service : CSR Supervisor and staff

Documentary Requirements : SMS & EMAIL

Processing Period: 15 minutes

How to Avail of the Service

Service Applied For	Documentary Requirements	Client	Step by Step Procedure	Fees to be Paid	Maximum Processing Time	Person Responsible

<p>Req uisiti on of Medi cal Gas es</p>	<p>SMS Email</p>	<p>W ar d</p>	<p>1) Checking of empty cylinders to be requested <i>(Pag chek ng bilang ng walanglamannatangke)</i></p> <p>2) Informing supplier thru SMS or Email regarding the requested medical gases <i>(Pag bibigayalamsabilang ng tangkenairerequestsatagapagtustos)</i></p> <p>3) The Central Supply Room Supervisor will wait for the confirmation of the supplier thru SMS or Email <i>(Paghintaysakonpirmasyon ng suplayersapamamagitan ng SMS or Email)</i></p> <p style="text-align: center;">Duration: 15 minutes <i>(Kinseminuto)</i></p> <p style="text-align: center;">END OF TRANSACTION</p>	<p>N on e  ( W al a)</p>	<p>10 minutes  <i>(Sampu ngminut o)</i></p> <p>3 minutes  <i>(Tatlong minuto)</i></p> <p>2 minutes  <i>(Dalawa ngminut o)</i></p>	<p>CSR Staff  (Kawan i ng CSR)</p> <p>CSR Supervi sor  (Tagap angasi wa ng CSR)</p> <p>CSR Supervi sor  (Tagap angasi wa ng CSR)</p>
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## Issuance Of Medical Supplies (Admitted, OPD & ER)

Schedule of Availability of Service :

Days: Monday - Sunday

Hours: 24 hours without noon break

Who may avail of the service : Admitted, ER & OPD patients

Documentary Requirements : Prescription  
Patient Card  
Statement of Account  
Official Receipt

Processing Period: 20 minutes

How to Avail of the Service

Service Applied For	Documentary Requirements	Client	Step by Step Procedure	Fees to be Paid	Maximum Processing Time	Person Responsible
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					ta)	
			<p><b>B.OPD</b></p> <p>1) Verification's of patient name if he/she is registered in the HIS, If not registered instruct the watcher to proceed to Admitting Section for registration.</p> <p><i>(Iverify ang panagalan ng pasyente kung siya ay nakarehistrosasistema, kung hindi, ituro itosa Palistahan para magparehistro)</i></p> <p>2) Charge the supplies thru HIS and instruct the watcher to proceed to Billing Section for SOA and Cashier for payment and OPD patient will present the Official receipt to CSR staff.</p> <p><i>(Icharge ang gamitsapamamagitan ng HIS at ituron apumuntasa Billing para kunin ang SOA at pagkatapos dumerechosa Cashier para magbayad at kunin ang resibo)</i></p> <p>3) Preparing of medical supplies</p> <p><i>(Ihanda ang gamit)</i></p>	Statement of Account		

			<p>4) Issuance of medical supplies</p> <p><i>(Iisyu ang gamit)</i></p>			
			<p><b>B. ER Patient</b></p> <p>1) Verifies patients name if he/she is registered in the HIS, If not registered instruct the watcher to proceed to Admitting Section for registration.</p> <p><i>(Iverify ang panagalan ng pasyente kung siya ay nakarehistro sa sistema, kung hindi, ituro ito sa Palistahan para magparehistro)</i></p> <p>2) Charging of medical supplies <i>(Icharge ang medikal na suplay sa pamamagitan ng HIS)</i></p> <p>2) Preparing of medical supplies</p> <p><i>(Ihanda ang gamit)</i></p> <p>3) Issuance of medical supplies.</p> <p><i>(Iisyu ang gamit)</i></p>	<p>Statement of Account</p>		
<p>Duration : 20 Minutes</p>						

*(Itatagal: Benteminuto)*

END OF TRANSACTION



## Issuance Of Medical Supplies (Regular Ward, Tent 2, OPD & Non-medical Department)

Schedule of Availability of Service :

Days: Tent 2 (Monday – Sunday)  
 Regular Ward (Tuesday, Thursday & Saturday)  
 OPD and other Non-Medical Department (Monday, Wednesday, Friday)

Hours: 24 hours without noon break  
 (8 hours per shift : 6-2/ 2-10/ 10-6)

Who may avail of the service : Admitted, ER & OPD patients, Employee

Documentary Requirements : Requisition and Issuance Slip , Material Management System

Processing Period: 480 minutes

How to Avail of the Service

Service Applied For	Documentary Requirements	Client	Step by Step Procedure	Fees to be Paid	Maximum Processing Time	Person Responsible

Issuance of Medical Supplies	Material Management System (MMS)  Stock card	Ward	1) Checking of posted request from different ward and department  <i>(Ichek ang mganaka post na request ng ibatibang purok at departamento)</i>	None  (Wala)	20 minutes  <i>(BenteMinuto)</i>	CSR Staff  (Kawani ng CSR)
			2) Preparing of Medical Supplies  <i>(Paghahanda ng medical nasuplay)</i>		300 minutes  <i>(Tatlongdaanminuto)</i>	
			3) Updating stock card  <i>(Pagbabagosa stock card alinsunodsamgabinawasnaaytem)</i>		60 minutes  <i>(AnimnapuMinuto)</i>	
			4) Editing of requisition thru Material Management System (MMS)  <i>(Pag edit ng request gamit ang Material Management System alinsunodsabinigaynaaytem at bilangnito)</i>	None  (Wala)	60 minutes  <i>(AnimnapuMinuto)</i>	
			5) Posting of requisition thru Material Management System (MMS)  <i>(Pag post ng pinalna request sa MMS)</i>		20 minutes  <i>(BenteMinuto)</i>	
			6) Issuance of Medical Supplies  <i>(Pag isyu ng suplayna may tamangbilang at tamangaytemsata mangoras)</i>	None  (Wala)		

			<p>Duration : 480 Minutes</p> <p><i>(Itatagal: Apatnaraan at walongputminuto)</i></p> <p>END OF TRANSACTION</p>	<p>None</p> <p><i>(Wal a)</i></p>	<p>20 minutes</p> <p><i>(Benteminuto)</i></p>	
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## Provision of Medical Cylinder Gases

Schedule of Availability of Service :

Days: Monday-Sunday

Hours: 24 hours without noon break

Who may avail of the service : Institutional Worker

Documentary Requirements : Oxygen Slip, Monitoring Gases Logbook

Processing Period: 5 minutes

How to Avail of the Service

<b>Service Applied For</b>	<b>Documentary Requirements</b>	<b>Client</b>	<b>Step by Step Procedure</b>	<b>Fees to be Paid</b>	<b>Maximum Processing Time</b>	<b>Person Responsible</b>
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<p>Provision of Medical Cylinder Gases</p> <p><i>(Pagpapahiram ng tangke ng oxygen)</i></p>	<p>Oxygen Slip</p> <p>Monitoring gases Logbook</p> <p><i>(Oxygen Slip at Talaan)</i></p>	<p>Ward</p> <p><i>(Ward)</i></p>	<p>1) Identifying the size of cylinder and ward</p> <p><i>(Pag-identipika ng sukat ng tangke at ward napagdadalhan ng tangke)</i></p> <p>2) Logging of cylinder size and ward</p> <p><i>(Pagsulat ng sukat ng tangke at ward sataalan )</i></p> <p>3) Issuing of Oxygen slip</p> <p><i>(Pag isyu ng oxygen slip)</i></p> <p>Duration: 5 minutes</p> <p><i>(Limangminuto)</i></p> <p>END OF TRANSACTION</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 minute</p> <p><i>(Isang minuto)</i></p> <p>2 minutes</p> <p><i>(Dalawangminuto)</i></p> <p>2 minutes</p> <p><i>(Dalawangminuto)</i></p>	<p>Institutional Worker</p> <p>CSR staff</p> <p><i>(Kawani ng CSR)</i></p>
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## Provision of Medical Instruments

Schedule of Availability of Service :

Days: Monday-Sunday

Hours: 24 hours without noon break

Who may avail of the service : Nurse on Duty, Nursing Attendant

Documentary Requirements : Minor Set Slip, Borrower's Logbook

Processing Period: 10 minutes

How to Avail of the Service

Service Applied For	Documentary Requirements	Client	Step by Step Procedure	Fees to be Paid	Maximum Processing Time	Person Responsible
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<p>Provision of Medical Instruments</p> <p><i>(Pagpapahiram ng Medikalnainstrumento)</i></p>	<p>Oxygen Slip</p> <p>Monitoring gases Logbook</p> <p><i>(Minor Set Slip at Talaan)</i></p>	<p>Ward</p> <p><i>(Ward)</i></p>	<p>1) Identifying the set of instruments that are needed in the ward.</p> <p><i>(Pag-identipika ng medical nainstrumento at ward napagdadalhan ng gamit )</i></p> <p>2) Logging of quantity of instruments and ward</p> <p><i>(Pagsulat ng bilang ng instrumento at ward satalaan )</i></p> <p>3) Issuing of Minor Set slip</p> <p><i>(Pag isyu ng minor set slip)</i></p> <p>Duration: 10 minutes</p> <p><i>(Sampungminuto)</i></p> <p>END OF TRANSACTION</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 minutes</p> <p><i>(Dalawangminuto)</i></p> <p>5 minutes</p> <p><i>(Limangminuto)</i></p> <p>3 minutes</p> <p><i>(Tatlongminuto)</i></p>	<p>Nurse on Duty</p> <p>Nursing Attendant</p> <p>CSR staff</p> <p><i>(Kawani ng CSR)</i></p> <p>CSR staff</p> <p><i>(Kawani ng CSR)</i></p>
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# CITY ARCHITECT DEPARTMENT

## A. Highly Technical – New Vertical Projects

These projects consist of Hospitals, School Buildings, Police Stations, Barangay Halls, Multi-Purpose Buildings, Quarantine and Isolation Facilities, Crematorium and Columbarium, Public Cemeteries, Public Markets and other infrastructure projects consistent with the City Mayor’s programs.

<b>Office or Division:</b>	City Architect Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Inter-Department			
<b>Who may avail:</b>	The Honorable Mayor, Barangay Captains and Councilors, other government agencies, other QC Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor’s 14 Point Agenda		Endorsement from the Chairman of the Infrastructure Committee (INFRACOM) Endorsement from the respective departments for various facilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to City Architect Department or send email to <a href="mailto:cityarchitect@quezoncity.gov.ph">cityarchitect@quezoncity.gov.ph</a>	1.1 Receives letter request / list	N/A	30 minutes	Administrative Support Staff
	1.2 City Architect reviews proposed project and routes to PPD	N/A	1 hour	City Architect & Administrative Support Staff
	1.3 PPD Division Head reviews the request and assigns the request to Architect/s	N/A	1 day	Senior and Junior Architects
2. Client will provide information regarding the project: - Transfer Certificate of Title (TCT)s - Space requirements - Others	2.1 Coordinate with the client for ocular site inspection on the actual / proposed project site	N/A	3 - 5 days	Senior and Junior Architects
	2.2 Preparation of Site Evaluation Report (SER) to determine project feasibility	N/A	3 -5 days	Senior and Junior Architects



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.3 Endorsement of project to INFRACOM for approval and prioritization	N/A	1 day	Senior and Junior Architects
	2.4 Provision of schematic design in coordination with the clientele, requesting parties and/or end users for approval	N/A	10 days	Senior and Junior Architects
	2.5 Design development and preparation of architectural and auxiliary (engineering) plans, designs and specifications	N/A	30 – 36 days	Senior and Junior Architects, and Engineers
	2.6 Presentation of Project Plans for Approval	N/A	1 – 2 days	City Architect & Senior Architects
	2.7 Preparation of Plans (Plotting)	N/A	1 – 2 days	Junior Architects & CAD Operators
	2.8 Preparation of cost estimates and work program	N/A	3 – 5 days	Engineers
	2.9 Signs plans and other pertinent documents	N/A	1 day	City Architect
	2.10 Transmits Bid Documents to INFRACOM and QC Engineering Department (QCED)	N/A	1 day	Administrative Support Staff
	2.11 Preparation of Project Narrative for project inauguration	N/A	1 day	Senior and Junior Architects
	<b>TOTAL</b>		<b>71 Days</b>	

## B. Highly Technical – Housing Projects

These projects consist of socialized and economic housing projects that aim to provide affordable yet adequate accommodation for the low-income constituents of Quezon City.

<b>Office or Division:</b>	City Architect Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Inter-Department			
<b>Who may avail:</b>	The Honorable Mayor, Barangay Captains and Councilors, other government agencies, other QC Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor's 14 Point Agenda			Endorsement from the Chairman of the Infrastructure Committee (INFRACOM)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to City Architect Department or send email to <a href="mailto:cityarchitect@quezoncity.gov.ph">cityarchitect@quezoncity.gov.ph</a>	1.1 Receives letter request / list	N/A	30 minutes	Administrative Support Staff
	1.2 City Architect reviews proposed project and routes to PPD	N/A	1 hour	City Architect & Administrative Support Staff
2. Client will provide information regarding the project: - Transfer Certificate of Title (TCT)s - Space requirements - Others	2.1 Coordinate with the client for ocular site inspection on the actual / proposed project site	N/A	3 - 5 days	Senior and Junior Architects
	2.2 Provision of schematic design in coordination with the clientele, requesting parties and/or end users for approval	N/A	10 days	Senior and Junior Architects
	2.3 Design development and preparation of architectural and auxiliary (engineering) plans, designs and specifications	N/A	30 – 36 days	Senior and Junior Architects, and Engineers

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.4 Presentation of Project Plans for Approval	N/A	1 – 2 days	City Architect & Senior Architects
	2.5 Preparation of Plans (Plotting)	N/A	1 – 2 days	Junior Architects & CAD Operators
	2.6 Preparation of cost estimates and work program	N/A	3 – 5 days	Engineers
	2.7 Signs plans and other pertinent documents	N/A	1 day	City Architect
	2.8 Transmits Bid Documents to INFRACOM and QC Engineering Department (QCED)	N/A	1 day	Administrative Support Staff
	2.9 Preparation of Project Narrative for project inauguration	N/A	1 day	Senior and Junior Architects
	2.10 Implementation of project as endorsed by INFRACOM & Housing Community Development and Resettlement Department (HCDRD) & Monitoring of construction of projects	N/A	Duration varies depending on the project condition	Senior and Junior Architects
	<b>TOTAL</b>		<b>63 Days</b>	

## C. Furniture Layout and Purchase Request

Final phase in the preparation of Architectural Plans is the preparation of Furniture Layout needed per required space. This is essential in the completion of projects since subject PR will be vital in the procurement of said furniture supplies for the total look.

<b>Office or Division:</b>	City Architect Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Inter-Department			
<b>Who may avail:</b>	QC Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter from Departments\End user		Prepared request letter from Departments\End -User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Receives letter request / list	N/A	30 minutes	Administrative Support Staff
	1.2 City Architect reviews proposed project	N/A	1 hour	City Architect & Administrative Support Staff
	1.3 Coordinates with concerned Department/End-user as to requirements	N/A	2 -3 days	Senior and Junior Architects
2. Client will provide information regarding the project: - Space requirements - Others	2.1 Conducts ocular inspection and survey study	N/A	2 -3 days	Senior/Junior Architects, Engineers & Administrative Support Staff
	2.2 Prepares layout for presentation and approval of end-user	N/A	5 - 15 days	Junior Architects & CAD Operators
	2.3 Canvassing of furniture	N/A	3 -5 days	Senior/Junior Architects and Administrative Support Staff
	2.4 Preparation of purchase request and inventory of furniture	N/A	7 - 10 days	Administrative Support Staff

	2.5 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
	<b>TOTAL</b>		<b>37 Days</b>	

## D. Master Development Planning

These pertains to projects which involve large parcels of idle land which may be developed for public use and enjoyment.

<b>Office or Division:</b>	City Architect Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Inter-Department			
<b>Who may avail:</b>	The Honorable Mayor, Barangay Captains and Councilors, other government agencies, other QC Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor's 14 Point Agenda		Endorsement from the Chairman of the Infrastructure Committee (INFRACOM) and the Housing Community Development and Resettlement Department (HCDRD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to City Architect Department or send email to <a href="mailto:cityarchitect@quezoncity.gov.ph">cityarchitect@quezoncity.gov.ph</a>	1.1 Receives letter request / list	N/A	30 minutes	Administrative Support Staff
	1.2 City Architect reviews proposed project and routes to PPD and/or Design Division	N/A	1 hour	City Architect & Administrative Support Staff
	1.3 Division Heads review the request and assigns the request to Architect/s	N/A	1 day	Senior and Junior Architects
2. Client will provide information regarding the project: - Transfer Certificate of Title (TCT)s - Space requirements - Others	2.1 Coordinate with the client for ocular site inspection on the actual / proposed project site	N/A	3 - 5 days	Senior and Junior Architects
	2.2 Preparation of Site Evaluation Report (SER) to determine project feasibility	N/A	3 - 5 days	Senior and Junior Architects

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.3 Endorsement of project to INFRACOM for approval and prioritization	N/A	1 day	Senior and Junior Architects
	2.4 Provision of schematic design in coordination with the clienteles, requesting parties and/or end users for approval	N/A	10 – 20 days	Senior and Junior Architects
	2.5 Design development and preparation of architectural and auxiliary (engineering) plans, designs and specifications	N/A	40 – 60 days	Senior and Junior Architects, and Engineers
	2.6 Presentation of Project Plans for Approval	N/A	1 – 2 days	City Architect & Senior Architects
	2.7 Preparation of Plans (Plotting)	N/A	1 – 2 days	Junior Architects and CAD Operators
	2.8 Preparation of cost estimates and work program	N/A	7 days	Engineers
	2.9 Signs plans and other pertinent documents	N/A	1 day	City Architect
	2.10 Transmits Bid Documents to INFRACOM and QC Engineering Department	N/A	1 day	Administrative Support Staff
	2.11 Preparation of Project Narrative for project inauguration	N/A	1 day	Senior and Junior Architects
	<b>TOTAL</b>		<b>107 Days</b>	

## E. External Services

These are tasks other than those enumerated but requires technical opinion and guidance for other projects by other government agencies within Quezon City Jurisdiction (DPWH, MRT, etc.)

<b>Office or Division:</b>	City Architect Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G) / Inter-Department			
<b>Who may avail:</b>	QC Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter from Departments\End user		Prepared request letter from Departments\End -User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Representative of government agencies will give request letter personally to City Architect Department or send email to <a href="mailto:cityarchitect@quezoncity.gov.ph">cityarchitect@quezoncity.gov.ph</a>	Accept and record letter	N/A	30 minutes	Administrative Support Staff
	Request letter will be given to City Architect for approval and routing to Division Head/s concerned	N/A	1 day	City Architect and Administrative Support Staff
	Division Head/s will respond to request and/or assign Architect or Engineer to handle the request	N/A	Varies based on schedule provided on the request	Senior Architects and Engineers
	Coordination between both agencies as to completion of requests	N/A	Varies based on schedule provided on the request	City Architect Department Senior Architects and Engineers, and representatives of government agencies
	<b>TOTAL</b>			



# BANGSAMORO AFFAIRS SERVICE

## COMMUNITY SERVICES

### 1. Maintain Bangsamoro Community Relations

Office or Division:	Public Order and Safety
Classification:	Simple
Type of Transaction:	G2P-Government or Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"><li>● Continuous monitoring and reporting on Peace/Order situation, illegal campaign, compliance to the Minimum Standard of Health Protocol;</li><li>● Dialogue/ Meeting with the barangay officials, local police authorities the Bangsamoro Communities;</li><li>● Monitoring of the enforcement of Health Protocol within the communities;</li><li>● Participation in the affairs of QC Peace and Order Council;</li><li>● Coordinate with QCPD operating units and AFP units thru SALAMPoliceUnit in the conduct of operations against terrorism in Bangsamoro Communities to ensure that the Rule of Law are properly observed and Human Rights are not Violated.</li></ul>	

## 2. Promote Anti-Illegal Drug Campaign

Office or Division:	Public Order and Safety
Classification:	Simple
Type of Transaction:	G2P-Government or Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"><li>● Organize Drug clearing projects in identified Bangsamoro Communities;</li><li>● Briefing/Orientation on Drug Clearing Project;</li><li>● Organization of BMADAG;</li><li>● Organization of BMADAG Auxiliary Team;</li><li>● Conduct of BMADAG Operations;</li><li>● Pre-Operation Phase;</li><li>● Operation Phase;</li><li>● Post-Operation Phase;</li><li>● Participate in the operations of QCADAAC.</li></ul>	

### 3. Conduct Vocational Training and Job Placement

Office or Division:	Economic Development
Classification:	Moderate
Type of Transaction:	G2P-Government to Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"><li>● Coordination with TESDA on their livelihood training program and other government agencies;</li><li>● Coordinate with PESO on the Job Placement;</li><li>● Referral of applicants to PESO for Database;</li><li>● Assist applicants for retooling and livelihood training;</li><li>● Support and assist applicants for Job Placement.</li></ul>	

#### 4. Assist and Promote Livelihood Program (Halal Marketing Cooperative & Vending Sites)

Office or Division:	Economic Development
Classification:	Moderate
Type of Transaction:	G2P-Government to Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"> <li>● Support the operation of the cooperative (Halal Marketing Cooperative) and encourage communities to join the cooperative;</li> <li>● Work on the project of the QC Government for the establishment of HALAL slaughterhouse;</li> <li>● Assist Bangsamoro Businesses and Vendors with concerns such as Vending sites and etc.</li> </ul>	

## 5. Resettlement of Informal Settlers

Office or Division:	Resettlement and Social Services
Classification:	Moderate
Type of Transaction:	G2G - Government to Government
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"><li>• Support the LGU QC relocation program in coordination with HCDRD.</li></ul>	

## 6. Cultural Affairs

Office or Division:	Resettlement and Social Services
Classification:	Moderate
Type of Transaction:	G2P - Government to Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"><li>• Monitoring of Madrasah (ALIVE) program.</li><li>• Sharia counseling program.</li><li>• Burial Assistance and monitoring/maintaining of QC/Rodriguez Islamic Cemetery.</li><li>• Islamic religious events (EID'L FITR and EID'L ADHA).</li></ul>	

# People's Law Enforcement Board

## 1. 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.*

<b>Office or Division:</b>	PEOPLE'S LAW ENFORCEMENT BOARD			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, and G2B – Government to Business Entity			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	1 minute	Administrative Aide or Process Server
2. The complainant will narrate his/her complaint and put it in writing afterwards.	2. Interview the complainant and explain whether his/her case can proceed. The administrative procedures will also be explained to the complainant	None	30 minutes to 1 hour.	Chief Administrative Officer, Board Secretary, and/or Senior Administrative Assistant
3. Submit seven (7) sets of the required documents to receiving area *Make sure to wait for	3. Receive the required documents and check for completeness	None	15 minutes	Senior Administrative Assistant

the received copy of the submitted documents	<p>3.1 Give the “receiving copy” of the documents to the complainant/s and inform him/her that we will review his/her complaint and will notify him/her through his/her contact information for the proper disposition of the complaint.</p> <p>3.2 If the complaint has probable cause, the Board Secretary will prepare a formal charge and the case will submit for raffling.</p>			
	4. Raffle of Case/s	None	5 minutes	Senior Administrative Assistant
	5. Docket the complaint and turn it over to the assigned Encoder	None	3 minutes	Administrative Assistant
4. Complainant may file a Motion for PREVENTIVE SUSPENSION (Not exceeding 90 days)	6. The Board will conduct deliberation regarding the motion.	None	2 hours	Members of the Board where the case was raffled
	7. Issue Summons to the respondent/s	None	15 minutes	Senior Administrative Assistant



5. Filing of Counter Affidavit/Answer (Respondent/s of the Case) *Make sure to wait for the "receiving copy"	8. Receive Counter Affidavit/Answer and check for completeness.	None	15 minutes	Senior Administrative Assistant
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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 through personal service, registered mail, or private courier before filing.]</i>				
	9. Turn over to the assigned Encoder for the issuance of Notice for Clarificatory Hearing	None	15 minutes	Process Server
	10. Delivery of Notice for Clarificatory Hearing	None	Assigned process server must serve the notices within twenty four (24) hours from receipt of the documents	Process Server or Driver

<p>6. Attendance of both parties is required. They may be assisted by their respective counsel and bring their witnesses, if available. *PNP member must be in complete uniform</p>	<p>12. Pre-hearing conference <i>[Within fifteen (15) days from receipt of the Counter Affidavit/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</i></p>	<p>None</p>	<p>At least (2) hours.  *Multiple hearing days may be calendared as necessary.</p>	<p>Members of the Board where the case was raffled, Board Secretary, Senior Administrative Assistant (Stenographer), and Process Server</p>
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	<p><i>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></p>			
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<p>7. Submission of Position Papers of both parties [Fifteen (15) days from termination of the pre hearing conference]</p>	<p>13. Receive the Position Papers and check for completeness [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]</p>	<p>None</p>	<p>15 minutes</p>	<p>Senior Administrative Assistant or Process Server</p>
	<p>14. Submit the case for Resolution  14.1. Issuance of Decision</p>	<p>None</p>	<p>Sixty (60) days from the time the case was filed</p>	<p>Members of the Board where the case was raffled</p>
	<p>15. Delivery of Decision</p>	<p>None</p>	<p>Assigned process server must serve the notices within twenty four (24) hours from receipt</p>	<p>Process Server</p>

			<p>of the documents</p>	
<p>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]</p>	<p>16. Receive the required documents and check for completeness</p>	<p>None</p>	<p>15 minutes</p>	<p>Senior Administrative Assistant or Process Server</p>

<p>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 furnish the other party, within ten (10) days from receipt of a copy of the decision]</p>	<p>17. Receive the required documents and check for completeness</p>	<p>None</p>	<p>15 minutes</p>	<p>Senior Administrative Assistant or Process Server</p>
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## 2. 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.

<b>Office or Division:</b>	PEOPLE'S LAW ENFORCEMENT BOARD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PNP members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Must be in complete PNP Uniform 2. One (1) photocopy of PNP I.D.		PNP Regional Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client	1. Give the Log	None	1 minute	Process Server or

Log Book in the Office lobby	Book to the client			Driver
2. Submit the required document and fill-out the Application Form and the Order of Payment *Make sure to ask for Certified True Copy if needed	2. Receive the required document and check for completeness  2.1 Issue the Order of Payment if the required document is given  2.2 Start processing the request		5 minutes	Administrative Aide, Process Server, or Driver

<p>3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt, it will be issued upon payment</p>	<p>3. Accept the payment based on the Order of Payment</p> <p>3.1 Issuance of the Official Receipt</p>	<p>PHP 50/Clerance or Certification and PHP 10/page of Certified True Copy</p>	<p>15 minutes</p>	<p>City Treasurer's Office</p>
<p>Return to the PLEB Office for the processing and releas of Clearance or Certification</p>	<p>4. Check the Official Receipt</p> <p>4.1 Issue the Certificate or Clearance to the PNP member</p>		<p>15 minutes</p>	<p>Administrative Aide, Process Server, or Driver</p>

# SOCIAL SERVICES DEVELOPMENT DEPARTMENT

## TRANSPORTATION ASSISTANCE (BALIK-PROBINSYA)

<b>Office or Division:</b>	Welfare and Relief Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who May Avail of the Service:</b>	Individuals/families in Crisis Situation
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
<ul style="list-style-type: none"> <li>• Barangay Certificate of Residency/ Indigency</li> <li>• Valid Government Issued ID (Preferably QC Citizens ID)</li> </ul>	<ul style="list-style-type: none"> <li>• Barangay Hall</li> <li>• District Action Center (District I - VI)</li> </ul>

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self to Information Desk	1. Provides client with queuing number 2. Assists client to proceed to concerned staff 3. Explains subsequent procedures in availing assistance (i.e Home visit, purchase of tickets, etc.)	None	30 minutes	Social Worker/ Social Welfare Aide
2. Undergoes intake interview and provide accurate information	2.1 Conducts Intake interview/ Counseling 2.2 Advice client to wait for further assessment/ schedule of further engagement	None	1 hour	Social Worker

<p>3. Wait</p>	<p>1. Identifies other needs of the client</p> <p>2. Prepares documentary requirements:</p> <p>a) Report on Findings</p> <p>b) Referral Letter</p> <p>3. Coordinates with other welfare agencies (receiving Local Government Unit (LGU) and Department of Social Welfare and Development)</p> <p>4. Purchase tickets</p> <p>5. Informs client as to the schedule of departure</p>	<p>None</p>	<p>7 Days</p>	<p>Social Worker</p>
<p>4. Signs Acknowledgement Receipt. Receives ticket/s and Referral Letter to receiving LGU</p>	<p>1. Escort client to bus terminal/ port</p> <p>2. Extends ticket/s, Referral Letter and family food packs.</p> <p>3. Ensures that client is really on board</p>	<p>None</p>	<p>4 Hours</p>	
	<p>5. Prepares necessary documents for liquidation purposes</p>	<p>None</p>	<p>4 Hours</p>	
		<p><b>TOTAL:</b></p>	<p><b>7 Days, 9 Hours, and 30 minutes</b></p>	



## EMERGENCY DISASTER RELIEF PROGRAM (FOOD ASSISTANCE / TEMPORARY SHELTER FOR WALK-IN CLIENTS AND VICTIMS OF CALAMITY)

<b>Office or Division:</b>	Welfare and Relief Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client and G2G – Government to Government
<b>Who May Avail of the Service:</b>	Individuals/families in Crisis Situation
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
• None	• None

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self to Information Desk / Interviewing Area	1. Assists clients to proceed to concerned staff	None	10 minutes	<i>Social Worker</i>
2. Proceeds to concerned staff	1. Conducts initial assessment		30 minutes	
3. Undergoes Intake Interview and provide accurate information	1. Conducts initial master listing 2. Conducts intake interview	None	14 days (2 weeks) for victims of calamity	<i>Social Worker</i>
4. Victims of calamity attend scheduled activities while at the Evacuation Center	3. Designate Room/ cubicle tent assignments 4. Provision of Hygiene and Starter Kit			
5. Victims of calamity receive dry ration	5. Conducts Relief Operation activities for victims of calamity			
6. Receives Financial Assistance upon approval.	6. Prepares initial report			<i>Social Welfare Aide</i>
	7. Conducts further assessment through validation and site mapping			
	8. Prepares and submit Relief Operation Report for approval of extension of Financial Assistance and bags of food packs for victims of calamity			
	9. Coordinates with the barangay council to inform client on the schedule of extension of financial			

	assistance  ).Extends Financial Assistance and bags of food packs  ).Prepares and submits Post-Evaluation Report			
4. Walk-in client & relocates receives Dry Ration upon approval	.Extends Dry Ration	None	30 minutes	<i>Social Worker</i>
		<b>TOTAL :</b>	<b>14 Days &amp; 40 minutes for victims of calamity  30 minutes for walk-in clients and relocates</b>	

## FOOD FOR WORK

<b>Office or Division:</b>	Welfare and Relief Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who May Avail of the Service:</b>	Identified individuals who are willing to render service for duly approved and supervised restorative and rehabilitative project in the community within Quezon City
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
• None	• None

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present self for inclusion in the project	1. Assess capacity skills of volunteer 2. Prepares and submits Project Proposal		1 day	<i>Social Worker</i>
2. Undergoes Intake Interview and provide accurate information 3. Attends orientation	1. Conducts intake interview 2. Conducts orientation 3. Advise volunteer / client on the schedule of project implementation	None	1 hour	<i>Social Worker</i>
3. Participates in the implementation of the identified project 4. Signs the payroll	1. Implements and monitors daily activities of identified project 2. Prepares Payroll		5 days	<i>Social Worker</i>
4. Receives Material Assistance	1. Extends Material Assistance/ Bags of food packs			<i>Social Worker/ Social Welfare Aide</i>

	5. Prepares and submits completion report		1 day	
		<b>TOTAL:</b>	<b>7 Days, &amp; 1 Hour</b>	

## REFERRAL FOR ADDITIONAL ASSISTANCE THROUGH VARIOUS GOVERNMENT AGENCIES

<b>Office or Division:</b>	Welfare and Relief Division
<b>Classification:</b>	Simple and Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who May Avail of the Service:</b>	Individuals in crisis situation/referral from the Barangay Council for special cases
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
<ul style="list-style-type: none"> <li>• Checklist from the hospital / welfare agency</li> <li>• Original copy of Medical Certificate / Clinical Abstract for Medical Assistance</li> <li>• Original copy of Brgy. Certificate of Residency</li> <li>• Barangay Blotter (if applicable)</li> <li>• Identification Card</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital or any welfare agency</li>   <li>• Barangay Hall</li> </ul>

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self to Information Desk	1. Conducts initial assessment of documentary requirement	None	10 minutes	<i>Social Worker/ Social Welfare Aide</i>
2. Presents documentary requirements	2. Provides client with queuing number 3. Assists referring party of special cases to proceed to concerned staff			
3. Proceeds to concerned staff	1. Receives and checks documents presented		30 minutes	
4. Submits necessary requirements	2. Explains subsequent procedures in availing assistance	1 hour for immediate referrals		
5. Undergoes intake interview and provide accurate information	1. Conducts Intake Interview 2. Identifies other needs of the client 3. Coordinates with concerned agencies when applicable			

	<p>1. Prepares Referral Letter</p> <p>5. For special cases endorsed by the barangay, facilitate admission to welfare institutions/ hospitals</p>		10 working days for special cases	
<p>4. Receives Referral Letter</p> <p>For special cases, submit self for immediate medical attention and/or institutionalization whichever is applicable</p>	<p>1. Extends Referral Letter</p> <p>2. Escort client to welfare institutions/ hospitals (abandoned cases)</p>	None		<p><i>Social Worker/ Social Welfare Aide</i></p> <p>Medical Officer</p>
	5. Prepares and submits necessary documents for documentation purposes			<i>Social Worker</i>
		<b>TOTAL:</b>	<b>10 days, 1 hour &amp; 40 minutes</b>	

## VOLUNTEER & AUXILIARY PROGRAM

<b>Office or Division:</b>	Welfare and Relief Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who May Avail of the Service:</b>	Identified individuals (18 years and above) from the conducted Family Survey who are willing to render voluntary service in the community
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
<ul style="list-style-type: none"> <li>Filled-up Personal Data Sheet (PDS) with picture</li> </ul>	<ul style="list-style-type: none"> <li>Social Services Development Department under Welfare and Relief Division –District Social Worker</li> </ul>

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
	1. Identifying vulnerable areas/ existing auxiliary group/ individuals  2. Coordinate with Brgy. Council	None	7 days	Social Worker
1. Attached Orientation/ filled-up application form	1. Conducts Orientation 2. Profiling of Volunteers		5 days	
2. Attends Capacity Development	1. Conducts Capacity Development		4 days	
3. Attends regular monthly / quarterly meeting	1. Conducts monthly / quarterly meeting		4 days	
4. Attends Semi-annual Meeting	1. Conducts Semi-Annual Meeting		4 days	
	5. Prepares and submit Activity Report		7 days	
		<b>TOTAL:</b>	<b>31 Days</b>	

## FINANCIAL ASSISTANCE

<b>Office or Division:</b>	Welfare and Relief Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who May Avail of the Service:</b>	Individuals in s situation
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
<ul style="list-style-type: none"> <li>• <b>Medical Assistance Medicines &amp; Medical Supplies</b></li> <li>• Original or Certified True Copy of Medical Certificate (<i>for outpatient</i>) or Clinical Abstract (<i>for confined</i>) of patient with complete name, signature and license number of the attending doctor (<i>with 3 months validity or issued not less than 3 months</i>).</li> <li>• Latest and original prescription of the patient with complete name, signature and license number of the attending doctor (<i>with 3 months validity or issued not less than 3 months</i>).</li> <li>• Original or Certified True Copy of Barangay Certificate of Indigency of the patient (<i>with 3 months to 6 months validity</i>).</li> <li>• One (1) photocopy of any Government Issued Valid ID (<i>preferably QCitizen ID</i>) of patient or his/her representative or claimant (<i>make sure that it is not expired</i>).</li> </ul> <p><b>Medical laboratories</b></p> <ul style="list-style-type: none"> <li>• Original or Certified True Copy of Medical Certificate (<i>for outpatient</i>) or Clinical Abstract (<i>for confined</i>) of patient with complete name, signature and license number of the attending doctor (<i>with 3 months validity or issued not less than 3 months</i>).</li> <li>• Latest and original laboratory request with price quotation and complete name, signature and license number of the attending doctor (<i>with 3 months validity or issued not less than 3 months</i>).</li> <li>• Original or Certified True Copy of Barangay Certificate of Indigency of the patient (<i>with 3 months to 6 months validity</i>).</li> <li>• One (1) photocopy of any Government Issued Valid ID (<i>preferably QCitizen ID</i>) of patient or his/her representative or claimant (<i>make sure that it is not expired</i>).</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital / Health Center</li> <li>• Barangay Hall</li> </ul> <ul style="list-style-type: none"> <li>• Hospital / Health Center</li> <li>• Barangay Hall</li> </ul>



<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents self to Information Desk at District Action Center	1. Conducts initial assessment of documentary requirements 2. Assists client at District Action Center	None	10 minutes	<i>Social Worker/ Social Welfare Aide</i>
2. Presents documentary requirements	1. Conducts assessment and validation with the client 2. Checks the authenticity of the documents		30 minutes	<i>Social Worker</i>
3. Undergoes intake interview and provide accurate information	1. Conducts evaluation and Intake Interview 2. Identifies other needs of the client 3. Prepares Report on Findings, and acknowledgement receipt 4. Prepares Referral Letter to other welfare agencies, if applicable 5. Prepares Certificate of Guarantee		1 hour	
4. Receives Certificate of Guarantee / outright cash	1. Extends Certificate of Guarantee for medicines & medical supplies and outright cash for medical laboratories		20 minutes	<i>Social Worker/ Social Welfare Aide</i>
		<b>TOTAL:</b>	<b>2 Hours</b>	

## FUNERAL/BURIAL ASSISTANCE PROGRAM

<b>Office or Division:</b>	Public Assistance Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who May Avail of the Service:</b>	Individuals in situation
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
<b>Burial Assistance</b> <ul style="list-style-type: none"> <li>· Referral form Barangay, Funeral or Hospitals</li> <li>· Certified True Copy of duly registered Death Certificate</li> <li>· Original copy of duly notarized Funeral Contract</li> <li>· Original copy of Barangay certificate of Indigency</li> <li>· Valid ID of Representative</li> <li>· Valid ID of the Deceased</li> </ul>	<ul style="list-style-type: none"> <li>· Local Civil Registry Office</li> <li>· Funeral Service</li> <li>· Barangay Hall</li> <li>· Hospital</li> </ul>

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing time</b>	<b>Person Responsible</b>
<i>Clients requesting for assistance without Funeral</i>				
1. Contact the SSDD via call of text message and send the details of the deceased	1. Gather information from client  2. Coordinate and provide the nearest funeral home based on the residence of the deceased  3. Instruct to submit requirements	None	15 minutes	<i>Social Worker</i>
<i>Clients requesting for assistance with Funeral</i>				
1. Presents self to Information Desk	1. Provides client with queuing number  2. Assists client to proceed to assigned staff	None	5 minutes	<i>Social Welfare Aide</i>

2. Undergoes Intake interview and submit the documentary requirements	1. Conducts Intake interview and assessment of the documentary requirements	None	20 minutes	<i>Social Worker</i>
3. Wait	1. Preparation of Report on findings and Certificate of Guarantee	None	10 minutes	<i>Social Worker</i>
4. Receives Certificate of Guarantee	1. Extends Certificate of Guarantee	None	5 minutes	<i>Social Worker</i>

<i>Clients requesting for assistance to other agency</i>				
1. Presents self to Information Desk	1. Provides client with queuing number 2. Assists client to proceed to assigned staff	None	5 minutes	<i>Social Welfare Aide</i>
2. Undergoes Intake interview and submit the documentary requirements	1. Conducts Intake interview and assessment of the documentary requirements	None	10 minutes	<i>Social Worker</i>
3. Wait	1. Preparation of Report on findings and Certificate of Guarantee	None	10 minutes	<i>Social Worker</i>
4. Receives Social Case Study Report	1. Extends Social Case Study Report	None	5 minutes	<i>Social Worker</i>

## PROTECTIVE SERVICE

<b>Office or Division:</b>	Community Outreach Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C– Government to Client
<b>Who May Avail of the Service:</b>	<ul style="list-style-type: none"> <li>• Walk-in;</li> <li>• Referred Abused;</li> <li>• Neglected;</li> <li>• Abandoned Children &amp; Youth</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Referral Letter from the barangay, Police, school or concerned citizen</li> <li>2. Barangay Blotter or Police Blotter, if available</li> <li>3. Medico-legal report (if available for filing the case in court) and medical laboratory reports (if available for referral to residential facility)</li> <li>4. Medical certificate or medical abstract (if hospitalized and for referral to residential facility)</li> <li>5. 1 Photocopy of Valid ID (preferably QC Citizen ID)</li> </ol>	<p>- Barangay, NBI, Police</p> <p>- hospitals</p> <p>- hospitals</p>

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for assistance via personal visits at SSDD office or call at QCHotline 122 or email at <a href="mailto:SSDD@quezoncity.gov.ph">SSDD@quezoncity.gov.ph</a>	<ol style="list-style-type: none"> <li>1.1 Conducts interview and assessment</li> <li>1.2 Conducts rescue operation, if necessary</li> </ol>	None	1 day	<i>Social Worker</i>
2. Submission of needed requirements and filing of case in court, if necessary	<ol style="list-style-type: none"> <li>2.1 Receives of documentary requirements</li> <li>2.2 Assists client/s in filing the legal case</li> <li>2.3 Preparation of referral letters, Social Case Study Report and other documentary requirements</li> </ol>	None	within 72 hours	<i>Social Worker</i>
3. Submit self for institutionalization or reintegration to family	<ol style="list-style-type: none"> <li>3.1 3. Facilitates referral of client/s to the institution or reintegrate to the family or identified relatives</li> </ol>	None	within 1 day	<i>Social Worker</i>
4. Attendance to court hearings and aftercare monitoring	<ol style="list-style-type: none"> <li>4.1 Assists clients in court hearings.</li> <li>4.2 Conducts aftercare services and monitoring</li> <li>4.3 Termination of case</li> </ol>	None	depending on court disposition	<i>Social Worker</i>

## ALTERNATIVE CHILD CARE SERVICE

### A). PROCESSING OF ISSUANCE OF CERTIFICATE DECLARING A CHILD AS LEGALLY AVAILABLE FOR ADOPTION

<b>Office or Division:</b>	Community Outreach Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C–Government to Client
<b>Who May Avail of the Service:</b>	<ul style="list-style-type: none"> <li>• Walk-in;</li> <li>• Referred Abused;</li> <li>• Neglected;</li> <li>• Surrendered;</li> <li>• Abandoned or Foundling Children</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request letter and/ or referral (1 original)	Prospective Adoptive Parents or other LGUs / RACCO Field Officer
Certificate of Live Birth / Foundling, if available (1original,1photocopy)	PSA
Medical certificate (if with confinement or history of illness) / Immunization record and/or baby book (1 original, 1 photocopy)	Hospital / clinic
Psychological report (for 5 years old & above) (1original,1photocopy)	Hospital
Court order / certificate of finality for the cancelation of simulated birth certificate (1 certified true copy and 1 photocopy)	Family Court
Oldest and recent photos of the child (full body, 3R size) (1original,1photocopy)	Prospective Adoptive Parents/ guardian
Certificate of Death of biological parents, if applicable (1 original, 1 photocopy)	PSA
Certificate of Marriage or CENOMAR of the mother, if not married	PSA
<b>Additional requirements for abandoned or foundling child:</b>	
2x2 oldest photo of the child (3 pieces)	Prospective Adoptive Parents / guardian
Affidavit of circumstances of abandonment (1 original,1 photocopy)	Lawyer
Dental Age Verification, if foundling (1 original, 1 photocopy)	Hospital/ clinic
Brgy or Police blotter (1original,1photocopy)	Brgy / Police

Radio announcement certificate, aired in 3 non-consecutive dates (1 original, 1 photocopy)	Radio station
Newspaper publication and affidavit of publication (1 original, 1 photocopy)	Newspaper
Returned registered mail to the last known address of parents/relatives (1 original, 1 photocopy)	Philpost
Dental aging certification (1 original, 1 photocopy)	Dentist
<b>Additional requirements for RA 11222 cases (with simulated Certificate of Live Birth)</b>	
Notarized affidavit of admission with Certificate of Authority for Notarial Act (CANA) executed by biological parents, prospective adoptive parents, midwife who facilitated the registration of birth and other persons who are involved or has knowledge about the simulation	Prospective adoptive parents
Negative record of birth of the child (if the biological parents are located)	Both PSA and LCR
Confirmation of record of existence and non-existence of the adoptee's founding certificate	Both PSA and LCR

Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
1. Request for assistance thru email at SSDD@quezoncity.gov.ph, or personal appearance to SSDD office.	1. Conducts interview and assessment	None	30 minutes	Social Worker
2. Submits necessary requirements	2. Checks and validates the submitted documents	None	30 minutes	Social Worker
<b>A. ABANDONED/FOUNDLINGCHILD</b>				
1. Submits self for interview and provides accurate information	1.1 Coordinates with concerned agency e.g. lying-in, hospitals, Local Civil Registrar to request & validate information about the child 1.2 Sends registered mail to the parents last known address 1.3 Facilitates tri-media appeals 1.4 Conducts thorough assessment and interview	None	30 working days	Social Worker

<b>B.SURRENDERED/ NEGLECTED CHILD</b>				
<p><b>QUEZON CITY RESIDENTS:</b></p> <p>1. Birthparents attend series of counseling sessions and sign Deed of Voluntary Commitment(DVC)</p> <p><b>NON-QUEZON CITY RESIDENTS:</b></p> <p>1. Birthparents wait for the schedule of interview by Social Worker of LGU</p> <p>3. Provides additional information and/or additional supporting documents, if necessary</p>	<p>1.1 Conducts series of counseling session and assess parenting capability</p> <p>1.2 Facilitates signing of DVC</p> <p>1.1 Prepares referral letter to other LGU to request for parenting capability assessment report (PCAR) and deed of voluntary commitment(DVC)</p> <p>1.2 Receives parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC).</p> <p>3.1 Prepares and submits Social Case Study Report, Child Profile and Petition to Regional Alternative Child Care Office (RACCO)-NCR</p> <p>3.2 Facilitates posting of notice of notice of petition, if abandoned/foundling within QC.</p>	<p>None</p>	<p>1 to 2 hours per session</p> <p>30 working days</p> <p>30 working days</p> <p>30 working days</p>	<p><i>Social Worker</i></p>
<p>4. Receives photocopy of Certification Declaring a Child Legally Available for Adoption (CDCLAA)</p>	<p>4.1 Receives copy of CDCLAA &amp; provides copy to the child's custodian</p>			

## B. PROCESSING THE PAPERS FOR RELATIVE ADOPTION, ADOPTION OF LEGALLY AVAILABLE CHILD, ADULT ADOPTION AND STEP PARENT ADOPTION

<b>Office or Division:</b>	Community Outreach Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who May Avail of the Service:</b>	<ul style="list-style-type: none"> <li>• Walk-in;</li> <li>• Referred Abused;</li> <li>• Neglected;</li> <li>• Surrendered;</li> <li>• Abandoned</li> </ul> or Foundling Children & Adult
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request letter(1original,1photocopy)	Petitioner
Authenticated Certificate of Live Birth of the child (1 original, 1photocopy)	PSA
Authenticated Certificate of Live Birth of the Petitioner/s (1original,1 photocopy)	PSA
Certificate of Marriage or CENOMAR or authenticated Divorce paper with copy court decision and certificate of finality by consulate, if foreign applicant or Decree of Annulment/ Nullity of Marriage or legal separation, if Filipino applicant (1 original or CTC, 1 photocopy)	PSA / Court
NBI or Police Clearance or Court Clearances. If foreign national, clearance from police authorities where he or she has lived for more than 12 months in the past 15 years (1 original, 1 photocopy)	NBI / Police
Certificate Declaring a Child Legally Available for Adoption(CDCLAA), for adoption of legally available child (1 original, 1 photocopy)	SSDD/ NACC
Oldest and Recent Photograph of the child and the petitioner , full body 3R size (2 original copies each)	Petitioner/Child
Certificate of Attendance to Adoption Forum (1original,1photocopy)	RACCO-NCR
Written consent to the adoption by the following: -biological parents or the person exercising substitute parental authority over the child -adoptee (10 years old and above) -biological or legally adopted children of adopter (10 years old and above) -adoptee's biological siblings (10 years old and above)	Prospective adoptive parents/ adopter
Latest medical certificate (physical & medical evaluation)of the petitioner	hospital/clinic



Psychological Evaluation of the Petitioner, if appropriate (1original, 1 photocopy)	hospital/Psychologist
Psychological evaluation of adoptee (10 years old and above)	Prospective adoptive parents/ adopter

Certificate of death of the biological parents, if applicable (1 original, 1 photocopy)	PSA
Certificate of Employment and/or Proof of Income(1original, 1photocopy)	Employer/bank
Three (3) character references (with contact details)	Prospective adoptive parents/ adopter
Child care plan with a list of at least 3 temporary custodians, in times of death, absence or incapacity of adopter	Prospective adoptive parents/ adopter
<b>Additional requirements for adult adoptee with simulated birth record (pursuant to RA 11222)</b>	
Authenticated Negative Certificate of Live Birth of the Child, (1 original, 1 photocopy)	PSA
Notarized Petition for Administrative Adoption, (1original, 1 photocopy)	Lawyer
Notarized Affidavit of Admission with Certificate of Notarial Act (CANA) of the following: -biological parents -petitioner/ adopter -Midwife or the persons who facilitate the registration of simulated birth -other persons who are involved or has knowledge about the simulation	Lawyer
Barangay Certificate of residency & stating that he/she has been taking care of the child for more than 3 years since the passage of RA11222 (1original, 1 photocopy)	Barangay
Barangay Certificate of Indigency, if applicable(1original, 1 photocopy)	Barangay
Notarized Affidavit of Two (2) Disinterested Persons (1original, 1 photocopy)	Disinterested person

Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
1. Request for assistance thru email at <a href="mailto:SSDD@quezoncity.gov.ph">SSDD@quezoncity.gov.ph</a> , or personal appearance to SSDD office.	1. Conducts interview and assessment	None	30 minutes	Social Worker
2. Submits necessary requirements	2. Checks and validates the submitted documents	None	30 minutes	Social Worker

<p>3.Compliance / submission of new or lacking requirements and provides accurate information.</p>	<p>3.1Review/checks the submitted additional and/or corrected requirements  3.2Conducts thorough assessment and interview  3.3Prepares and submits Social Case Study Report and other pertinent documents to RACCO-NCR  3.4Attends a matching conference.</p>	<p>None</p>	<p>1 to 3 hours per session   up to 30 working days</p>	<p>Social Worker</p>
<p>4. Personal appearance at RACCO-NCR</p>	<p>4. Monitor the case while being processed by RACCO-NCR</p>	<p>None</p>	<p>within 34 working days</p>	<p>Social Worker</p>
<p>5.Receives the copy of Order of Adoption / Decree of Adoption and facilitates the registration of new birth certificate of adoptee</p>	<p>5.1 Receives the copy of Order of Adoption/ Decree of Adoption issued by NACC   5.2 Receives copy of new birth certificate of adoptee   5.3 Conducts post adoption services, if necessary</p>	<p>None</p>	<p>within 42 working days</p>	<p>Social Worker</p>

## REACHOUT OPERATION FOR STREET DWELLERS

<b>Office or Division:</b>			Community Outreach Division	
<b>Classification:</b>			Complex	
<b>Type of Transaction:</b>			G2C–Government to Client	
<b>Who May Avail of the Service:</b>			<ul style="list-style-type: none"> <li>• Street Children;</li> <li>• Street Families;</li> <li>• Street Dwellers;</li> <li>• Indigenous People (IPs)</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request/Referral from the Barangay, Police Or Concerned Citizen			Barangay Hall/ Police Station	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request assistance thru personal visit to SSDD office or email at <a href="mailto:SSDD@quezoncity.gov.ph">SSDD@quezoncity.gov.ph</a>	1.1 Receives request for reach-out operation 1.2 Conducts reach-out operation	None	3 hours	<i>Youth Worker</i>
2. Rescued clients undergo interviews and assessment.	2.1 Conducts interview and assessment. 2.2 Prepares initial findings/case summary report		within 1 to 2 days	<i>Youth Worker</i>
<b>A. QUEZON CITY RESIDENTS</b>				
3. Submits client for institutionalization or reintegration to family	3.1 Facilitates referral to residential facility (for abandoned/homeless clients) or turn-over to the family thru the Barangay Council for the Protection of Children (BCPC) 3.2 Conducts aftercare monitoring to the reached out clients	None	1 to 2 days  up to 3 to 6 months	Youth Worker/ Social Worker
<b>B. NON-QC RESIDENTS BUT NCR RESIDENTS</b>				
4. Submits client for turn-over to other LGU thru Brgy or M/CSWDO	4.1 Facilitates turn-over of client to other LGU	None	within 7 working days	<i>Youth Worker/ Social Worker</i>

## EDUCATIONAL ASSISTANCE FOR INDIGENT CHILDREN AND YOUTH

<b>Office or Division:</b>	Community Outreach Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C– Government to Client
<b>Who May Avail of the Service:</b>	Indigent children/youth who are: <ul style="list-style-type: none"> <li>• Grade 4 to Grade 10 student</li> <li>• Enrolled in Public School or Alternative Learning System (ALS)</li> <li>• Not 4P's beneficiary</li> <li>• Came from a family with four(4) or more children</li> <li>• Quezon City residents</li> </ul>
<b>CHECKLIST REQUIREMENTS</b>	<b>OF</b>
	<b>WHERE TO SECURE</b>
Barangay Certificate of Indigency (1original) Certificate of Enrollment (1original) Recent School ID (1 photocopy)Valid ID (preferably QCitizen ID)(1photocopy)	Barangay Hall  Schools  Schools QCHall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance thru online application at <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>	1.1 Conducts interview and assessment	None	30 minutes	<i>Social Worker</i>
2. Secure and submit all the needed requirements	2.1 Checks all the submitted requirements 2.2 Prepares and submits Case Summary Report		within 30 working days	
3. Receives and accepts the assistance	3. Facilitates the release of assistance	None	within 30 working days	<i>Social Worker</i>

## COMMUNITY-BASED INTERVENTION PROGRAM FOR CHILDREN AT RISK (CAR) AND DIVERSION PROGRAM FOR CHILDREN IN CONFLICT WITH THE LAW (CICL)

<b>Office or Division:</b>	Community Outreach Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C– Government to Client
<b>Who May Avail of the Service:</b>	<ul style="list-style-type: none"> <li>• Children At-risk(CAR)</li> <li>• Children-in-Conflict with the Law(CICL)</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Referral Letter/ Indorsement from the Barangay or Police(1original,1photocopy) Police Report or Barangay Blotter(1original,1photocopy) Medico-legal report, if CICL and Medical Certificate, if CAR(1original,1photocopy)	Police Operatives, Barangay Officials, Other Local Government Units Police/brgy  Hospital, PNP

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Request assistance thru personal visit to SSDD office or call QC Hotline 122 or email at <a href="mailto:SSDD@quezoncity.gov.ph">SSDD@quezoncity.gov.ph</a>	1. 1 Conducts interview and assessment	None	15 Minutes	<i>Social Worker</i>
2. Submits needed requirements	2.1 Checks the submitted requirements 2.2 Submits and prepares needed reports (service plan) 2.3 Coordinates and refers CAR and CICL to Barangay Council for the Protection Center (BCPC) and facilitates turn-over of clients to family.	None	within 1 day	<i>Social Worker</i>
<b>For QC Residents:</b> 1. Attends to Center's activities, if referred to Bahay Kalinga for Children or Molave Youth Home	1.1 Locate parents, conducts assessment and provides intervention  1.2 Coordinates with barangay,BCPC,NGOs or faith-based organizations for the implementation of intervention/diversion	None	within 30 to 60 working days up to the completion of intervention/ diversion program  3 to 6 months	<i>Social Worker</i>

<p>2. Attends to aftercare monitoring</p>	<p>program for CAR &amp; CICL</p> <p>2.1 Conducts aftercare monitoring</p> <p>2.2 Termination of case</p>			
<p><b>For NON-QC Residents:</b></p> <p>1. Attend's Center activities, if referred to MYH or reintegrate to other LGU</p>	<p>1.1 Facilitates referral of clients to MYH or other LGU for reintegration to family for further case management and aftercare monitoring.</p>	<p>None</p>	<p>within 30 to 60 working days</p>	<p><i>Social Worker</i></p>

## PROVISION OF CERTIFICATE OF INDIGENCY (COI)

<b>Office or Division:</b>	Community Outreach Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C– Government to Client
<b>Who May Avail of the Service:</b>	<ul style="list-style-type: none"> <li>• 18yrs.oldandabovewhoareresidentsofQuezon City</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request letter from concerned agency(1original) Barangay Certificate of Indigency(1original) Personal letter stating reason for availing COI Certificate of No Property (1original)Certificate of None Existing Business(1original)	PAO, LCR, PSA, School & other stakeholder  Barangay  Client Quezon City Assessor's Office Quezon City Business Permit and Licensing Office

<b>Client Steps</b>	<b>AgencyActions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for assistance and submits requirements	1.1 Conducts interview and assessment 1.2 Reviews the submitted documents	None	30 minutes	<i>Social Worker</i>
2. Undergoes interviews	2.1 Conducts homevisit & collateral interviews, if necessary 2.2 Prepares and submits Case Summary Report		within 7 working days	
3. Receives the Certificate of Indigency	3. Prepares and release the COI	None	10 minutes	<i>Social Worker</i>

## PROVISION OF FREE PHILHEALTH COVERAGE FOR INDIGENT PERSONS

<b>Office or Division:</b>	Community Outreach Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C– Government to Client
<b>Who May Avail of the Service:</b>	<ul style="list-style-type: none"> <li>• Indigent person, ages 59 years old and below</li> <li>• Not yet PhilHealth member</li> <li>• QC residents</li> <li>• With income of P10,000/month or below</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Barangay Certificate of Indigency(1 original,1 photocopy) Valid ID of applicant, preferably QC residents(2 photocopy) Certificate of Live Birth of the applicant, if no valid ID(2 photocopy) Medical Abstract or Medical Certificate from the QC Health Department or Private Hospital, for walk-in and hospitalized client (2 photocopy) PhilHealth Member Registration Form(PMRF)	Barangay Client PSA  QCGH/Hospital  download from PhilHealth website( <a href="http://www.philhealth.gov.ph">www.philhealth.gov.ph</a> )

Client	Agency Actions	Fees to be paid	Processing Time	Person Responsible
<b>For walk-in clients:</b> 1.Requests for assistance and submits requirements	1.1 Receives and assess submitted documentary requirements	None	10 minutes	<i>Social Welfare Assistant/ Social Welfare Aide</i>
2.Undergoes interview	2.1 Conducts intake interview	None	15 minutes	Social Welfare Assistant
3.Fills-up PMRF	3.1 Checks filled-up form  3.2 Prepares and issues Certification to facilitate enrollment to PhilHealth thru Point of Service by DOH	None	within 1 to 2 days	Social Welfare Assistant



4.Receives and submits certification to PhilHealth office	4. Advises client to submit certification and other requirements to PHilHealth office	None	5 minutes	Social Welfare Aide
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<b>For Clients Referred By:</b> Barangay's, Health Centers and other Organizations  1.Submit requirements and masterlist of beneficiaries for enrollment to PhilHealth following the template provided by SSDD	1. Receives and checks the master list and documentary requirements	None	30 minutes	<i>Social Welfare Assistant / Social Welfare Aide</i>
	2.1Inform the referring party of the lacking requirements or revision of the masterlist, if necessary  2.2Transmit the masterlist and other documentary requirements to PhilHealth.  2.3Receives the PhilHealth ID from PhilHealth.  2.4Informs the referring party of the availability of Philhealth IDs	None	within 30 working days  up to 60 working days	<i>Social Welfare Assistant / Social Welfare Aide</i>
	3.Distributes Philhealth ID to beneficiaries thru Barangays	None	within 1 day	

## EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD) / DAYCARE PROGRAM

<b>Office Or Division:</b>	CommunityOutreachDivision
<b>Classification:</b>	Complex
<b>TypeofTransaction:</b>	G2C– GovernmenttoClient
<b>WhoMayAvailoftheService:</b>	<ul style="list-style-type: none"> <li>• 3-4 years old children who belongs to indigent families,large families,working mother, solo parents;</li> <li>• Childrenwhoarenutritionally at risk</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Certificate of Live Birth(1 original,1 photocopy)	PSA

<b>Client</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Sends inquiry to SSDD Day Care Worker or email at cod.SSDD@quezoncity.gov.ph and undergoes interviews	1.1Sends reply to the inquiry on how to enroll to day care centers 1.2. Conducts family survey 1.3 Consolidates the list of 80 identified day care children including profiling of families	None	within 30 to 45 working days	<i>Day Care Worker</i>
2. 2. Attends parent orientation	2.1 Conducts orientation to parents of qualified beneficiaries	None	within 1 day	<i>Day Care Worker</i>
3. 3.Day Care Children attend day care sessions	3.1Assess children using ECCD checklist thru parents interview/ home visitation in coordination with parent leader  3.2Conducts day care session  3.3Implements supplemental feeding program  3.4Distributes hygiene kit and learning materials	None	10 months	<i>Day Care Worker</i>
4. 4.Receives Certificate of Completion / recognition	4.Distributes Certificate of Completion /Recognition to 4 years old children ready for kinder	None	Within 1 day	<i>Day Care Worker</i>

## PRE-MARRIAGE ORIENTATION AND COUNSELING (PMOC)

<b>Office or Division:</b>		Community Outreach Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C– Government to Client		
<b>Who May Avail of the Service:</b>		Couples applying for marriage license with ages 18to25 years old		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application for Marriage License (1 original) Valid ID preferably QCitizen ID			Quezon City Civil Registrar Client	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request PMOC schedule thru <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>	1.Responses to the request/inquiry of clients.	None	5 minutes	Office Aide
2.Receives email from SSDD informing the schedule of PMOC.	2.Monitor and check the request of clients for PMOC schedule.	None	within 1 day	Office Aide
3. Attends PMOC as per scheduled	3.Conducts PMOC	None	4 hours	Social Worker
4.Receives the PMOC Certificate	4.Distributes the PMOC Certificate	None	5 minutes	Social Worker

## PROCESSING CENTER

<b>Office or Division:</b>	Residential and Rehabilitation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C– Government to Client			
<b>Who May Avail of the Service:</b>	Families and Individuals in Street Situations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Referral Letter ( 1 original) 2.Barangay or Police blotter ( 1 certified true copy) 3.Medical Certificate dated on the day of referral ( 1 original) 4.Result of X-ray ( 1 original) 5.If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital ( 1 original) 6.If referring party is from another welfare agency such as DSWD, other Local Social Welfare office, Medical Social Service ( hospital ) , NGOs must submit the aforementioned together with social case study report or case summary( 1 original)			Barangay / Police Barangay /Police Government Hospital  Government or Non Government Organizations	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via <a href="mailto:ssdd@quezoncity.gov.ph">ssdd@quezoncity.gov.ph</a>	1.1Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Processing Center if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center's Activities	3.1 Implement center activities such as assist client undergo health standard protocol ( full bath), administer checklist on the surrendered personal belongings and valuables, issue personal supplies (new), administer intake, provides basic needs( food	None	1-3 days *depends on the availability of beds in other facilities	Houseparent

	etc)			
4. Awaits referral to facilities / reintegration to family/relatives	4.1 Facilitate referral to Bahay Kalinga, Bahay Aruga or Reception and Action Center or relatives/family for reunification 3.2 Prepares needed documentary reports	None	1-3 days *depends on the availability of beds in other facilities	Social Worker

## RECEPTION AND ACTION CENTER

<b>Office or Division:</b>	Residential and Rehabilitation Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C– Government to Client
<b>Who May Avail of the Service:</b>	Disadvantaged sectors residing in Quezon City needing temporary shelter <ul style="list-style-type: none"> <li>• Persons with disability, ages 18-59 years old who are abused, neglected, displaced</li> <li>• Displaced individuals or families who need temporary shelter awaiting for the Balik Probinsya Program.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter ( 1 original) 2. Barangay or Police blotter ( 1 certified true copy) 3. Medical Certificate dated on the day of referral ( 1 original) 4. Result of X-ray ( 1 original) 5. If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital ( 1 original) 6. If referring party is from another welfare agency such as DSWD, other Local Social Welfare office, Medical Social Service ( hospital ) , NGOs must submit the aforementioned together with social case study report or case summary( 1 original)	Barangay / Police Barangay /Police Government Hospital  DSWD/LSWDO/NGOs/HOSPITALS

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via <a href="mailto:ssdd@quezoncity.gov.ph">ssdd@quezoncity.gov.ph</a>	1.1 Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Reception and Action Center if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1 Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center's Activities	3.1 Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal education, Skills	None	Up to 6 months	Social Worker, Houseparent, Cook, Medical Personnel, Training assistant, Teachers

	training and livelihood, Spiritual and moral enrichment, Recreational			
4. Awaits case disposition	4.1 Upon recommendation of social worker, client will be discharged from the center	None	Up to 6 months	Social worker

## BAHAY ARUGA

<b>Office or Division:</b>	Residential and Rehabilitation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C– Government to Client			
<b>Who May Avail of the Service:</b>	Abandoned and Indigent 60 years old & above			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Referral Letter ( 1 original) 2.Barangay or Police blotter ( 1 certified true copy) 3.Medical Certificate dated on the day of referral ( 1 original) 4.Result of X-ray ( 1 original) 5.If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital ( 1 original) 6.If referring party is from another welfare agency such as DSWD, other Local Social Welfare office, Medical Social Service ( hospital) , NGOs must submit the aforementioned together with social case study report or case summary( 1 original) 7. Senior Citizen ID, QC ID			Barangay / Police Barangay /Police Government Hospital  DSWD/LSWDO/NGOs/ HOSPITALS	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via <a href="mailto:ssdd@quezoncity.gov.ph">ssdd@quezoncity.gov.ph</a>	1.1Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Bahay Aruga if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center's Activities	3.1 Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal education, Skills training and livelihood, Spiritual and moral enrichment,	None	Up to 1 year	Social Worker, Houseparent, Cook, Medical Personnel



	Recreational, Burial			
4. Awaits case disposition	4.1 Upon recommendation of social worker, client will be discharged from the center	None	Up to 1 year	Social worker

## BAHAY KALINGA

<b>Office or Division:</b>		Residential and Rehabilitation Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C– Government to Client		
<b>Who May Avail of the Service:</b>		Child-at-risk (CAR) <ul style="list-style-type: none"> <li>• Male or Female</li> <li>• 0 - 17 years old</li> <li>• Abused (Sexual/Physical)</li> <li>• Abandoned and/or neglected</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Referral Letter ( 1 original) 2. Barangay or Police blotter ( 1 certified true copy) 3. MEDICO-LEGAL Certificate dated on the day of referral ( 1 original) 4. Result of X-ray ( 1 original) 5. If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital ( 1 original) 6. If referring party is from another welfare agency such as DSWD, other Local Social Welfare office, Medical Social Service ( hospital ) , NGOs must submit the aforementioned together with social case study report or case summary( 1 original) 7. Deed of Voluntary Commitment				Barangay / Police Barangay /Police Government Hospital  DSWD/LSWDO/NGOs/ HOSPITALS  Bahay Kalinga
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via <a href="mailto:ssdd@quezoncity.gov.ph">ssdd@quezoncity.gov.ph</a>	1.1 Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Bahay Kalinga if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1 Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center's Activities	3.1 Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal & special education, Skills training, Spiritual and moral	None	Based on court disposition ( with court case) or up to 1 year for non-court cases	Social Worker, Houseparent, Cook, Medical Personnel, Training assistant, Teachers

	enrichment, Recreational			
4. Awaits case disposition	4.1 Upon court order( for those with filed case) or as per recommendation of social worker, client will be discharged from the center	None	Based on court disposition ( with court case) or up to 1 year for non-court cases	Social worker

## MOLAVE YOUTH HOME

<b>Office or Division:</b>		Residential and Rehabilitation Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C– Government to Client		
<b>Who May Avail of the Service:</b>		Children-in-conflict-with-the-law WITH filed case in Q.C. - Male or Female - 15 years to below 18 years old		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1.Referral Letter ( 1 original) 2.Barangay or Police blotter ( 1 certified true copy) 3.MEDICO-LEGAL Certificate dated on the day of referral ( 1 original) 4.Result of X-ray ( 1 original) 5.If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital ( 1 original) 6.Court Order ( 1 original) 7. Inquest Resolution ( 1 original or 1 Certified true Copy)				Barangay / Police Barangay /Police Government Hospital  Quezon City Court Quezon City Office of Prosecutor
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. The referring party coordinates with Social Services Development Department and email copy of the aforementioned documentary requirements for initial assessment via <a href="mailto:ssdd@quezoncity.gov.ph">ssdd@quezoncity.gov.ph</a>	1.1Documentary requirements will be reviewed by social worker and the latter to give instructions to referring party to bring client to Molave Youth Home if qualified for admission	None	Up to 48 hours	Social Worker
2. Referring party bring documentary requirements on the day of the referral	2.1Validate and assess all documentary requirements submitted via email, , admits clients once documents are consistent	None	30 minutes	Social Worker, Houseparent
3. Attend Center's Activities	3.1 Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal & special education, Skills training and livelihood, Spiritual and moral enrichment, Recreational,	None	Based on court disposition	Social Worker, Houseparent, Cook, Medical Personnel, Training assistant, Teachers

	custodial			
4. Awaits case disposition	4.1 Upon court order, client will be discharged from the center	None	Based on court disposition	Social worker

## Manpower Barangay Based Skills Training

<b>Office or Division:</b>	<b>VOCATIONAL DEVELOPMENT DIVISION</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Client</b>
<b>Who May Avail of the Service:</b>	Identified individuals referred by other Division as part of Intervention Plan
<b>CHECKLIST REQUIREMENTS</b>	<b>OF WHERE TO SECURE</b>
Letter Request (1 original, 1 photocopy)	Barangay or other requesting Party

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for assistance and/or submits or email letter request	1.1 Assess training needs and advise proponent as to schedule of further engagement 1.2 Prepares/delivers response letter	None	4 hours and 30 minutes	<i>Manpower Development Officer</i>
2. Provide information  Wait for the process	2.1 Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. Advise proponent as to schedule 2.2 Inform the proponent of the training and schedule the training orientation/dialogue with participants 2.3 Conducts dialogue	None	up to 1 week	<i>Manpower Development Officer or Manpower Development Assistant</i>

3. Attends Training	6.1 Conducts Skills Training 6.2 Prepares and submits Enrolment Report	None	240 hours (3 months)	<i>Manpower Development Assistant</i>
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4. Attends graduation	5.1 Individual Release of Certificate of Completion 5.2 Monitors status of the graduates 5.3 Prepares and submit monitoring report	None	4 hours and 30 minutes  (3 months after graduation)	<i>Manpower Development Officer or Manpower Development Assistant</i>
		<b>TOTAL:</b>		

## SOFT TRADE SKILLS TRAINING

<b>Office or Division:</b>	<b>VOCATIONAL DEVELOPMENT DIVISION</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Client</b>
<b>Who May Avail of the Service:</b>	Identified individuals referred by other Division as part of Intervention Plan
<b>CHECKLIST REQUIREMENTS</b>	<b>OF WHERE TO SECURE</b>

Letter Request (1 original, 1 photocopy)	Barangay or other requesting Party
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Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1 Assess training need and advise proponent as to schedule of further engagement 1.2 Conducts further assessment and prepares schedule for next engagement 1.3 Coordinate with the proponent and discuss the training design, identification of venue, logistics and other needs. Advise proponent as to schedule of training	None	4 hours and 30 minutes	<i>Manpower Development Officer</i>
2. Attends Training	5.1. Conducts the livelihood skills training	None	4-8 hours	<i>Manpower Development Assistant</i>
		<b>TOTAL:</b>		

## SMALL INCOME GENERATING ASSISTANCE (CAPITAL ASSISTANCE)

<b>Office or Division:</b>	<b>VOCATIONAL DEVELOPMENT DIVISION</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Client</b>
<b>Who May Avail of the Service:</b>	Identified individuals referred by other Division as part of Intervention Plan
<b>CHECKLIST REQUIREMENTS</b>	<b>OF WHERE TO SECURE</b>



Barangay Indigency (1 original, 1 photocopy) QC ID	Barangay
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<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client seeks capital assistance • Online Application	1.1 Check uploaded documents 1.2 Crossmatching 1.3 Approve for appointment	None	30 minutes	<i>Labor and Employment Officer I/II</i>
2. Subject self for assessment	2.1 Conducts assessment/update information 2.2 Verify original documents uploaded	None	30-45 minutes	<i>Labor and Employment Officer I/II</i>
3. Attends business counseling 3.1 Prepares and submits project proposal and barangay indigency	3.1 Conducts Basic Business Management training / preparation of project proposal 3.2 Prepares Case Summary Report 3.3 Evaluates submitted requirements 3.4 Prepares all documentary requirements including mother project proposal for approval of capital assistance 3.5 Submit all documentary requirements for payroll preparation and processing 3.5 Inform proponent for the schedule of extension of capital assistance	None	8 hours (1 day)  up to 2 months	<i>Labor and Employment Officer I/II</i>

4.Receives the capital assistance	4.1 Extends capital assistance 4.2Monitor status of the clients 4.3Prepares and submit monitoring report	None	4 hours  (2 hours per monitor up to 6 months)	<i>Labor and Employment Officer I/II</i>
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		<b>TOTAL:</b>		
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**SIKAP AT GALING PANGKABUHAYAN (SIGAP)**

<b>Office or Division:</b>	<b>VOCATIONAL DEVELOPMENT DIVISION</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Client</b>

<b>Who May Avail of the Service:</b>	MBBSTP and Livelihood Training Graduates
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Barangay Indigency QC ID Barangay Certification of No Existing Loan from other Microfinance Medical Certificate from BHERT or any City Health Center	Barangay  City Health or BHERT

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for assistance and/or submits or email letter request	1.1. Conducts coordination with the requesting party for the schedule of orientation	None	4 hours	<i>Project Evaluation Officer</i>  <i>Labor and Employment Officer</i>  <i>Manpower Development Officer</i>
2. Subject for assessment	2. Conducts orientation/ assessment	none	2 hours	<i>Project Evaluation Officer</i>

<p>3. Attends Capability Building (6 meetings)</p> <p>3.1 Prepares and submits project proposal and other requirements</p> <p>Wait for the process</p>	<p>3.1 Conducts capability building activities/ preparation of project proposal</p> <p>3.2 Reviews Project proposal and Inform client to submit additional documentary requirements</p> <p>3.3 Prepares Case Summary Report</p> <p>3.4 Evaluates submitted documentary requirements/</p> <p>3.5 Submit for payroll preparation and processing approval of capital assistance</p> <p>3.6 Inform proponent for the schedule of extension of capital assistance</p>	<p>None</p>	<p>up to 2 months</p>	<p><i>Project Evaluation Officer</i></p> <p><i>Labor and Employment Officer</i></p> <p><i>Manpower Development Officer</i></p>
<p>4.Receives the capital assistance</p>	<p>4.1 Extends capital assistance</p> <p>4.2 Monitor status of the clients</p>		<p>up to 2 months (2 hours per monitor for 2 years)</p>	<p><i>Project Evaluation Officer</i></p> <p><i>Labor and Employment Officer</i></p>
	<p>4.3 Prepares and submit monitoring report</p>	<p>None</p>		<p><i>Manpower Development Officer</i></p>
		<p><b>TOTAL:</b></p>		

## REFERRAL

<b>Office or Division:</b>	<b>VOCATIONAL DEVELOPMENT DIVISION</b>
<b>classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Client</b>
<b>Who May Avail of the Service:</b>	Interested graduates of the Manpower Barangay Based Skills Training Programs
<b>CHECKLIST REQUIREMENTS OF</b>	<b>WHERE TO SECURE</b>
None	None

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submits resume	1.1 Review resume 1.2 Coordinate with Industries/ companies for possible job 1.3 Inform graduates for the scheduled date of referral	None	2 hours  30 minutes	<i>Project Evaluation Officer</i>  <i>Labor and Employment Officer</i>
2. Receives referral letter for possible employment	2.1 Extends referral letter addressed to the industry or PESO for possible employment 2.2 Monitors status of employed graduates	None	30 minutes  2 hours	<i>Project Evaluation Officer</i>  <i>Labor and Employment Officer</i>
		<b>TOTAL:</b>		

# PROTECTIVE SERVICE

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail of the Service:</b>	Walk-in or Referred, Abused, Neglected or Abandoned Women, Elderly, Person with Disability (PWD)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Referral Letter from Barangay, Police, School, or other concerned citizens.</li> <li>2. Barangay Blotter or Police Blotter.</li> <li>3. Medico Legal (if available, for filing of case in Court) and Medical Laboratory Reports (if available, for referral in a residential facility)</li> <li>4. Medical Certificate or Medical Abstract (if hospitalized and for referral to residential facility)</li> <li>5. 1 valid I.D (preferably QCitizen ID)</li> </ol>			<ul style="list-style-type: none"> <li>-Barangay, NBI, Police, Concerned Citizen</li> <li>-Barangay, Police</li> <li>-Government or Private Hospital, QCPD Camp Crame, QCPD Police Station</li> <li>-Government or Private Hospital</li> </ul>	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance via a personal visit to SSDD or call 8-703-6803 or call QC Hotline 122 or email at <a href="mailto:SSDD@quezoncity.gov.ph">SSDD@quezoncity.gov.ph</a>	<ol style="list-style-type: none"> <li>1.1 Coordinates with a Police Official or Barangay who has jurisdiction over the case.</li> <li>1.2 Prepares Documentary documents.</li> <li>1.3 Conduct rescue operations following the health protocol of physical distancing, wearing facemasks, and disinfecting procedures</li> <li>1.4 Submit self for medico-legal</li> <li>1.5 File case in city prosecutor</li> </ol>	None	2 hours	Social Worker
2. Submit self for institutionalization, if necessary/re-integration to the family	2.1 Refers and escorts client for transfer to an institution for temporary shelter, if needed (following health protocol)	None	Up to 30 days	Social Worker

	2.2 Facilitates reunification of client to family if found capable to take custody (following health protocol)			
3. Attends scheduled Court Hearing	3.1 Assist client during Court Hearing thru video conferencing	None	2 hours	Social Worker

## FACILITATION FOR SOLICITATION PERMIT

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who May Avail of the Service:</b>	All interested party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• For Solicitation Permit:</li> <li>• Letter Request</li> <li>• Security and Exchange Commission (SEC) Registration Department Registration Department of Social Welfare and Development Division (DSWD) Solicitation Permit Application Form</li> <li>• Recommendation from concerned agencies pertinent to the nature of fundraising.</li> </ul> <ol style="list-style-type: none"> <li>1. Sample of letter of Appeal, Ticket, Ballots, etc. depending on the mode of solicitation</li> <li>2. List of the Beneficiaries</li> <li>3. Authorization from the President of the Organization to solicit with the solicitor’s picture and signature</li> </ol> <ul style="list-style-type: none"> <li>• For those applying for a Solicitation Permit with a previous approved permit, Submission of Financial Statement and they should surrender the previously issued Solicitation Permit.</li> </ul>			Barangay Hall, Client, Security and Exchange Commission, Department of Social Welfare and Development, and other concerned agencies.	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submits online letter request	1.1. Respond to the proponent thru online 1.2. Advise client/proponent to make follow-up within 7 working days	None	30 minutes  Within 7 days	Receiving Clerk
2. Receives Certification	2.1 Extend Certification /Solicitation Permit	None	15 minutes	



## EDUCATIONAL ASSISTANCE FOR CHILDREN WITH DISABILITIES

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail of the Service:</b>	Indigent Children with Disabilities, Enrolled in public school and Quezon City residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certificate of Enrollment, Original Barangay Indigency and PWD ID			School, Barangay, and Person with Disability Affairs Office (PDAO)	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Apply for Educational Assistance for Children with Disability thru <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> and click the SSDD portal	1.1 Provide assistance on how to register	None	5 minutes	Social Worker
2. Provide personal information and upload documents	2.1 Validate submitted requirements and send remarks on the application	None	10 minutes	Social Welfare Officer
3. Set an appointment for an interview and assessment. Received status of application	3.1 Conduct intake assessment. Send remarks to the applicant	None	1 hour	Social Worker
4. Receives the extended assistance	4.1 Extend Educational Assistance to the Beneficiaries	None	Up to 30 days	Social Worker

## CAPABILITY BUILDING SESSIONS

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail of the Service:</b>	All interested party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request (1 original, 1 photocopy)			Client	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits online letter request	1.1 Responds to the proponent thru online	None	30 minutes	Receiving Clerk
2. Provide information	2.1 Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
3. Attends Training	3.1 Conducts the training thru webinar	None	2 hours	Social Worker

# SENIOR CITIZEN VOLUNTEER PROGRAM

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail of the Service:</b>	60-70 years old, QC resident, Physically and Mentally Fit to Work, Possess the skills/knowledge/expertise needed to do/perform the assigned task, No other regular income or volunteer work			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent, Personal Data Sheet, Medical Certification that he/she is Fit to Work, QC ID or Barangay Certificate whichever is applicable			Client, Barangay, Hospital, SSDD	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit a Letter of Intent/application	1.1 Receives application letter 1.2 Fill out the Personal Data Sheet (PDS) 1.3 Provides documentary requirements	None	3 minutes	Receiving Clerk
2. Sign the Job Contract	2.1 Assist in the signing of the job contract and inform Senior Citizens as to the schedule of the assumption of duty	None	1 day	Social Worker
3. Attends Orientation	3.1 Inform Senior Citizens to report to SSDD for Orientation and Placement 3.2 Indorse Senior Citizens to respective areas of assignment 3.3 Monitor senior citizen volunteer worker 3.4 Facilitates monthly meeting	None	4 hours  (6 months contract subject for renewal)	Social Worker

	3.5 Submit the certification of service rendered for payroll preparation			
4. Attend Program Review	4.1 Conduct Program Review and Evaluation	None	1 day per district	Elderly Program Coordinator

## SOLO PARENT SERVICE: ISSUANCE OF SOLO PARENT ID

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail of the Service:</b>	Solo parent due to: Victim of sexually abused, 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), Head of the family, Legal Guardian, and Licensed Foster Care			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>Any Gov't ID (with signature, photo, address, and signature), Original Barangay Certificate, Photocopy of Birth Certificate of minor children, 2x2 ID Picture with light background (full head to shoulder), and signature specimen</p> <p><b>Any of the following applicable:</b></p> <p>Photocopy of Death Certificate of spouse widow/widower</p> <p>Copy of Filed petition for Annulment/Legal Separation</p> <p>Affidavit of Circumstances of being a Solo Parent</p> <p>Certificate of Detention</p> <p>PWD ID/ Medical Certificate</p> <p>Legal Guardianship issued by court Foster Care License</p>			Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court., Civil Registrar Office and Court.	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<p style="text-align: center;"><b>*New Applicant</b></p> <p>1. Register and create an account for QCID Solo Parent online application @ <a href="http://gceservices.quezoncity.gov.ph">gceservices.quezoncity.gov.ph</a></p>	1.1 Provide assistance on how to register	None	10 minutes	Social Worker/Office Aide

2. Fill up the Application Form and submit the requirements	2.1 Validate and assess submitted documentary requirements	None	30 minutes	Social Worker/Office Aide
3. Make an online appointment schedule @ SSDD page of <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> for an interview and assessment	3.1 Confirmation of appointment schedule	None	5 minutes	Social Welfare Officer
4. Come to the District Office-Solo Parent Welfare Section on time and date of appointment. Present the reference number for confirmation of the appointment	4.1 Interview and Assessment  *Client for further validation and assessment	None	1 hour  Up to 30 days	Social Worker
5. Receives Solo Parent Certification	5.1 Issuance of Certification	None	5 minutes	Social Welfare Officer

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
<b>*Old Applicant</b> 1. Open account to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> and apply sectoral status. Edit accounts in the website and upload requirements	1.1 Validate and Assess submitted documentary requirements. Provide remarks on the status of the application	None	5 minutes	Social Welfare Officer
2. Receive email for the status of the application/advise to set an appointment for an interview	2.1 Approval of the submitted documents and provide report to the status of the application 2.2 Confirmation of the appointment date	None	1 day	Social Welfare Officer
3. Come to the District Office-Solo Parent Welfare Section on time and date of appointment. Present the reference number for confirmation of the appointment	3.1 Interview and Assessment  *Client for further validation and assessment	None	1 hour  Up to 30 days	Social Worker

4. Receives Solo Parent Certification	4.1 Issuance of Certification	None	5 minutes	Social Welfare Officer
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## EDUCATIONAL ASSISTANCE FOR SOLO PARENT'S BENEFICIARIES

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail of the Service:</b>	Indigent Solo Parent's Beneficiaries, Enrolled in elementary and secondary public school and Quezon City residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certificate of Enrollment, Original Barangay Indigency, and Solo Parent ID/Certification			School and Barangay	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Apply for Educational Assistance for Children with Disability thru <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> and click the SSDD portal	1.1 Provide assistance on how to register	None	5 minutes	Social Worker/Office Aide
2. Provide personal information and upload documents	2.1 Validate submitted requirements and send remarks of the application	None	10 minutes	Social Worker/Office Aide
3. Set an appointment for an interview and assessment. Received status of application	3.1 Conduct intake assessments. Send remarks to the applicant	None	30 minutes	Social Worker
4. Receives the extended assistance	4.1 Extend Educational Assistance to the beneficiaries	None	Up to 30 days	Social Worker



## FINANCIAL ASSISTANCE TO VICTIMS/SURVIVORS OF TIP

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail of the Service:</b>	Victims/survivors of Trafficking in Persons (TIP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certificate of Indigency, with filed case/s, Government issued ID			Barangay	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Provide personal information during the interview and assessment	1.1 intake Interview	None	30 minutes	Social Worker
	1.2 Collates all Case Summary Reports of qualified beneficiaries and prepares master list together with the project proposal for approval	None	Up to 15 days	Social Worker
2. Receives the extended assistance	2.1 Extend financial assistance to the clients	None	1 day	Social Worker

## SOCIAL WELFARE ASSISTANCE (SWA)

<b>Officer or Division:</b>	Special Project Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail of the Service:</b>	Indigent Senior Citizens aged 65 above and Qualified Solo Parents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certificate of Indigency, QCID, Solo Parent Certification			Barangay, ITDD, PDAO, OSCA, SSDD (Online Registration)	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit documentary requirements	1.1 Validate the submitted documents	None	5 minutes	Social Worker/Office Aide
2. Provide personal information during interview and assessment	2.1 Intake Interview / Assessment	None	30 minutes	Social Worker
3. Receives Social Welfare Assistance (SWA)	3.1 Extend financial assistance to the clients	None	Up to 30 days	Social Worker/Office Aides

# QUEZON CITY TOURISM DEPARTMENT

## Services

### 1. ISSUANCE OF TOURISM CERTIFICATE OF REGISTRATION/ENDORSEMENT FOR ACCREDITATION TO DEPARTMENT OF TOURISM (DOT)

The Tourism Certificate of Registration/Endorsement for Accreditation is issued to tourism establishments that submitted the minimum requirements and paid the corresponding registration fee. The certification contains basic information about the tourism establishment and certifies that the establishment is registered with QC Tourism Department.

<b>Office/Department:</b>	Q.C. Tourism Department
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who May Avail:</b>	QC Tourism Establishments' Owners/Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For New Applicant-Tourism Establishments (As submitted to BPLD)</b>	
Unified Business Permit Application Form (1 photocopy, present original copy/ecopy )	Business Permits and Licensing Dept., QC Hall
Department of Trade and Industry/ Securities and Exchange Commission Registration (1 photocopy, present original copy/ecopy)	Department of Trade and Industry / Securities and Exchange Commission
Barangay Clearance (1 photocopy, present original copy/ecopy)	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 /ecopy)	QC Treasurer's Department Assessment Windows and Cashier

<b>Additional Requirement for Travel Agency Only</b> Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00)	Bonding Agencies/Companies
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<b>B. For Renewal of Certificate of Registration – Tourism Establishments (As submitted to BPLD)</b>	
Unified Business Permit Application Form (1 photocopy, present original copy/ecopy )	Business Permits and Licensing Dept., QC Hall
Current/Previous Business Permit (1 photocopy, present original copy/ecopy)	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/ecopy)	QC Treasurer's Department Assessment Windows and Cashier
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<b>Additional Requirement for Travel Agency Only</b> Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00)	Bonding Agencies/Companies
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log on to <a href="https://qceservices.quezoncity.gov.ph/bpld/">https://qceservices.quezoncity.gov.ph/bpld/</a> and submit the accomplished Unified Business Permit Application Form online together with the necessary supporting documents, depending on your application type.	The BPLD forwards the same to the ancillary departments and evaluate completeness of requirements.	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant</i> (Tourism Services Division)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for email reply.	Acknowledge receipt of complete documents/ application or ask for lacking document through email	none	10 minutes	<i>Tourism Receptionist/ Tourism Assistant</i> (Tourism Services Division)
3. Wait for email on details of release of Certificate of Registration/ Endorsement to DOT	Process the application for Tourism Certificate of Registration/ Endorsement to DOT (may need inspection of establishment and/or verification of submitted records)	None	4 days and 7 hours	<i>Tourism Assistant, Tourism Officer and Division Head</i> (Tourism Services Division)
	Approve/sign the requested Certificate of Registration/ Endorsement for DOT Accreditation	None	1 day	<i>City Mayor, Department Head and Division Head</i> (Tourism Services Division)

	Email/message the client that Tourism Certificate of Registration/ Endorsement is ready for pick-up or delivery.	None	30 minutes	<i>Tourism Receptionist, Tourism Assistant, (Tourism Services Division)</i>
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<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Inform QCTD if Tourism Certificate of Registration/ Endorsement will be picked-up or delivered. (Courier of Choice with cost charged to the receiver/ applicant)	Wait for the client to pick-up or process the delivery of Tourism Certificate of Registration/ Endorsement	None	1 day	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
5. Wait/claim Tourism Certificate of Registration/ Endorsement	Release Tourism Certificate of Registration/ Endorsement through delivery or pick-up	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
TOTAL		None	7 days	

Note

- Processing time starts upon acceptance of application with complete requirements.
- Senior citizens, pregnant women, persons with disabilities and liaison officers with multiple transactions (10 branches/companies and above) maybe entertain as “walk-in applicants”

## 2. ISSUANCE OF TOUR GUIDE'S I.D./CERTIFICATE

The Tour Guide's ID/Certificate of Registration is issued to tour guides that submitted the minimum requirements and paid the corresponding identification card/ registration fee. The I.D./certificate contains basic information about the tour guide and certifies that the guide is registered with QC Tourism Department.

<b>Office/Department:</b>	Q.C. Tourism Department
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	Tour Guides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For New Applicant - Tour Guide</b>	
Registration/ID Application Form (1 Original Copy/ecopy)	Tourism Desk, QC Tourism Department QC Hall/ or Download Application Form at <a href="https://bit.ly/2YybHT5">https://bit.ly/2YybHT5</a>
NBI or Police Clearance (1 photocopy, present original copy/ecopy)	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/ecopy)	Department of Tourism (DOT), Makati City
Official Receipt for the Current Year that includes Tourism Registration/I.D. Fee (1 photocopy, present original /ecopy)	QC Treasurer's Department Cashier

<b>B. For Renewal of Certificate of Registration/I.D. - Tour Guide</b>	
Registration/ID Application Form (1 Original Copy/ecopy)	Tourism Desk, QC Tourism Department Or Download Application Form at <a href="https://bit.ly/2YybHT5">https://bit.ly/2YybHT5</a>
NBI or Police Clearance (1 photocopy, present original /ecopy)	NBI Office or QC Police Department, NGA Bldg., QC Hall
Official Receipt for the Current Year that includes Tourism Registration/ID Fee (1 photocopy, present original/ecopy)	QC Treasurer's Department Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Download Application Form at <a href="https://bit.ly/2YybHT5">https://bit.ly/2YybHT5</a> Fill-out the application form and submit ecopy of all requirements to <a href="mailto:TourismAccreditation@quezoncity.gov.ph">TourismAccreditation@quezoncity.gov.ph</a>	Evaluate completeness of requirements.	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant</i> (Tourism Services Division)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for email reply.	Acknowledge receipt of complete documents/ application or ask for lacking document through email	none	10 minutes	<i>Tourism Receptionist/ Tourism Assistant</i> (Tourism Services Division)
3. Wait for email on details of release of Tour Guide's I.D./ Certificate	Process the application for Tour Guide's I.D/certificate (may need verification of submitted records)	None	4 days and 7 hours	<i>Tourism Assistant, Tourism Officer and Division Head</i> (Tourism Services Division)
	Approve/sign the requested Tour Guide's ID / Certificate	None	1 day	<i>City Mayor, Department Head and Division Head</i> (Tourism Services Division)
	Email/message the client that Tour Guide's I.D. / Certificate is ready for pick-up or delivery.	None	30 minutes	<i>Tourism Receptionist, Tourism Assistant,</i> (Tourism Services Division)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Inform QCTD if Tour Guide's I.D. / Certificate will be picked-up or delivered. (Courier of Choice with cost charged to the receiver/ applicant)	Wait for the client to pick-up or process the delivery of Tour Guide's I.D./ Certificate	None	1 day	<i>Tourism Receptionist/ Tourism Assistant</i> (Tourism Services Division)
5. Wait/claim Tour Guide's ID/ Certificate	Release Tour Guide's I.D./ Certificate through delivery or pick-up	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant</i> (Tourism Services Division)
TOTAL		None	<b>7 days</b>	

Note

- Processing time starts upon acceptance of application with complete requirements.
- Senior citizens, pregnant women, persons with disabilities and liaison officers with multiple transactions (10 tour guides and above) may be entertained as "walk-in applicants"

### 3. IMPLEMENTATION OF PROGRAMS / ACTIVITIES / PROJECTS

The Quezon City Tourism Department implements/coordinates tourism, historical, culture and arts programs, activities and projects.

<b>Office/Department:</b>	Q.C. Tourism Department
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G - Government to Government
<b>Who May Avail:</b>	Government Agencies/Organizations Non-Government Organization/Associations Civic Organizations All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Communication/Letter from concerned Party (1 original copy/ ecopy) (letter/Transmittal/ Endorsement/Referral)	Written by concerned party/ requesting party

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward/email the letter/ communication/ endorsement/ referral/ request/ transmittal to Receiving Desk/ qctd@quezoncity.gov.ph	Welcome the client and receives/ evaluates communication/ endorsement/ referral/request/ transmittal Acknowledge the email	None	1 minute	<i>Receiving Clerk Administrative Support Group</i>
2. Leave the Office/ Wait for the action on the request	Forward the endorsement/ referral/ request to the Head of Office/Action Officer	None	1 minute	<i>Receiving Clerk Administrative Support Group</i>
3. None	Refer the matter to the concerned division head/s	None	1 day	<i>Head of Office/ Action Officer</i>
4. Attend to the queries or coordination meetings.	Process the request/ referral etc. (which may include communicating with the requesting party)  Give evaluation/ recommendation to the Head of Office	None	4 days	<i>Concerned Division Heads</i>
5. None	Head of Office/Action Officer act on the recommendation and inform the concerned division head	None	2 days	<i>Head of Office/Action Officer</i>



6. Wait for coordination/ feedback	Inform the requesting party of the action taken	None		<i>Concerned Division Head</i>
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBLE</b>
7. Participate in Preparation of Event/ Activity/ Projects	Start preparation of event/ activity Coordinate with concerned agencies/offices/ individuals Holds Meetings Conducts Dry-Runs/ Rehearsals, etc.	None	60 days	<i>Concerned Division Head</i>
8. Participates / implements event	Implementation / Execution of Event/Activity/Project	None	2 days	<i>Concerned Division Head</i>
9. None	Post-event task	None	1 day	<i>Concerned Division Head</i>
TOTAL		None	<b>70 days</b>	

(Implementation of Program/Activity/Project) qualified for multi-stage processing.  
Total days dependent on date, type and magnitude of program/activity/project and the requesting party

# QUEZON MEMORIAL CIRCLE ADMINISTRATION OFFICE

## EXTERNAL SERVICES

### 1. Processing of Permit for the Use of Venues/ Facilities

Clients who intend to secure a permit to utilize venues/facilities in the park premises.

<b>Office/ Department:</b>			Quezon Memorial Circle Administration Office		
<b>Classification:</b>			Complex		
<b>Type of Transaction:</b>			G2B – Government to Business		
<b>Who may avail:</b>			Persons/Groups who are interested in using venues/facilities in QMC		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Letter of Intent			Client		
2. Application Form			Reservation Desk, QMC		
NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of intent to QMC	Receive the intent letter and check the availability of venue/facilities; If available, this will be endorsed to QMC Administrator for review and approval	None	3 minutes	Reservation Desk Officer, QMC Administrator
2	Wait for the approval of request thru phone call or email	Notifies the client on the status of request thru phone call or email.	None	1 - 3 working days <i>(varies depending on the scope of request)</i>	Reservation Desk Officer
3	Receive a notification regarding the status of request. If approved, proceed to QMC Reservation Desk.	Issues an application form to the client once the request is approved.	None	3 minutes	Reservation Desk Officer

4	Receives and fill-up the Application Form and submit it to QMC Reservation Desk	Receive and check the submitted Application Form. If completed, refer the client to Finance & Collection Unit for processing of payment (if applicable)	None	10 minutes	Reservation Desk Officer
5	Proceed to Finance & Collection Unit to pay the corresponding fee (if applicable)	Receives payment and prepares Official Receipt to be issued to the client	Varies depending on the requested venue	10 minutes	Finance & Collection Unit
6	Claims permit/ official receipt	Discuss the park's rules and regulations in using a venue	None	10 minutes	Finance & Collection Unit, Reservation Desk Officer

7	Proceed to the requested venue on the given schedule	Monitors the conduct of event	None	Varies depending on the requested schedule of event	Event's Monitoring Team
		<b>TOTAL</b>		<b>Max of 3 Days &amp; 36 Minutes</b>	
<b>END OF TRANSACTION</b>					

## 2. Securing Permits for conducting Commercial Activities or other relevant events

Clients who intend to secure a permit for commercial activities or other relevant events, requiring the QMC Management's authorization.

<b>Office/ Department:</b>			Quezon Memorial Circle Administration Office		
<b>Classification:</b>			Complex		
<b>Type of Transaction:</b>			G2B – Government to Business		
<b>Who may avail:</b>			Persons/Groups who are interested in conducting commercial activities or other relevant events, requiring authorization from the management, such as: a. Filming/ photography b. Exhibits c. Merchants d. Group Activities involving minors/students e. Other relevant activities		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Letter of Intent			Client		
2. Application Form			Reservation Desk, QMC		
<b>NO.</b>	<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Submit a letter of intent to QMC (if applicable)	Receives the intent letter and initially assess the request and endorse to QMC Administrator for review and approval	None	3 minutes	Reservation Desk Officer, QMC Administrator
2	Wait for the approval of the request	Inform the client on the status of request.	None	1 - 3 working days <i>(varies depending on the type of activity to be conducted)</i>	Reservation Desk Officer
3	Receive a notification regarding the status of request. If approved, proceed to QMC Reservation Desk.	Issues an application form to the client once the request is approved.	None	3 minutes	Reservation Desk Officer

4	Receive and fill-up the Application Form and submit it to QMC Reservation Desk	Receive and check the submitted Application Form. If completed, refer the client to Finance & Collection Unit for payment (if applicable)	None	10 minutes	Reservation Desk Officer
5	Proceed to Finance & Collection Unit to	Receives payment and prepares Official	Varies depending	10 minutes	Finance & Collection Unit

	pay the corresponding fee (if applicable)	Receipt to be issued to the client (if applicable)	on the activity to be conducted		
6	Claims permit and official receipt	Discuss the park's rules and regulations on the conduct of activities	None	10 minutes	Finance & Collection Unit, Reservation Desk Officer
7	Proceed to the identified area for the conduct of activity	Monitors the conduct of activity	None	Varies depending on the activity to be conducted	Event's Monitoring Team
		<b>TOTAL</b>		<b>Max of 3 Days &amp; 36 Minutes</b>	
<b>END OF TRANSACTION</b>					

# PARKS DEVELOPMENT AND ADMINISTRATION DEPARTMENT

## Environmental Services

### 1. Repair and Maintenance of Parks and Playground

Service Information: Provides repair and maintenance of existing parks and playgrounds within Quezon City

<b>Office or Division:</b>	Parks Development and Administration Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C) / Government-to-Government (G2G)			
<b>Who may avail:</b>	Barangay officials, Homeowners Associations, Schools and Constituents			
<b>CHECKLIST OF REQUIREMENTS (2 copies each)</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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	<i>Receiving Clerk</i>
	1.2 Dept. Head/ Asst. Head routes/ assigns it to engineer in charge on said area.	None	1 – 2 days	<i>Dept. Head/Asst. Dept. Head</i>
	1.3 Engineer-in-charge inspects, coordinates, makes report and detailed cost estimate.	None	5 days	<i>Engineer in charge</i>
	1.4 For recommendation for inclusion in the Dept.'s priority for	None	Varies	<i>Division Head</i>

	repair and maintenance.			
	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 depending on the scope of work	<i>Maintenance Operations Group</i>
	1.5.1 If the request involves minor repair only, immediate repair/action will be done	None	1 – 2 days	<i>Maintenance Operations Group</i>

*Note: Client Steps and Agency Actions could be done either on-site or thru on-line process at [pdad@quezoncity.gov.ph](mailto:pdad@quezoncity.gov.ph) or landline 8988-4242 loc. 8461/8452 provided that all the requirements are complete.*

## 2. Development of Open Spaces intended for Parks and Playground/Rehabilitation and Improvement of Existing Parks and Playground

Service Information: To develop city-owned open spaces intended for parks and playgrounds and to rehabilitate existing parks and playgrounds

<b>Office or Division:</b>	Parks Development and Administration Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C) / Government-to-Government (G2G)			
<b>Who may avail:</b>	Barangay officials, Homeowners Associations, Schools and Constituents			
<b>CHECKLIST OF REQUIREMENTS (2 copies each)</b>		<b>WHERE TO SECURE</b>		
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		
<p>* For open spaces / lot which are not yet donated to the City Government</p> <ul style="list-style-type: none"> <li>- Letter of Intent to Donate by the owner / donor.</li> <li>- Copies of Titles</li> <li>- Copies of Tax Declaration</li> <li>- Approved Plan</li> </ul> <p>In case the donor is a Corporation/Association:</p> <ul style="list-style-type: none"> <li>- Board Resolution for the signatory and authority to dispose the subject properties</li> <li>- Secretary's Certificate</li> <li>- Certificate of Completion from HLURB</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter requesting development/rehabilitation/improvement of parks/open spaces.	1.1 For recording and tagging of control number.	None	10 minutes	<i>Receiving Clerk</i>
	1.2 Dept. Head/Asst. Head routes/assigns to Planning Division.	None	2 days	<i>Dept. Head/Asst. Dept. Head</i>



	1.3 Upon receipt of Planning Division, the Research and Verification Section will verify if concerned park is donated. If not, the Parks Development and Administration Department (PDAD) will send a letter to the requesting party with information that the open space must be donated first to the city government for proper documentation and	None	2 days	<i>Research and Verification Section</i>
	planning and to be able to recommend the same for development and rehabilitation. If the owner of the lot intends to donate the open space, they can write a letter to Fixed Asset Management and Control Division (FAMCO) of the City's General Services Department (CGSD). Checklist of requirements shall be provided by GSD.			
	1.4 If concerned open space/park is donated, it will be forwarded to the group assigned per district for inspection and preparation of B1 to be submitted to Infracom Secretariat for preparation of B2. 1.4.1 After issuance of B2 the Planning Group will prepare plans & cost estimates and other related documents	None	Varies depending on the nature of request/scope of work	<i>Architect/Engineer-in-charge</i>

	1.5 After the preparation of plans and cost estimate, it will be forwarded to persons concerned for their signatures.	None	1.5 day	<i>Division Chief/Asst. Dept. Head/ Dept. Head</i>
	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	<i>Releasing/Liaison Officer</i>
	1.6.1 All completed plans and estimates will be forwarded to INFRA Committee for recommendation in the priority list of INFRA Project for bidding.		1 day	<i>Liaison Officer</i>

*Note: Client Steps and Agency Actions could be done either on-site or thru on-line process at [pdad@quezoncity.gov.ph](mailto:pdad@quezoncity.gov.ph) or landline 8988-4242 loc. 8461/8452 provided that all the requirements are complete.*

### 3. Greening Services

Service Information: Provision of greening services such as:

- a) Issuance of Certificate of No Objection for Cutting of Trees and Coconut
- b) Tree Planting
- c) Tree Cutting/trimming and balling of trees
- d) Grasscutting
- e) Landscaping

<b>Office or Division:</b>	Parks Development and Administration Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C) / Government-to-Government (G2G)			
<b>Who may avail:</b>	QC constituents/Establishments/Institutions/Schools/Universities			
<b>CHECKLIST OF REQUIREMENTS (2 copies each)</b>		<b>WHERE TO SECURE</b>		
Letter of Request		To be provided by the requesting party		
Supporting Documents (For cutting of trees) 1. For Lot Owners a. Photocopy of TCT b. Consent of affected neighbors (if any) c. Certificate of Residency of the owner issued by the Barangay/HOA and Certificate of No Objection d. Pictures of affected trees to be cut  2. For Private and Government Contractor a. Photocopy of the contract (specifically including the scope of work and cost estimate) b. Photocopy of the site development plan showing the affected trees. c. Certificate of Residency of the owner issued by the Barangay/HOA and Certificate of No Objection d. Pictures of affected trees to be cut		a. To be provided by requesting party b. To be provided by requesting party c. Barangay Hall or HOA Office d. To be provided by requesting party  a. To be provided by requesting party b. To be provided by requesting party c. Barangay Hall or HOA Office d. To be provided by requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Submit a letter request for:</p> <ul style="list-style-type: none"> <li>• Tree cutting / trimming / grass cutting / balling</li> <li>• Tree planting</li> <li>• Tree cutting / balling permit</li> <li>• Landscaping</li> <li>• Address to: Ar. Baltazar C. Avelino, uap – Officer-In-Charge</li> </ul>	<p>1.1 All letter requests should be addressed to the respective District Action Officer of each district.</p> <p>District 1: Olivier “Ollie” Belmonte</p> <p>District 2: Atty, Enrile “Bong” L. Teodoro</p>			
<ul style="list-style-type: none"> <li>• For cutting of coconut address letter to the Philippine Coconut Authority(PCA) – Dennis Andres – Regional Manager III, Regions 1, 2, 3</li> <li>• For cutting of trees needing DENR Permit address letter to Jacqueline Caancan, CESO III – Regional Executive Director, DENR-NCR</li> </ul>	<p>District 3: Thomas John Thaddeus F. De Castro</p> <p>District 4: Alberto Flores</p> <p>District 5: William R. Bawag</p> <p>District 6: Atty. Mark Aldave</p>			
	<p>1.2 Receiving section will receive the letter for recording and control number purposes.</p>	None	10 minutes	<i>Receiving clerk</i>
	<p>1.3 The Dept. Head will route the letter to corresponding person in charge.</p>	None	1 day	<i>Dept. Head/Asst. Dept. Head</i>
	<p>a) Verification and inspection of the site for tree cutting/tree trimming/balling and grass cutting requests.</p>	None	3 days	<i>Nursery Division</i>

	<p>a.1) After verification, request will be forwarded to the Operation's Group for scheduling of tree cutting/balling/trimming/grass cutting.</p> <p>a.2) If the request concerns a coconut tree, the requesting party must secure a cutting permit from the Philippine Coconut Authority (PCA). Checklist of requirements will be provided by PCA.</p> <p>a.3) For fruit bearing trees/forest trees secure cutting permit at DENR, NCR.</p>		*varies depending on the size of the tree and actual situation (min. of 3 days)	<i>Nursery Operations Group</i>
	a.4) Cutting can only proceed if the requesting party has already the permit issued by the PCA/DENR.			
	b) Coordination with the HOA or the requesting party to verify if the site is feasible for tree planting.	None	3 days	<i>Nursery Division</i>
	b.1) After site verification, the requesting party will coordinate with the Operation's Group for scheduling of actual tree planting.	None	1 day	<i>Nursery Operations Group</i>

	c) Inspection and verification of the condition of the subject tree for cutting/trimming/balling.	None	1 day	<i>Nursery Division</i>
	c.1) Submission of Inspection Report to Dept. Head	None	1 day	<i>Nursery Division Head</i>
	c.2) Issuance of Certificate of No Objection	None	5 days	<i>Dept. Head</i>
	d) Inspection and preparation of landscaping plan & estimate	None	7 days	<i>Landscape Architect</i>
	d.1) For submission and approval of landscaping plan and cost estimate to the Dept. Head	None	1 day	<i>Nursery Division Head</i>
	d.2) If funded, for implementation of landscaping works	None	7 days	<i>Nursery Operations Group</i>

*Note: Client Steps and Agency Actions could be done either on-site or thru on-line process at [pdad@quezoncity.gov.ph](mailto:pdad@quezoncity.gov.ph) or landline [8988-4242](tel:8988-4242) loc. [8461/8452](tel:8461-8452) provided that all the requirements are complete.*

# LOCAL ECONOMIC AND INVESTMENT PROMOTIONS OFFICE

## **a. Operations**

1. Formulate annual and medium-term plans for Medium and Large Enterprises (MLE) development;
2. Prepare investment opportunity profiles, including but not limited to industry profiles, project profiles, and viability/feasibility studies;
3. Identify support investment activities, such as but not limited to trade agreements with other LGUs for sourcing of raw materials; cooperation agreements with other government entities to facilitate investor transactions; and Public-Private Partnership (PPP) arrangements;
4. Monitor the performance of investments;
5. Coordinate and monitor policies, programs and activities relative to MLEs of all national and local government agencies;
6. Continuously review the local investment climate and incentives program in order to recommend improvements;
7. Provide advisory and other support services to new investors to facilitate their investments;
8. Provide advisory and other support services to established investors to promote investment retention and/or investment expansion;
9. Prepare presentations and materials for QC-EDIB when meeting with MLEs;
10. Advise qualified investors on the preparation of their applications for incentives packages.

## **b. Promotions and Marketing**

1. Promote and market the city as an attractive investment/business destination;
2. Identify key investment opportunities from among those provided by the Operations unit to be highlighted in promotions and marketing efforts;
3. Disseminate information about such to potential investors through: trade missions, trade fairs and exhibits, fora/seminars, briefings/orientations, etc.
4. Prepare investment promotion materials (i.e. presentations of industry and project profiles; competitive analyses vis a vis other LGUs; competitive advantages of Quezon City; other general business information);
5. Develop and implement retention/expansion strategies for existing investors.

## **c. Support Services**

1. Establish and maintain a database of investment opportunities and investors;
2. Operate an online information assistance desk;
  3. Recommend and/or implement improvements in systems and processes towards simplification or improved productivity;
4. Coordinate access to skilled, City-based manpower resources.

# CITIZEN SERVICES DEPARTMENT

## External Services

### 1. PROVIDE FAST AND EASY INTEGRATED TWO-WAY RADIO COMMUNICATIONS SYSTEM FOR THE CITY GOVERNMENT

Operates and maintain of a 24/7 integrated communications system for Quezon City Government.

<b>Department / Division:</b>		Quezon City Citizen Services Department / Radio/Telephone and Operation Division		
<b>Classification:</b>		Simple		
<b>Types of Transaction:</b>		24/7 Radio Base and Telephone Operations.		
<b>Who may Avail:</b>		Barangay Base Radio & Ambulances, (BHERT) Radio Network End-Users, & other Govt. Agency		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send calls via radio or Trunkline 8988-4242 Loc. 8407/8416	1. Receives calls via two-way Base Radio or Telephone from a wide variety of cases such as Emergency, Covid 19 concerns, Complaints, Public Assistance, Inquiries & Other concerns.	None	2 minutes	Radio/Telephone Operators/Shift Supervisor
	2. Processing of calls by having the complete information from caller for immediate and appropriate responses and actions.		2 minutes	Radio/Telephone Operators
	3. Create incident ticket at Microsoft Dynamic 365 ticketing System.		2 minutes	Radio/telephone Operators
	4. Endorse to the Shift Supervisor for review.		2 minutes	Radio/Telephone Operator
	5. Coordinate via call or assign ticket to concerned Depts./ Offices thru Dynamic		2 minutes	Radio/Telephone Operators/Shift Supervisor



	365 Ticketing System users account for an appropriate actions.		2 minutes	Radio/Telephone Operators/Shift Supervisor
2. Receives updates, feedback, instructions, and clarifications or Information regarding on their concerns.	6. Follow-up ticket via call or messaging using Dynamic 365 Ticketing System to the action units and get feedback of the action taken.		2 minutes	Radio/Telephone Operators/Shift Supervisor
	7. Give feedback to the callers regarding to their concern.		2 minutes	Radio/Telephone Operators/Shift Supervisor
	8. Data base encoding and management system.		2 minutes	
Total		Total	16 minutes	

## 2. QCITIZEN HELPLINE CONTACT CENTER DIAL122

QCitizen Emergency Helpline & Complaint and Action Center.

<b>Department / Division:</b>		Quezon City Citizen Services Department / QC Helpline 122 Contact Center Division		
<b>Classification:</b>		Complex		
<b>Types of Transaction:</b>		24/7 QC Helpline122 Contact Center		
<b>Who may Avail:</b>		QCitizens, MMDA, Emergency 911, QCPD-Tactical Operations Center & Other Local Government Agency.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Make a call via 122 or back-up number: 09190670715 09190670096 09190670236</p>	<p>1. Receive calls via 122 or back-up numbers from a wide variety of cases such as Emergencies, Covid 19 Concerns, Complaints, Public Assistance/ Inquiries &amp; Other Concerns.</p>	None	2 minutes	Call Takers/Shift Supervisor
	<p>2. Processing of calls by having the complete information from the caller for immediate and appropriate responses and actions.</p>		2 minutes	Call Takers
	<p>3. Create incident ticket via Microsoft Dynamic 365 Ticketing System.</p>		2 minutes	Call Takers
	<p>4. Endorse to the Shift Supervisor for review.</p>		2 minutes	Call Takers
	<p>5. Coordinate via call or assign a ticket to the concerned Depts./ Offices thru Dynamic 365 Ticketing System users account, for appropriate actions.</p>		2 minutes	Call Takers/Shift Supervisor
	<p>6. Follow-up ticket via call or chat/messaging. thru Dynamic 365</p>		2 minutes	Call Takers/Shift Supervisor

<p>2. Receives updates, feedback, instructions &amp; clarifications.</p>	<p>Ticketing System to the action unit and get feedback of their action taken.</p> <p>7. Give feedback to the callers regarding to their concerns.</p> <p>8. Data base encoding &amp; Management system.</p>		<p>2 minutes</p> <p>2 minutes</p>	<p>Call Takers/Shift Supervisor</p> <p>Call Takers/Shift Supervisor</p>
Total			16 minutes	

### 3. NTC SEMINARS ON RADIO LAWS AND REGULATION

Provide Seminars on Radio / Telephone Basic Operations to acquire Radio Operators NTC License/Certificate.

<b>Department / Division:</b>		Quezon City Citizen Services Department / Radio/Telephone and Operations Division		
<b>Classification:</b>		Simple		
<b>Types of Transaction:</b>		Seminar on Radio/ Telephone Basic Laws & Regulations		
<b>Who may Avail:</b>		Radio End-Users, Executive, Legislative, various Offices & Barangays		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for Training/ Seminar on Radio/Tel. Basic Operations.	1. Receives letter request.	None	5 minutes	QCCSD admin Personnel
	2. Evaluates if the minimum of 25person participants being met.			QCCSD admin Personnel
	3. Endorse letter request to the National Telecommunications Commission for a resource speaker and coordinates for a schedule of the seminar.		3 Days	Dept. Head
2. Receives feedback about the request.	4. Give feedback to the requesting party on approved schedule of seminar.		5 minutes	QCCSD admin Personnel
	5. Approval of Training/ Seminar request.		2 minutes	Dept. Head
3. Receives Training Certificate of Attendance	6. Facilitate the seminar and processing of application for Radio Operators NTC license Certificate.		2 hours	NTC resource person and QCCSD admin personnel

	Total		3 days, 2 hours & 10 minutes	
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#### 4. QUEZON CITY ACTION TEAM OF HELPDESK AND HELPLINE122

Receive and identify the type of concern or complaints and send to the concern Department/Offices for appropriate action.

<b>Department / Division:</b>		Quezon City Citizen Services Department / 8888 Citizens Complaint and Action Division			
<b>Classification:</b>		Complex			
<b>Types of Transaction:</b>		Helpdesk@quezoncity.gov.ph Email Management			
<b>Who may Avail:</b>		General Public within Quezon City, and other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
None		None			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
<p>1. Send email to <a href="mailto:helpdesk@quezoncity.gov.ph">helpdesk@quezoncity.gov.ph</a> and <a href="mailto:qcitizenservice@qchelpline122.onmicrosoft.com">qcitizenservice@qchelpline122.onmicrosoft.com</a> with complete details of complaint and inquiries.</p> <p>2. Receives Update/ Feedback.</p>	1. Processing of complaints/inquiries & identify the concerns.	None	3 minutes	Helpdesk Technical Support Staff/ Officer	
	2. Draft email letter of referral.		3 minutes		
	3. Send it to concern Department/Offices for appropriate and immediate action/s.		3 minutes	Technical Support Staff/Officer	
	4. Receives copies of action taken & send copies of action taken to complainant email address.		3 minutes		
	5. Data base encoding and management system.		3 minutes		
			6. Follow up open tickets from another Department.	3 minutes	Technical Support Staff/Officer/ Dept. Head
			7. Submits regular reports to the City Administrator/ Permanent Focal Person.	Weekly	

Total		1 week & 18 minutes	
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## 5. QCCSD FACEBOOK PAGE

Monitoring and identify the type of Complaints/Inquiries & Other Concern.

<b>Department / Division:</b>		Quezon City Citizen Services Department / 8888 Citizens Complaint and Action Division		
<b>Classification:</b>		Complex		
<b>Types of Transaction:</b>		24/7 Helpdesk at QCCSD Facebook Page Management		
<b>Who may Avail:</b>		General Public within Quezon City, and other Government Agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send messages to QCitizen Help Desk@QCCSD Facebook Page with complete details of their complaints and inquiries.  2. Receives Update/ Feedback.	1. Answering all messages from Facebook page.	None	3minutes	Technical Support Staff/ Officer
	2. Processing of complaint/inquiries and identify the concerns.		3 minutes	Technical Support staff/ Officer
	3. Give immediate feedback/answers to the senders.		3 minutes	Technical Support staff/ Officer
	4. Coordinate any complaints and inquiries concerning with other Depts./Offices for their appropriate actions.		3 minutes	Technical Support staff/ Officer
	5. Give feedback to the senders.		3 minutes	Technical Support Staff
	6. Data base encoding and management system.		3 minutes	Technical Support Staff/Officer
	7. Submits regular reports to the City Administrator/ Permanent/Focal Person.		Weekly	Technical Support Staff/Officer/ Dept. Head
Total			1 week & 18 minutes	



# Internal Services

## 1. ISSUANCE OF RADIO EQUIPMENT

Issuance of Radio Communications Equipment to various Department/Offices.

<b>Department / Division:</b>		Quezon City Citizen Services Department / Radio/Telephone and Operation Division		
<b>Classification:</b>		Simple		
<b>Types of Transaction:</b>		Issuance of Radio Communications Equipment		
<b>Who may Avail:</b>		Radio End-Users, Executive, Legislative, various Offices & Barangays		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Send letter of Request</p>	<p>1. Receive letter request.</p> <p>2. Determines, evaluates, and recommends for issuance of equipment.</p> <p>3. Prepares Sub-Property Acknowledgement Receipt covering the communications equipment to be issue.</p> <p>4. Signs Sub-Property acknowledgement receipt as to acknowledge the receipt.</p> <p>5. Signs/approves Sub-property acknowledgement receipt for issuance of Radio Equipment/ accessories.</p> <p>6. Records and files Sub-Property Acknowledgement Receipt release.</p>	<p>None</p>	<p>2 minutes</p> <p>1 day</p> <p>10 minutes</p> <p>1 day</p> <p>3 minutes</p> <p>2 minutes</p>	<p>Administrative Aide IV Dept.Head</p> <p>Administrative Assistant III</p> <p>Requesting Party</p> <p>Dept. Head</p> <p>Administrative Officer V</p>
<p>Total</p>			<p>2 days &amp; 17 minutes</p>	

## 2. QUEZON CITY CITIZENS' COMPLAINT HOTLINE 8888 ACTION TEAM

Receive and coordinate a concrete and specific action on 8888 complaints within forty-eight (48) hours from receipt and make recommendations or decisions in relation to the feedback received through the 8888 portals.

<b>Department / Division:</b>	Quezon City Citizen Services Department Office / 8888 Citizens Complaint and Action Division			
<b>Classification:</b>	Complex			
<b>Types of Transaction:</b>	24/7 Quezon City Citizen Complaint from Hotline 8888 Management			
<b>Who may Avail:</b>	The General Public of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Public files complaint and concerns on government services thru the Office of the President, Presidential Complaint Center (PCC) 8888 Hotline or Department of Interior Local Government Public Assistance Complaint Center or both</p> <p>2. Office of the President, Presidential Complaint Center, Department of Interior and Local Government Hotline indorses the complaint to QC Local Government Unit Office of the Mayor, Chief of Staff, Office of the City Administrator 8888</p>	<p>1. Receiving endorsement on various complaints from Office of the President, Presidential Complaint Center and Dept. of Interior Local Government Public Assistance Complaint Center course through 8888 Portal</p> <p>2. Processing and identify the complaints/inquiry/ other concerns and draft email of referral to various offices for their appropriate and immediate action/s.</p>	<p>None</p>	<p>3 minutes</p> <p>3 minutes</p>	<p>Permanent/ Alternate Focal Person/Dept.Head</p> <p>Secretariat</p>
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<p>3. Office of the Mayor forwards complains to QC complaint hotline 8888 for referral to various action units for appropriate immediate action</p> <p>4. Report the City's action on an 8888 complaint to 8888 Citizens' Complaint Center in the Office of the President.</p>	<p>3. Send transmittal to concerned Departments / Offices thru Zimbra Account.</p> <p>4. Receives Action taken and gives feedback to the complainant.</p> <p>5. Request Ticket Closure to 8888 Portal.</p> <p>6. Database encoding and management</p> <p>7. Submits regular reports to City Administrator/ Permanent Focal Person.</p>		<p>3 minutes</p> <p>3minutes</p> <p>3 minutes</p> <p>Weekly</p>	<p>Secretariat</p> <p>Permanent/ Alternate Focal Person/Dept. Head</p> <p>Secretariat/ Liaison</p> <p>Technical/Support Staff/Officer</p> <p>Permanent/ Alternate Focal Person/Dept. Head</p>
Total			1week 15 minutes	

# QUEZON CITY PUBLIC LIBRARY

## 1. Access to Books and Other Reference Materials (for Room Use)

Provide assistance for easier and efficient retrieval of information sources such as books, magazines, newspapers, academic journals, and other reference materials that clients can only access and use inside the library.

<b>Office/Division</b>	<b>READERS SERVICES DIVISION (RSD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. QCitizen's ID 2. Any of the following ID a. Student ID (presently enrolled) b. Company ID c. Government issued ID with signature and address		1. Quezon City Hall 2. Agency a. Schools b. Client's company/organization c. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Observe minimum health protocols (wearing of face mask and use of alcohol).	1.1 Instruct guard on duty to remind clients about minimum health protocols	None	30 seconds	<i>Security Officer</i>
2. Register at the lobby/registration area	2.1 Assists the client on how to fill-out the Registration Form	None	1 minute	<i>Assigned library staff</i>
3. Present QCitizen's ID	3.1 Validate QCitizen's ID/ valid ID ( <i>For non-QC residents</i> )	None	30 seconds	<i>Assigned library staff</i>
4. Processing / Issuance of Library Pass at the Registration Area.	4.1 Encodes client's details 4.2 Prints and releases client's Library Pass	None	2 minutes	<i>Assigned library staff</i>
5. Deposit personal belongings to the Baggage Counter Area and secure laptop/book pass form, if necessary	5.1 Assists the client to the Baggage Counter Area to deposit personal belongings, except valuable items such as	None	1 minute	<i>Assigned library staff</i>

	gadgets, wallets, etc. 5.2 Provide clear envelopes for client's valuables.			
6. Issuance of baggage number.	6.1 Issues baggage number to the client	None	30 seconds	<i>Assigned library staff</i>
7. Tap Library Pass / QCitizen's ID on the barcode reader.	7.1 Assists client to tap QCitizen's ID / Library Pass on the barcode reader located at the entrance of each reading section.	None	10 seconds	<i>Assigned library staff</i>
8. Client may proceed to the bookshelves area or search the OPAC for the material/s needed.	8.1 Guides the client on how to use the OPAC / find the material they need to borrow/use.	None	5 minutes	<i>Assigned library staff</i>
9. Fill-out the book card and return/submit it to the designated library staff with QCitizen's ID.	9.1 Receives the book card and processes the borrowed material.	None	30 seconds	<i>Assigned library staff</i>
10. After use of the book, return the book/s in the Book Drop Box.	10.1 Check-in/ Scans the book/s returned.	None	30 seconds	<i>Assigned library staff</i>
<b>TOTAL:</b>			11 minutes and 40 seconds	

## 2. Borrowing of books (Onsite and Online Transactions)

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

<b>Office/Division</b>	<b>READERS SERVICES DIVISION (RSD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. QCitizen's ID 2. Minors (below 15 years old) should be assisted by parents/guardians		a. Quezon City Hall		
<b>ONSITE TRANSACTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client shall present QCitizen's ID and secure Borrowing Form at the Info Desk.	1. Assists the client on how to fill out the Borrowing Form	None	1 minute	<i>Assigned library staff</i>
2. The client shall submit duly accomplished Borrowing Form to the designated section concerned	2. Checks the client's accomplished Borrowing Form and retrieves the requested book/s.	None	1 minute	<i>Assigned library staff</i>
3. Client to receive requested book/s	3.1 Issues requested book/s to client	None	30 seconds	<i>Assigned library staff</i>
4. Proceed to Info Desk for the processing of Book Pass	4.1 Encodes client's details	None	1 minute	<i>Assigned library staff</i>
5. Issuance of Book Pass. Client will present Book Pass to the guard-on-duty upon exiting the library premises.	5.1 Releases client's Book Pass	None	30 seconds	<i>Assigned library staff</i>
<b>TOTAL:</b>			4 minutes	



<b>ONLINE TRANSACTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client shall accomplish a Borrowing Form through this link: <a href="https://bit.ly/QCPLBorrowingForm">https://bit.ly/QCPLBorrowingForm</a>	1.1 Evaluate client's online application	None	5 minutes	<i>Assigned library staff</i>
	1.2 Checks the availability of the requested book/s	None	10 minutes	<i>Assigned RSD library staff and Branch-in-charge</i>
2. Client will receive request notification via email	2.1 Sends request confirmation to client's email address	None	1 minute	<i>Assigned library staff</i>
	2.2 Forward requested book/s to concerned library branch	None	1 minute	<i>Assigned library staff</i>
3. Client will proceed to the main library or assigned branch library to present the email confirmation and pick-up requested book/s	3.1 Concerned library branch to release the requested book/s to client	None	2 minutes	<i>Assigned library staff</i>
4. Fill-out the book card and submit it to the designated library staff with QCitizen's ID.	4.1 Receives the book card and processes the borrowed material.	None	30 seconds	<i>Assigned library staff</i>
5. Receive Book Pass from designated library staff upon exiting the library's premises.	5.1 Releases client's Book Pass	None	30 seconds	<i>Assigned library staff</i>
<b>TOTAL:</b>			20 minutes	

### 3. Returning of books (Onsite and Online Transactions) Ordinance SP-2291, S-2014-Section 10

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

<b>Office/Division</b>	<b>READERS SERVICES DIVISION (RSD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. QCitizen's ID 2. Minors (below 15 years old) should be assisted by parents/guardians		A. Quezon City Hall		
<b>ONSITE AND ONLINE TRANSACTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The library client shall return the materials borrowed at the Borrowing & Returning Transactions Desk	1.1 Checks the physical condition of the returned book/s and other materials	None	1 minute	<i>Assigned library staff</i>
	1.2 If lost, damaged and mutilated	Pay the amount of the book based on SP-2291, S-2014-Section 10; For donated books, a fixed cost of Fifty pesos (P50.00) will be charged;	1 minute	
	1.3 If overdue	Pay One (1) peso per book per day.	1 minute	
	1.4 Check-in/ Scans the book/s returned.	None	30 seconds	
2. The library client receives his/her QCitizen's ID	2.1 Returns QCitizen's ID of the client.	None	30 seconds	<i>Assigned library staff</i>

<b>TOTAL:</b>		4 minutes	
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#### 4. Charging Station (Electric use as per Ordinance SP-2291, S-2014 – Section 8)

Usage of electric charging outlets for cell phones, laptops and other gadgets. Clients must bring their own charger.

<b>Office/Division</b>	<b>READERS SERVICES DIVISION (RSD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. QCitizen's ID 2. Any of the following ID a. Student ID (presently enrolled) a. Company ID b. Government issued ID with signature and address		1. Quezon City Hall 2. Agency a. School/College/University a. Client's company/organization b. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Info Desk for the Charging request and payment.	1.1 Assists client to fill out the electric use/Charging Fee Form.  1.2 Logs information in the Record Book.	None	1 minute	<i>Assigned library staff</i>
2. Fill out the form and pay computed amount.  ** Client to proceed to the City Treasurer's Office and present/pay the Order of Payment and secure official receipt	2.1 Computes the amount to be paid  2.2 Issues Order of Payment	Electric charge fee PHP 20.00 per hour per gadget	2 minutes	<i>Assigned library staff</i>
3. Return to the library and show proof of payment at the Information Desk.	3.1 Receives and checks copy of submitted official receipt  3.2 Records the official receipt number	None	1 minute	<i>Assigned library staff</i>
4. Proceed to the available charging station in any section in the Readers Services; Gadget/s should be monitored by the client.	4.1 Monitors charging time	None	30 seconds	<i>Assigned library staff</i>

5. Unplug the charger based on the paid time.	5.1 Notifies the client of the charging time	None	30 seconds	<i>Assigned library staff</i>
<b>TOTAL:</b>			5 minutes	

## 5. Educational Tour

Accommodate request to conduct educational tour in the Main Library. Request must be done at least two (2) weeks prior the date of the activity to ensure availability of schedules and approval.

<b>Office/Division</b>	<b>READERS SERVICES DIVISION (RSD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	School/College/University, other libraries, institutions, other cities and municipalities.			
<b>A. Educational Tour</b>				
Conduct library tours and orientation in the Main Library for requesting schools, individuals or groups of people from different organizations.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter addressed to the City Librarian which includes the following: a. Objective(s) a. Date and time of visit b. Type of participants and number of attendees c. Contact person/number			School/college/university, institutions, other cities and municipalities of requesting party.	
0. Requesting party shall present any of the following valid IDs (photocopy) a. QCitizen's ID b. Student ID c. Company ID d. Government issued ID			a. Quezon City Hall b. School/College/University c. Client's company/organization d. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Drop off the request letter to QCPL Receiving Desk or send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives the copy of request letter and record it in the logbook;	None	2 minutes	<i>Assigned library staff</i>
	1.2 Receives and facilitates the approved request letter		1 minute	<i>Division head</i>
2. Follow-up request through phone call or email for the status of request.	2.1 Coordinates approved request letter to the requesting party;  2.2 Orients the client about the policies and guidelines of the library during the tour;	None	5 minutes	<i>Assigned library staff</i>

	2.3 Notes the final arrangement in preparations for the activity			
<b>TOTAL:</b>			8 minutes	

## 6. Interview / Survey

Accommodate request to conduct research study in the Main Library. Request must be done at least two (2) weeks prior the date of the activity to ensure availability of schedules and approval.

<b>Office/Division</b>	Readers Services Division (RSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	School/College/University, other libraries, institutions, other cities and municipalities.			
<b>A. Interview/Survey</b>				
Conducting a research study that may include data gathering, interview, and video documentation for thesis, dissertation, and other academic requirements.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter addressed to the City Librarian which includes the following: a. Objective(s) b. Name and time of visit c. Name of school / college / university d. Name of researcher(s) e. Contact person f. Copy questionnaires (for data gathering and interview)			Requesting party/researcher	
2. Any of the following valid IDs (photocopy) a. Student ID a. Company ID a. Government issued ID  a. QCitizen's ID			a. School/College/University a. Client's company/organization a. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency a. Quezon City Hall	
0. Personal gadgets (to be used during interviews and documentations)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Drop off letter of request at the QCPL Receiving Section or may send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives copy request of the request letter;	None	1 minute	<i>Assigned library staff</i>
	1.2 Forward the letter to the division head for evaluation and approval		1 minute	<i>Division Head</i>
	1.3 Facilitates the request.		5 minutes	<i>Assigned library staff</i>
2. Follow-up request through phone call or email for the status of request.	2.1 Coordinates the status of			



	request to the requesting party; 2.2 Orients the client about the policies and guidelines of activity; 3.3 Notes the final arrangement in preparations for the activity	None	1 minute	<i>Assigned library staff</i>
<b>TOTAL:</b>			8 minutes	

## 7. Conduct of Branch Libraries Activities

Conduct of library activities like film showing, storytelling, library nook, gift giving such as big book and smart books distributions to different communities within Quezon City.

<b>Office/Division</b>	<b>DISTRICT LIBRARIES DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Communities with existing libraries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter addressed to the City Librarian indicating the name of organization/school/institutions, objectives and the community to be served, types and number of participants for the library activities.		Authorized person of the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Drop off the letter at Receiving Area of the Main Library to be forwarded to DLD.	1.1 Receives / records the letter;	None	15 minutes	<i>Library staff</i>
	1.2 Forward the letter to OIC-Assistant City Librarian for comments;	None	10 minutes	<i>OIC-Assst. City Librarian</i>
	1.3 The City Librarian acts on the request letter;	None	30 minutes	<i>City Librarian</i>
	1.4 Forward the approved request letter to the District Libraries Division;	None	10 minutes	<i>Secretary/Clerk</i>
2. Follow up the request and discuss further information needed.	2.1 DLD informs/ coordinates the concerned librarian / library staff regarding the status of request to the concerned branch library;	None	30 minutes	<i>Librarian/Library-in-charge</i>
	2.2 Set final arrangement and calendar	None	15 minutes	

	for the conduct of activity			<i>Librarian/Library-in-charge</i>
	<b>TOTAL:</b>		1 Hour and 50 minutes	

## 8. Accept Book/Reading Material Donation

Accept donation of books, library materials, etc. from various donors like civic spirited individuals, foundations, organizations, and friends of the library that help augment and increase library collections.

<b>Office/Division</b>	<b>TECHNICAL SERVICES DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (public)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Contact Number – Telephone Number/Cellphone Number		Donor		
2. Book/Reading Material Donation Policy Form		Technical Services Division/Receiving		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire how to donate books/reading materials thru phone/FB messenger/Ask-a-Librarian	1.1 Forward information to Technical Services Division	None	1 minute	<i>Assigned Staff</i>
2. Drop donated books to main library / branches	2.1 Donated books will undergo a 3-day quarantine period before the assessment of the librarian.	None	72 hours	<i>Assigned staff</i>
3. Sign the Book/Reading Material Donation Policy Form	3.1 Receive and forward copy of Book / Material Donation Policy Form to Technical Services Division	None	1 minute	<i>Assigned staff</i>
4. Photo opportunity for documentation	4.1 Take pictures with the donor for documentation	None	2 minutes	<i>Assigned staff</i>
	<b>TOTAL:</b>		72 hours and 4 minutes	

## 9. eGovernment Services

Providing assistance to client for online registration to various government portals and online services such as NBI, DFA, Pag-IBIG, Philhealth, PRC, etc.

<b>Office/Division</b>	<b>LIBRARY EXTENSION DIVISION (EGOVERNMENT SECTION)</b>				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1.	One valid government issued ID	Government issuing agencies (SSS, GSIS, Pag-IBIG, LTO)			
2.	Email account	Yahoo or Gmail			
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Proceed to eGovernment Section	1.1 Issues the application form	None	1 minute	<i>eGovernment Section Head</i>
2.	Fill-out application form.	2.1 Assists the client in filling out the form	None	5 minutes	<i>eGovernment Section Head</i>
3.	Submits duly accomplished application form	3.1 Receives and checks submitted application form	None	1 minute	<i>eGovernment Section Head</i>
4.	Wait for the processing of your eGovernment registration of Reference Number	4.1 Registers client's information to the requested eGovernment service	None	9 minutes	<i>eGovernment Section Head</i>
5.	Receives the Reference Number	5.1 Provides client's Reference Number	None	1 minute	<i>eGovernment Section Head</i>
		5.2 Advises client to print forms needed for the release of applied eGovernment documents at the nearest computer shops and/or to the QCPL MPC printing station	None	1 minute	<i>eGovernment Section Head</i>

	5.3 Advises the client of how and where to settle the payment for his / her eGovernment registration.	None	1 minute	<i>eGovernment Section Head</i>
6. Signs on logbook	6.1 Check if the client signed the logbook.	None	1 minute	<i>eGovernment Section Head</i>
<b>TOTAL:</b>		Php10.00	20 minutes	

## 10. Use of Computers and Internet Services

Providing assistance to clients who want to use the computers for printing, research and encoding purposes such as MS Applications, Google, Yahoo, etc.

<b>Office/Division</b>	<b>LIBRARY EXTENSION DIVISION (eGovernment Section)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Pass	Registration Area located at the Entrance of the Quezon City Public Library			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Library Pass	1.1 Checks Library Pass	None	1 minute	<i>eGovernment Section Head</i>
2. Tap Library Pass on the bar code scanner	2.1 Guides client towards the bar code scanner	None	1 minute	<i>eGovernment Section Head</i>
3. Wait to be accommodated	3.1 Checks availability of computers	None	1 minute	<i>eGovernment Section Head</i>
4. Browse / open / encode applications / sites to be used	4.1 Assists client if requested or when the need arises	None	45 minutes	<i>eGovernment Section Head</i>
5. Receives printed documents / files	5.1 Advises client to save document/files in a USB or through his/her email	None	1 minute	<i>eGovernment Section Head</i>
	5.2 Instructs clients to print documents at the nearest computer shop and/or to the QCPL-MPC printing station.			
6. Close all tabs / applications used.	6.1 Checks and disinfects computer used by the client	None	4 minutes	<i>eGovernment Section Head</i>
7. Tap Library Pass on the bar code scanner	7.1 Guides/instructs client to tap Library Pass on the bar code scanner	None	1 minute	<i>eGovernment Section Head</i>
<b>TOTAL:</b>			54 minutes	

## 11. Request for Online Bookmobile, Puppet Shows, and Library Tours

Promote reading and the importance of going to the library.

<b>Office/Division</b>	<b>RECREATIONAL EDUCATIONAL SOCIAL SECTION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Letter of request address to the City Librarian via email, a month before the requested schedule. No invitation will be accepted for events occurring the same week or with a one-week window	1.1 Receive and record a letter of request.	None	1 minute	<i>Receiving Personnel</i>
	1.2 Forward letter to the OIC- Asst. City Librarian for comments			<i>OIC-Asst. City Librarian</i>
	1.3 Forward letter to the City librarian for approval. 1.4 Forward letter to LED-Head for coordination and dissemination	None	5 minutes	<i>City Librarian Secretary</i>
	1.3 Forward approved letter to Recreational, Educational, and Social Section.	None	1 minute	<i>Assigned library staff</i>
2. Follow up the request thru phone or email. Replies will be received in 1 to 2 working days via phone or email.	2.1 Coordinate with the requesting party for the date, time & place of activities.	None	5 minutes	<i>Assigned library staff</i>
	2.2 Confirm/finalize details of the activity.	None	1 minute	<i>Assigned library staff</i>
<b>TOTAL:</b>			13 minutes	



# DEPARTMENT OF SANITATION AND CLEANUP WORKS

## ADMINISTRATIVE AFFAIRS AND PROPERTY MANAGEMENT DIVISION

### INTERNAL SERVICES

#### Receiving of Documents within the Department and Departments within Local Governments of Quezon City

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Administrative Affairs Section provides a Central Receiving system for hand- delivered documents addressed to the Department and ensures that these will be distributed as instructed and there is circulation of documents between Department Chiefs.

<b>Office or Division:</b>	Administrative Affairs and Property Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All documents addressed to the Department.		Department of Sanitation and Cleanup Works of Quezon City (DSQC) or all departments within the city's local government.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of documents addressed to the Department Head	1.1. Stamped and received by the Receiving Clerk to be routed to the Office of the Head. Date, subject and origin of the document will be recorded in a log book.	None	3 to 5 Minutes	Administrative Clerk
	1.2. Department Head will indicate instructions in the routing slip.	None	3 to 5 Minutes	Chief Administrative Officer

	1.3. Receiving Clerk will note in the logbook all the instructions and refer the letter to the concerned division/office	None	15 Minutes	Administrative Clerk
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	<p>1.4 Execute all the instruction as indicated by the Department Head.</p> <p>1.5 The Receiving Clerk from the division will forward the instruction to the Receiving Clerk of the division involved.</p> <p>1.6 The Chief of the division involved shall execute all the instructions indicated by the department head.</p>	None	3 to 5 Minutes	Administrative Clerk
2. Follow-up regarding the status of the documents	2.1 Receiving Clerk will forward the query to the concerned division/office	None	3 to 5 Minutes	Administrative Clerk
	TOTAL	None	35 minutes	As mentioned above

# ADMINISTRATIVE AFFAIRS AND PROPERTY MANAGEMENT DIVISION

## EXTERNAL SERVICES

### Recruitment and Hiring of DSQC Personnel

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Administrative Affairs Section conducts hiring of individual applicants for recruitment of personnel.

<b>Office or Division:</b>	Administrative Affairs and Property Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All; of legal age and possesses qualifications needed for the position			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of intent/application – 1 Copy(Original)	2. Personal Data Sheet – 1 Copy (Original).			Applicant
3. Diploma – 1 Copy (Certified Photocopy)	4. Transcript of Record – 1 Copy (Certified Photocopy)			School
5. Eligibility – 1 Copy (Certified Photocopy) (if applicable)				Civil Service Commission (CSC)
6. Birth Certificate – 1 Copy				Philippine Statistics Authority (PSA)
7. NBI Clearance – 1 Copy				National Bureau of Investigation (NBI)
8. Other supporting documents required				Government office will issue the required documents
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application letter with PDS at the DSCQ Office or;  Send via email at dsqc@quezoncity.gov.ph or admin.dsqc@quezoncity.gov. ph	1.1 Receive and record applications or referrals, and forward to the office of Chief Administrative Officer.  Acknowledge receipt of the email and forward to the office of Chief Administrative Officer.	None	3 to 5 Minutes	Administrative Clerk

	1.2 Asses qualifications of the applicants based on the documents submitted and position applied for.	None	Within 2 hours	Chief Administrative Officer
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	<p>1.3. If the applicant qualifies to the qualification standard of the position applied for, contractual or permanent, the Chief Administrative Officer shall notify the Office of the Head and the Division Chief involved and proceed to schedule for an interview for the applicant.</p> <p>If the applicant did not qualify, the Chief Administrative Officer shall notify the applicant citing the qualifications he/she did not meet.</p>	None	Within 1 hour	Chief Administrative Officer
	1.4 Inform applicants on the date and time of interview through email or text message or call.	None	3 to 5 minutes	Administrative Clerk
1. The applicant shall proceed and appear for interview.	2.1. Interviews applicants	None	Within 1 hour	Chief Administrative Officer and Division Chief involved

	<p>2.2. Evaluate the result of the Interview to the Head for instructions</p> <p>If the applicant passed the interview, the Chief Administrative Officer shall notify the Office of the Head.</p> <p>If the applicant did not pass the interview, the Chief Administrative Officer shall justify the reason why the applicant did not qualify for the position</p>	None	30 minutes	Chief Administrative Officer
	2.3. Instruct Chief Administrative Officer to set final interview for the applicants who passed the initial interview	None	3 to 5 minutes	Department Head
	2.4. Inform applicants on the date and time of interview through email or text message or call.	None	10 minutes	Administrative Clerk
2. Submit all the documentary requirements	3.1 Interview applicants and advises them to wait for further instruction.	None	Within 1 to 2 hours	Department Head, Assistant Department Head, Chief Administrative Officer, Division Chief involved

	<p>3.2. Evaluate the result of the interview.</p> <p>If the applicant passed the final interview, they will be notified. If not, the Chief Administrative Officer will prepare a letter</p>	None	30 minutes	Chief Administrative Officer
	<p>3.3. Inform successful applicants who passed the final interview and instruct to submit all documentary requirements within 5 days</p>	None	5 minutes	Administrative Clerk
3. Submit all the documentary requirements	<p>4.1. Receive and check on the completeness of the documents and advises them to report for the signing of contract and for the general orientation.</p>	None	Within 10 minutes	Administrative Clerk
	<p>4.2. Prepare Contract of Service for the newly hired applicants.</p>	None	1 hour	Administrative Clerk



4. Report on the specified date for contract signing and orientation	5.1. Have the newly hired personnel sign contract as Contract of Service employees.	None	10 minutes	Administrative Clerk
5. Attend orientation and training for newly hired personnel	6.1. Conduct general orientation on all related services of the department	None	Within 2 hours	Administrative Affairs and Property Management Division.
	TOTAL	None	10 hours and 83 minutes	As mentioned above

## Request for Services Related to DSQC

The Department of Sanitation and Cleanup Works of Quezon City through the Administrative Affairs and Property Management Division provides services included but not limited to requesting of resource speakers, conducting seminars, and procuring data that are requested by concerned individuals.

<b>Office or Division:</b>	Administrative Affairs and Property Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All documents addressed to the Department.		Department of Sanitation and Cleanup Works of Quezon City (DSQC) or all departments within the city's local government.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of documents addressed to the Department Head	1.1 Stamp and receive by the Receiving Clerk to be routed to the Office of the Head. Date, subject and origin of the document will be recorded in a log book.	None	3 to 5 Minutes	Administrative Clerk
	1.2 Department Head will indicate instructions in the routing slip.	None	3 to 5 Minutes	Chief Administrative Officer
	1.3 Receiving Clerk will note in the logbook all the instructions and refer the letter to the concerned division/office	None	15 Minutes	Administrative Clerk
	1.4 Execute all the instruction as indicated by the Department Head.	None	3 to 5 Minutes	Administrative Clerk

	1.5 The Receiving Clerk from the division will forward the instruction to the Receiving Clerk of the division involved.	None	3 to 5 Minutes	Administrative Clerk
	1.6 The Chief of the division involved shall execute all the instructions indicated by the department head.	None	3 to 5 Minutes	Administrative Clerk
2. Follow-up regarding the status of the documents	2.1 Receiving Clerk will forward the query to the concerned division/office	None	3 to 5 Minutes	Administrative Clerk
	TOTAL	None	45 minutes	As mentioned above

# WASTE MANAGEMENT OPERATIONS

## EXTERNAL SERVICES

### Barangay Dedicated Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Waste Management Operations Division provides regular waste collection service to all Quezon City Barangays and Households following a separate schedule for biodegradables and non-biodegradable as part of segregation-at-source policy.

<b>Office or Division:</b>	Waste Management Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None required		None required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Follow the waste collection schedule  <ul style="list-style-type: none"> <li>• Monday, Wednesday &amp; Friday (Biodegradable waste)</li> <li>• Tuesday, Thursday &amp; Saturday (Non-biodegradable waste)</li> </ul>	1.1 Deployment of waste collection vehicles	None	1 to 2 hours; may vary per location	Monitoring Officer
	<b>TOTAL</b>	None	2 hours	As mentioned above

## Bulky Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City through Waste Management Operation Division provides service for bulky wastes deemed too large for regular waste collection, such as, but not limited to, tree trunk, discarded furniture, and large appliances.

<b>Office or Division:</b>	Waste Management Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Residents and barangays			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			Barangay Officer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The barangay officer shall submit bulky waste collection request using the proforma request letter via DSQC@quezoncity.gov. ph or wastemanagement. DSQC@quezoncity.gov. ph or at DSQC Office  All residents may request bulky waste collection through barangay.	1.1. If received through email, the email shall be acknowledged or,	None	3 to 5 minutes	Public Affairs Officer
	If received at the Central Receiving of DSQC office, it shall be received and recorded in approved DSQC document recording system.	None	3 to 5 minutes	Administrative Clerk

	1.2 If received through email, refer to Waste Management Operations Division through online referral system or	None	3 to 5 minutes	Public Affairs Officer
	If received at the Central Receiving of DSQC office, forward to the office of the Head.	None	3 to 5 minutes	Administrative Clerk
	Refer to Waste Management Operations Division.	None	3 to 5 minutes	Department Head

	Forward to Waste Management Operations Division.	None	3 to 5 minutes	Administrative Clerk
	1.3 Forward the request letter to the Division Chief of Waste Management Operations Division	None	3 to 5 minutes	Receiving Clerk, Waste Management Operations Division
	1.4 Carry out the instructions as indicated in the routing slip	None	3 to 5 minutes	Division Chief, Waste Management Operations Division
	1.5 Inspect the site and bulky waste to be collected	None	15 minutes	Monitoring Officer
	1.6 Schedule the collection	None	3 to 5 minutes	Monitoring Officer
	1.7 Send a notice of schedule of the collection to Barangay Official in-charge	None	3 to 5 minutes	Monitoring Officer

2. Follow the waste collection schedule.	2.1 Deployment of waste collection vehicles.	None	1 to 2 hours, depending on the location	Monitoring Officer
	TOTAL	None	2 hours and 55 minutes	As mentioned above

## Main Road Collection

The Department of Sanitation and Cleanup Works of Quezon City through the Waste Management Operation Division provides waste collection service along major thoroughfares and other areas as identified by the City.

<b>Office or Division:</b>	Waste Management Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None Required		None Required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Follow the waste collection schedule (Daily Collection)  From 9:00 PM to 12:00 MN	1.1 Deployment of waste collection vehicles	None	1 to 2 hours; may vary per location	Monitoring Officer
	TOTAL	None	2 hours	As mentioned above



## Identified Markets, Schools and Other Institutions Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City through the Solid Waste Management Division provides stationary collections for specific institutions within the City.

<b>Office or Division:</b>	Waste Management Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Residents and barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None Required		None Required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Follow the waste collection schedule; May vary depending on the identified markets, schools, and other institutions.	1. Deployment of waste collection vehicles	None	1 to 2 hours; may vary per location	Monitoring Officer
	TOTAL	None	2 hours	As mentioned above

## Disaster-Relief and Cleanup Support

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Waste Management Operations Division 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 DSQC;

<b>Office or Division:</b>	Waste Management Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Barangay Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit disaster- relief and cleanup support request via DSQC@quezoncity. gov.ph or wastemanagement. DSQC@quezoncity. gov.ph or at Central Receiving at the DSQC office	1.1. If received through email, the email shall be acknowledged.  If received at the Central Receiving of DSQC office, it shall be received and recorded in approved DSQC document recording system	None	3 to 5 minutes	Public Affairs Officer  Administrative Clerk

	1.2 If received through email, refer to Waste Management Operations Division through online referral system or	None	3 to 5 minutes	Public Affairs Officer
	If received at the Central Receiving of DSQC office, forward to the	None	3 to 5 minutes	Administrative Clerk

	office of the Head.			
	Refer to Waste Management Operations Division.	None	3 to 5 minutes	Department Head
	Forward to Waste Management Operations Division.	None	3 to 5 minutes	Administrative Clerk
	1.3 Forward the request letter to the Division Chief of Waste Management Operations Division	None	3 to 5 minutes	Receiving Clerk, Waste Management Operations Division
	1.4 Carry out the instructions as indicated in the routing slip	None	3 to 5 minutes	Division Chief, Waste Management Operations Division
	1.5 Inspect the affected area and disaster-related waste to be collected	None	15 minutes	Monitoring Officer

	1.6 Schedule the collection	None	3 to 5 minutes	Monitoring Officer
	1.7 Send a notice of schedule of the collection to Barangay Official in-charge	None	3 to 5 minutes	Monitoring Officer
2. Follow the waste collection schedule.	2.1 Deployment of waste collection vehicles.	None	1 to 2 hours, depending on the location	Monitoring Officer
	TOTAL	None	2 hours and 55 minutes	As mentioned above

# PERMITS AND COMPLIANCE

## EXTERNAL SERVICES

### Processing and Issuance of Environmental Clearance

Environmental Clearance is issued by the Quezon City Government thru the Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Permits and Compliance Division 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.

<b>Office or Division:</b>	Permits and Compliance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All business establishments in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Initial Requirements: 1. Unified Business Permit Application Form  Supporting Documents: (If Applicable) 1. Environmental Compliance Certificate (ECC) 2. Certificate of Non-Coverage (CNC) 3. Pollution Control Officer (PCO) Accreditation 4. Hazardous Waste Generator's ID 5. Permit to Operate Emission Source Installation (PO-ESI) 6. LLDA Clearance 7. Discharge Permit 8. Service Agreement with an Accredited Service Provider (hauling and disposal of solid waste and/or hazardous waste) 9. Affidavit of Undertakings		Initial Requirements: 1. Business Permit and Licensing Department (BPLD) thru BOSS ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )  Supporting Documents: (If Applicable) 1-5: Department of Environment and Natural Resources (DENR) 6-7: Laguna Lake Development Authority (LLDA) 8: Private firm accredited by DENR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. File an application thru QCG	1. BPLD shall forward all applications thru	Environmental Clearance Inspection Fee and EPO Fee	Within 1 hour	DSQC Permits and Compliance
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<p>Business-One-Stop-Shop (BOSS) website (<a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>)</p>	<p>Business-One-Stop-Shop (BOSS) Website (<a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>) for initial evaluation.</p> <p>2. Applications with deficient requirement/s will be immediately notified thru e-mail.</p>	<p>is already integrated in the tax billing assessment:</p> <p><b>(1) Inspection Fee:</b></p> <ul style="list-style-type: none"> <li>• All big-scale Manufacturing Industries – P1,800.00</li> <li>• Funeral Parlor with crematorium/embalming services and other similar activities – P1,500.00</li> <li>• Sewage/ Hazardous waste collector/transporter and treater – P1,500.00</li> <li>• Fuel Depot and Fuel Storage Facilities – P1,000.00</li> <li>• Sanitary waste landfills &amp; Toxic waste Treatment Disposal Sites – P1,000.00</li> <li>• Hotels/Motels/Apartelle/Inns – P1,000.00</li> <li>• Welding Shops/Auto Repair and Painting Shops/Printing Shops/Machine Shops – P1,000.00</li> <li>• Furniture Shops/Refrigerator Repair Shops – P1,000.00</li> <li>• Garbage Contractors/Garbage Truck Terminals/Transfer Stations – P800.00</li> <li>• Private Hospitals and Laboratories P800.00</li> <li>• Shopping Centers/Malls/Markets/Talipapa – P800.00</li> <li>• Housing Dev. Projects (Residential</li> </ul>	<p>Division (Permits and Evaluation Section)</p>
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		<p>Subd., Parks, Memorial Parks)/  Condominiums – P800.00</p> <ul style="list-style-type: none"> <li>● High-Rise Buildings – P800.00</li> <li>● Private Schools – P800.00</li> <li>● Fast food</li> </ul> <p>Chains/Restaurants – P800.00</p> <ul style="list-style-type: none"> <li>● Amusement/Recreational Places, Sports Centers, KTV, Videoke, Golf Courses and similar establishments – P600.00</li> <li>● Small Scale Manufacturing Industry – P500.00</li> <li>● Transport Terminals/Garage/Trucking Services – P500.00</li> <li>● Filling Stations and LPG Filling Stations – P500.00</li> <li>● Substations/Cell Sites – P500.00</li> <li>● Foundry Shops/Molding or Heating process/Melting of Metals – P500.00</li> <li>● Animal Farms/Piggery exceeding 25 heads – P500.00</li> <li>● Carwash/Laundry Services/Funeral Parlors – P500.00</li> <li>● Junkshops – P500.00</li> <li>● LPG Retailers (10 tanks and above) – P300.00</li> <li>● Medical Clinics/ with Lying-in Clinics – P300.00</li> </ul>		
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		<ul style="list-style-type: none"> <li>• Other activities, projects as maybe determined by the DEPARTMENT, has been the subject of complaints/inspection – P300.00</li> </ul> <p>(2) EPO FEE – P300.00 (applicable to all applicants)</p> <p>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>		
3. Receive the results of the evaluation of the application via email	3.1 DSQC will process and prepare the Environmental Clearance including its signatory	None	within 1 business day	DSQC Permits and Compliance Division (Permits and Evaluation Section)

	<p>3.2. The approved and signed Environmental Clearance (e- copy) will be sent to the e- mail address provided by the taxpayer/applicant</p> <ul style="list-style-type: none"> <li>• Hard copy of Environmental Clearance for Low Risk Category is officially forwarded to the BPLD for the inclusion to the Automated Document Delivery</li> </ul>		<p>within 1 business day</p>	<p>DSQC Permits and Compliance Division (Permits and Evaluation Section)</p>
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	<p>System (ADDS)</p> <ul style="list-style-type: none"> <li>Establishments under the High Risk Category are subject to mandatory inspection to further validate their compliance. The result shall be the basis for the on-site issuance/non-issuance of Environmental Clearance.</li> </ul>			
	TOTAL	As mentioned above	3 days	As mentioned above

## Payment of Environmental Violation Receipt (EVR) and Ordinance Violation Receipt (OVR)

EVR and OVR that were issued by the Department of Sanitation and Cleanup Works of Quezon City (DSQC) – Permits and Compliance Division and any other authorized personnel must be processed by the violator and pay the corresponding penalties based on City Ordinance SP 2350 S-2014.

<b>Office or Division:</b>		Permits and Compliance Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B – Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Scanned/E-copy of the EVR/OVR		Department of Sanitation and Cleanup Works of Quezon City (DSQC)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present issued EVR at the Redemption Area of DSQC for validation/verification	1.DSQC will evaluate the issued EVR and issue an Order of Payment	QC Environment Code (City Ordinance No. SP-2350, S-2014)  Chapter IV. Solid Waste Management (1) Dirty Premises 1 <sup>st</sup> Offense – 1,000.00 2 <sup>nd</sup> Offense – 3,000.00 3 <sup>rd</sup> Offense – 5,000.00  (2.1) Non-segregation of waste at source (2.2) No Separate Garbage Bins (2.3) No Proper Garbage Storage (2.4) No Proper marking on Bins/Storage Area	Within 1 day	DSQC Permits and Compliance Division (Permits and Evaluation Section)



		<p>(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 &amp; 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 (5.2) Not in good running condition</p> <ul style="list-style-type: none"> <li>-No tools/spare tires</li> <li>-Hanging sacks (5.3) Dirty truck</li> </ul> <p>(5.4) Improperly cover truck</p> <ul style="list-style-type: none"> <li>-Spillage of garbage</li> <li>-Foul odor on truck</li> </ul> <p>(5.5) No functional device</p> <p>(5.6) No cleaning/clearing tools (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 (5.11) Pamumulasi/ sorting (5.12) Causing damage to Garbage Container</p> <p>(5.13) Reckless driving</p> <ul style="list-style-type: none"> <li>-Under influence of alcohol/drugs</li> </ul> <p>(5.14) Solicitation</p> <p>1<sup>st</sup> Offense – 1,000.00 or 1 day CS + 1 day seminar</p> <p>2<sup>nd</sup> Offense – 3,000.00 or 1 week CS + 1 day seminar</p> <p>3<sup>rd</sup> Offense –</p> <ul style="list-style-type: none"> <li>a. 5,000.00 and/or 1 month imprisonment</li> <li>b. Revocation of BP</li> <li>c. Disqualification</li> </ul> <p>1<sup>st</sup> Offense – 1,000.00 or 1 day CS + 1 day seminar</p> <p>2<sup>nd</sup> Offense – 3,000.00 or 1 week CS + 1 day seminar</p> <p>3<sup>rd</sup> Offense –</p> <ul style="list-style-type: none"> <li>a. 5,000.00 and/or 1 month imprisonment</li> <li>b. Revocation of BP</li> <li>c. Disqualification</li> </ul>		
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		<p>(6) No garbage receptacles on PUV  (6.1) No proper Label on receptacles  1<sup>st</sup> Offense – 500.00  2<sup>nd</sup> Offense – 1,000.00 3<sup>rd</sup> Offense – 2,000.00</p> <p>(7) Littering  1<sup>st</sup> Offense – 500.00 or 1 day CS  2<sup>nd</sup> Offense – 1,000.00/3 days CS  3<sup>rd</sup> Offense– 2,000.00/5 days CS</p> <p>(8) Illegal Dumping  <b>(8.1)</b> Illegal storing of garbage  <b>(8.2)</b> Illegal Dumpsite</p> <table border="0"> <tr> <td>1<sup>ST</sup></td> <td>OFF.</td> <td>2<sup>ND</sup></td> <td>OFF.</td> <td>3<sup>RD</sup></td> <td>VOL</td> </tr> <tr> <td>&lt;1</td> <td></td> <td></td> <td></td> <td></td> <td>OFF. UME</td> </tr> <tr> <td>CU.</td> <td>0.00</td> <td>2,00</td> <td>4,00</td> <td>5,000.</td> <td></td> </tr> <tr> <td>M</td> <td></td> <td>0.00</td> <td>0.00</td> <td>00</td> <td></td> </tr> <tr> <td>5,000+</td> <td>5,000+</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>&lt;1</td> <td>5,00</td> <td>0.00</td> <td>NOT</td> <td>NOT</td> <td>CU</td> </tr> <tr> <td>6 MOS</td> <td></td> <td></td> <td>LESS</td> <td>MORE</td> <td>M</td> </tr> <tr> <td>IMPRI.</td> <td>IMPRI.</td> <td>5,000+</td> <td>THAN</td> <td>THAN</td> <td>1</td> </tr> <tr> <td></td> <td></td> <td></td> <td>YR.</td> <td></td> <td></td> </tr> <tr> <td>&gt;4-</td> <td>5,00</td> <td>0.00</td> <td>NOT</td> <td>NOT</td> <td>8CU</td> </tr> <tr> <td>M</td> <td></td> <td></td> <td>LESS</td> <td>LESS</td> <td></td> </tr> <tr> <td>1 MOS</td> <td>MOS</td> <td></td> <td>THAN</td> <td>THAN</td> <td>6</td> </tr> <tr> <td>IMPRI.</td> <td>IMPRI</td> <td>5,000+</td> <td>5,000+</td> <td>NOT</td> <td>NOT</td> </tr> <tr> <td></td> <td>8CU</td> <td>5,00</td> <td>LESS</td> <td>MORE</td> <td></td> </tr> <tr> <td></td> <td>.M</td> <td>0.00</td> <td>THAN</td> <td>THAN</td> <td>1</td> </tr> <tr> <td>/&gt;</td> <td></td> <td></td> <td>6 MOS</td> <td>YR.</td> <td>IMPRI</td> </tr> <tr> <td></td> <td>IMPRI.</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p>(9) Open Burning  1<sup>st</sup> Offense– 500.00/1 day CS 2<sup>nd</sup>  Offense– 1,000.00/3 days  CS</p>	1 <sup>ST</sup>	OFF.	2 <sup>ND</sup>	OFF.	3 <sup>RD</sup>	VOL	<1					OFF. UME	CU.	0.00	2,00	4,00	5,000.		M		0.00	0.00	00		5,000+	5,000+					<1	5,00	0.00	NOT	NOT	CU	6 MOS			LESS	MORE	M	IMPRI.	IMPRI.	5,000+	THAN	THAN	1				YR.			>4-	5,00	0.00	NOT	NOT	8CU	M			LESS	LESS		1 MOS	MOS		THAN	THAN	6	IMPRI.	IMPRI	5,000+	5,000+	NOT	NOT		8CU	5,00	LESS	MORE			.M	0.00	THAN	THAN	1	/>			6 MOS	YR.	IMPRI		IMPRI.						
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		<p>3<sup>rd</sup> Offense – 2,000.00 or 5 days CS</p> <p>(10) Urinating  <b>(10.1)</b> Spitting/ “Singa”  <b>(10.2)</b> Defecating</p> <p>1<sup>st</sup> Offense – 500.00 or 1 day CS 2<sup>nd</sup> Offense – 1,000.00 or 3 days CS  3<sup>rd</sup> 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 &amp; sorting area (11.16) Using sidewalk &amp; roof as storage area (11.17)Using sidewalk /roadside as parking area (11.18) Untimely trading prohibited time:6pm-6am</p> <p>1<sup>st</sup> Offense – 1,000.00 2<sup>nd</sup> Offense – 3,000.00</p>		
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		<p>3<sup>rd</sup> Offense – 5,000.00 + cancellation of BP or 30- 60 days imprisonment or both for 3<sup>rd</sup> &amp; subsequent offense</p> <p>(12) Using Polyethylene materials  (12.1) Transporting PE materials  –Selling PE materials  –In possession of PE materials</p> <p>1<sup>st</sup> Offense – NOV  2<sup>nd</sup> Offense – 3,000.00  + 3 days CS  3<sup>rd</sup> Offense – 5,000.00 + 3 days CS  <b>(FIRM)</b></p> <p>1<sup>st</sup> Offense – NOV 2<sup>nd</sup> Offense – 3,000.00  3<sup>rd</sup> 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>1<sup>st</sup> Offense – 1,000.00</p>		
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		<p>2nd Offense – 3,000.00 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 &amp; drinks</p> <p>(14.3) Bringing/using plastic bags/styro by employees/ students/clients/visitors</p> <p>(14.4) Serving food &amp; drinks on plastic bags/styro</p> <p><b>(CONCESSIONAIRES)</b> 1st Offense – 500.00 2nd Offense –1,000.00 3rd Offense – 2,000.00 + Cancellation of BP</p> <p><b>(EMPLOYEES)</b> 1st Offense – Warning from CP 2nd Offense –Warning from EPWMD &amp; Office Head 3rd Offense – 2,000.00 + Reprimand from EPWMD &amp; Office head</p> <p><b>(VISITORS)</b> 1st Offense – Warning from EPWMD 2nd Offense –P500.00 3rd Offense – P1,000.00</p> <p><b>AIR POLLUTION</b></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>		
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		<p>(2) Violation for Standards for Stationary Sources</p> <p>5. First Offense – One thousand (P1,000) and issuance of Notice of Violation</p> <p>6. Second Offense – Three thousand (P3,000) and issuance of Cease and Desist Order (CDO) for the pollution source.</p> <p>7. Third Offense – Five thousand (P5,000) and recommendation for the issuance of a Closure Order to the BPLO.</p> <p><b>WATER POLLUTION</b></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 3rd Offense – P5,000.00</p> <p>(2) No Waste Water Treatment Plant or WWTP</p>		
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		<p>(2.1) No Septic Tank / Sewerage Treatment Plant (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  <b>(ESTABLISHMENTS)</b>  1stOffense – P1,000.00 + issuance of NOV  2ndOffense – P3,000.00 + issuance of CDO  3rd Offense – P5,000.00 + recommendation for the issuance of CO  <b>(RESIDENCES)</b>  P1,000.00 for every count of violation</p> <p>(3) Dumping/Discharging of sludge and septage  (3.1) Dislodging and transporting septage w/o permit (3.2) Hiring illegal dislodge  <b>(PERSON/ESTABLISHMENTS)</b>  P5,000.00 + 3-6 months imprisonment + confiscation of equipment/paraphernalia used</p> <p><b>NUISANCE</b></p> <p>(1) Excessive noise  (1.1) Foul odor from motor vehicle  (1.2) Foul odor from residence or business  (1.3) Obstruction</p>		
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		<p>(1.4) Illegal dumpsite (1.5) Illegal pens or cages  (1.6) Disturbance of peace caused by pets/livestock  -Foul odor from pets/livestock (1.7) Allowing pets to defecate in public places  (1.8) Storing and drying of manure/annoying materials/merchandise  (1.9) Growth weeds, grasses and bushes  (1.10) Animal excreta</p> <p>1st Offense – 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>(2) Excessive noise not permissible  (2.1) Use of loud sound- producing equipment or machine (2.2) No sound-proofing</p> <p>1st Offense: P1, 000 + issuance of NOV  2nd Offense: P3, 000 + issuance of CDO  3rd Offense: P5, 000 + issuance of CO and confiscation of sound source</p> <p><b>FOR NON-COMPLIANCE</b></p> <p>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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		<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  <b>FOR NON-COMPLIANCE</b>          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>		
2. Settle the Order of Payment at the City Treasurer's Office then provide the Office a photocopy of the following documents (Official Receipt, valid ID, and issued EVR).	2.DSQC will update its record.		n/a	DSQC Permits and Compliance Division (Permits and Evaluation Section)
	TOTAL	As mentioned above	1 day	As mentioned above

## Request for Deputation Seminar

The conduct of Deputation Seminar aims to continuously strengthen the enforcement capability of all relevant City Personnel in the implementation of City's existing sanitation and environmental laws and ordinances.

<b>Office or Division:</b>	Permits and Compliance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G–Government to Government			
<b>Who may avail:</b>	All relevant City Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Deputation Seminar		Department of Sanitation and Cleanup Works of Quezon City (DSQC)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the receiving area of DSQC for the filling of the request letter or send request via official email at <a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a>	1. The letter will be routed to the Permits and Compliance Division to accommodate the request and to identify the date of the conduct of the seminar	None	Within 1 day	DSQC Permits and Compliance Division
2. Confirm attendance to the specified date and time of the actual seminar once informed by personnel-in-charge.	2. Inform the requesting party of the date and time of the deputation seminar.	None	Within 1 day	DSQC Permits and Compliance Division
3. Participate and complete the eight (8) hour conduct of deputation seminar	3. Provide an appropriate speaker with vast knowledge and experience in lieu with the City's Environment Code, and national environmental management laws,	None	Within 1 day	DSQC Permits and Compliance Division

	<p>together with the Department's Standard Operating Procedure (SOP) on inspection and apprehension, that will lead the deputation seminar.</p> <p>Issue a written examination at the latter part of the deputation seminar.</p>			
4. Receive the Official Deputation Order issued by the Honorable Mayor, and the Official EVR and ID for Newly Deputized Personnel	4.1 Coordination to those personnel who have passed the written examination for the issuance of Deputation Order, EVR, and ID.	None	Within 1 day	DSQC Permits and Compliance Division
	TOTAL	None	4 days	As mentioned above

## Environmental and Sanitation Compliance Assistance

Providing assistance in resolving concerns on violations of environmental and sanitation standards through the conduct of ocular inspection/investigation.

<b>Office or Division:</b>	Permits and Compliance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business G2G–Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Formal letter of complaint or electronic mail with attached photographic evidence/s (if applicable)			Department of Sanitation and Cleanup Works of Quezon City (DSQC)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the receiving area of DSQC for the filling of the complaint.  Send the formal letter of complaint to <a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a>	1.1 Stamped and received by the Receiving Clerk to be routed to the Permits and Compliance Division.  The Personnel of Permits and Compliance Division will acknowledge the email.	None	10 minutes	DSQC's Receiving Clerk  DSQC – Compliance Officers (Compliance and Enforcement Section)
	1.2 Deployment of Compliance Officers to conduct an ocular inspection and thorough investigation in the area to verify the veracity of the complaint.  Submit reports regarding the findings of the conducted ocular inspection, together with the issued directives and/or recommendation.	None	Within 2 days	DSQC – Compliance Officers (Compliance and Enforcement Section)

	TOTAL	None	2 days and 10 minutes	As mentioned above
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# PUBLIC AFFAIRS

## EXTERNAL SERVICES

### File a complaint or submit query via email or Facebook

The Public Affairs section regularly screens DSQC’s official e-mails and official Facebook page for messages from stakeholders to efficiently address their complaints or queries related to the services of the Department.

<b>Office or Division:</b>	Public Affairs and Special Concerns Division (PASCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter stating the complaint or query		DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or official Facebook page @DSQCofficialpage		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File a complaint or submit query via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or DSQC’s official Facebook page @DSQCofficialpage.	1.1 Comprehensive understanding of the stakeholder’s complaint or query and acknowledging the receipt of the complaint or query.	None	3 to 5 minutes	Public Affairs Officer
	1.2 Gather all the necessary information from the stakeholder.	None	5 to 10 minutes	Public Affairs Officer

	1.3 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data.	None	5 minutes	Public Affairs Officer
	1.4 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case.	None	5 to 10 minutes	Public Affairs Officer
1. Follow-up complaint or query via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or message in official Facebook page @DSQCOfficialpage.	2.1 In case of a follow-up from the stakeholder, the same should be made by the PA officer to the concerned division or office.	None	5 to 10 minutes	Public Affairs Officer
	2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online Complaints Tracker	None	2 to 3 minutes	Public Affairs Officer
	TOTAL	None	42 minutes	As mentioned above

## File a complaint or submit query via QCitizen 122 Helpline

To facilitate immediate response or solution, DSQC screens QCitizen 122 Ticketing System for referred case to address the complaints or queries of QCitizens.

<b>Office or Division:</b>	Public Affairs and Special Concerns Division (PASCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phone call stating complaints or queries related to DSQC's services			QC122 Hotline	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call QC 122 hotline to file a complaint or submit query related to DSQC's services.	1.1 Comprehensive understanding of the complaint or query from stakeholder as referred by QC 122 Ticketing System and acknowledging the receipt of the complaint or query.	None	3 to 5 minutes	Public Affairs Officer
	1.2 Gather all the necessary information from the stakeholder.	None	5 to 10 minutes	Public Affairs Officer
	1.3 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data.	None	5 to 10 minutes	Public Affairs Officer



	1.4 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case.	None	3 to 5 minutes	Public Affairs Officer
2. Follow-up the complaint or query raised via QC 122 hotline.	2.1 In case of follow-up from the stakeholder, the same should be made by the PA officer to the concerned division.	None	5 to 10 minutes	Public Affairs Officer
	2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online Complaints Tracker	None	2 to 3 minutes	Public Affairs Officer
	TOTAL	None	43 minutes	As mentioned above

## File a complaint or submit query via DSQC Call Center or queries

Stakeholders may call DSQC's phone number 8988-4242 local 8311 to lodge complaint or query related to DSQC's services.

<b>Office or Division:</b>	Public Affairs and Special Concerns Division (PASCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phone call stating complaints or queries related to DSQC's services			Call Center 8988-4242 local 8311	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call DSQC Call Center 8988- 4242 local 8311 and file a complaint or raise query related to DSQC's services.	1.1 Handle the call, understand the complaint or query and gather all necessary information.	None	5 to 10 minutes	Public Affairs Officer
	1.2 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data.	None	5 to 10 minutes	Public Affairs Officer
	1.3 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case.	None	3 to 5 minutes	Public Affairs Officer

2. Follow-up the complaint or query raised via DSQC Call Center.	2.1 In case of follow- up from the stakeholder, the same should be made by the Officer to the concerned division.	None	5 to 10 minutes	Public Affairs Officer
	2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online complaints tracker.	None	2 to 3 minutes	Public Affairs Officer
	TOTAL	None	38 minutes	As mentioned above

## QC Basuhero Recyclables Trading

QC Basuhero Recyclables Trading aims to reduce landfill waste. QCitizen may request house to house collection of their recyclable materials and trade it to cash thru the QC Basuhero's partner recycler.

<b>Office or Division:</b>	Public Affairs and Special Concerns Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to gGovernment G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter requesting collection of recyclable materials		DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter requesting recyclable trading via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC @quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office indicating preferred schedule, time, location, estimated volume, and other necessary information.	1.1 Check for the completeness of data in the request and acknowledge receipt of the e- mail sent by the stakeholder.	None	5 to 10 minutes	Public Affairs Officer
	1.2 PA officer will confirm the schedule of pick- up and provide other necessary information.	None	10 to 15 minutes	Public Affairs Officer

	1.3 Available dates of pick-up will be sent when the preferred schedule is not available.			
	1.4 On the day of actual pick-up, the partner recycler supervised by PA Officer will weigh and collect the recyclable materials in exchange to cash.	None	2 to 8 hours	
	1.5 A certificate will be issued to the stakeholder indicating the weight or volume of the recyclable materials traded and its cash equivalent signed by the Partner Recycler and PA officer.	None	5 to 10 minutes	Public Affairs Officer
	TOTAL	None	8 hours and 35 minutes	As mentioned above

# SPECIAL CONCERNS

## EXTERNAL SERVICES

### Special Waste Collection request

To aid in rising quantity of special wastes and address the concern of cross- contamination, the Department of Sanitation and Cleanup Works implements Special Waste Collection to facilitate collection in COVID facilities, community- based testing centers, areas under Special Concerns Lockdown, and other interim location identified by the city government.

<b>Office or Division:</b>	Public Affairs and Special Concerns Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter for collection of special waste		DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish a Letter requesting for Special Waste Collection indicating all the necessary information signed by the Barangay Chairman and Medical Officer and submit to DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office.	1.1 Check for the completeness of data in the request and acknowledge receipt of the e-mail sent by the stakeholder.	None	5 to 10 minutes	Public Affairs Officer

	1.2 Refer the request to Special Concerns Monitoring Team.	None	5 to 10 minutes	Public Affairs Officer
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	1.3 Coordinate with the barangay for the schedule of inspection and collection.	None	Within 24 hours	Special Concerns Monitoring Officer
	1.4 Deployment of special waste collection vehicles.	None	14 days	Special Concerns Monitoring Officer
	TOTAL	None	15 days and 20 minutes	As mentioned above

## Sanitation Operations Request

To ensure safety of QCitizens from the threats of spreading diseases or control the disease outbreak, DSQC conducts regular sanitation operations within Quezon City such as HOPE facilities, COVID facilities or quarantine facilities, QC Hall Complex and offices and other interim location as identified by the city government.

<b>Office or Division:</b>	Public Affairs and Special Concerns Division (PASCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter for sanitation operations		DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish a Letter requesting for Sanitation Operations indicating all the necessary information and submit to DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office.	1.1 Check for the completeness of data in the request and acknowledge receipt of the e-mail sent by the stakeholder.	None	3 to 5 minutes	Public Affairs Officer
	1.2 Refer the request to Special Concerns Monitoring Team.	None	5 to 10 minutes	Public Affairs Officer
	1.3 Coordinate with the stakeholder for the schedule of inspection and sanitation operations.	None	Within 3 to 4 hours	Special Concerns Monitoring Team





# QUEZON CITY DRUG TREATMENT AND REHABILITATION CENTER “TAHANAN”

## Center Frontline Services

**Service Name:** Admission for Treatment and Rehabilitation for Voluntary Submission of Person Who Use Drugs (PWUDs)

Service Information: Quezon City Drug Treatment and Rehabilitation Center facilitates evaluation and admission of Person Who Use Drugs (PWUDs) who are residents of Quezon City who voluntarily submit themselves or through their relatives for treatment and rehabilitation.

<b>Office or Division:</b>	Screening and Intake Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Persons Who Use Drugs who are residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
· Valid ID: (Preferably QCitizen ID), SSS, GSIS, BIR and others.				
· Birth Certificate for minors or those who does not have a valid ID.		PSA / Local Registry		
· Case summary report and endorsement from SSDD for 14 years old below		SSDD		
· Barangay certificate of residency (6 months validity) or endorsement from Barangay Captain.		Barangay Hall / Office		
· Proof of billing				
· One(1) 2x2 ID picture				
· Prosecutors / Court Clearance		Prosecutors Office of Quezon City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Proceed /walk-in to Quezon City Drug Treatment and Rehabilitation Center for Screening and Intake Interview.</p>	<p>Receive the requirements and check for validity and completeness</p> <p>Intake interview</p>	<p>None</p>	<p>15 – 30 minutes</p>	<p>Front desk officer / Intake Officer</p>
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<p>2. Submit all available requirements.</p> <p>3. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination.</p> <p>Depending on the result of the evaluation, these steps will follow:</p> <p>3.a. Person Who Use Drugs (PWUDs) for Residential Treatment and Rehabilitation.</p> <p>3.a.1. Comply with the required laboratory examinations prior to admission.</p>	<p>Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p> <p>Provide laboratory examination request to be complied by the client/PWUDs</p>	<p>None</p> <p>None – but the laboratory examination fees will be shouldered by the client to be done outside of the center.</p>	<p>30 – 45 minutes</p> <p>2 – 3 days depending on the medical laboratory of choice</p>	<p>DOH Accredited Physician Medical Officer III</p> <p>- Medical officer for the laboratory request</p> <p>- Client/PWUDs for the compliance of laboratory request</p>
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3.a.2. If physically fit for the Rehabilitation, PWUDs will be temporarily admitted	Final evaluation, medical certification and subsequent admission	none	3 - 5 minutes 10	Medical Officer III
	Waiver for temporary confinement	None	-15 minutes 5	Clients/Relatives
3.a.3. Facilitation of petition for voluntary submission for treatment and rehabilitation to respective court.	Fill-out the court petition form and checking of attachments	None	minutes	Liaison Officer
	Filing of court petition.	₱ 315 direct to the court		Relative of PWUDs/Client
3.b. PWUDs for Drug Counseling	Referral letter to QCADAAC outpatient section.	None	3 - 5 minutes 3 -	Medical Officer III
3.c. PWUDs who are not Physically fit due to co morbidities	Referral letter to Hospital/Clinic for treatment of co morbidities	None	5 minutes	Medical Officer III
3.d. PWUDs with psychiatric conditions	Referral letter to psychiatric facility	None	3 - 5 minutes	Medical Officer III

**Service Name:** Admission for Treatment and Rehabilitation for Person Who Use Drugs (PWUDs) with criminal case/ Drug case/ Court Orders and Child In Conflict with the Law (CICLs)

Service Information: Quezon City Drug Treatment and Rehabilitation Center admits PWUDs and CICLs with court order for their treatment and rehabilitation

<b>Office or Division:</b>	Screening and Intake Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PWUDs with court cases / Orders and CICLs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>· Copy of Court Orders</li> <li>· Results of laboratory examination</li> <li>· Case summary report for CICLs referred by Social Services and Development Department</li> </ul>		Court, BJMP, Police Statements Bureau of Corrections, SSDD  Respective laboratories  SSDD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transfer/Proceed to Quezon City Drug Treatment and Rehabilitation Center for screening and intake interview  2. Submit all available requirements.	Receive the requirements and check for validity and completeness  Intake interview	None	15 – 30 minutes	Front desk officer / Intake Officer

<p>3. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination.</p> <p>4. Subsequent admission</p>	<p>Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p>	<p>None</p>	<p>30 - 45 minutes</p>	<p>Medical Officer III</p> <p>Medical Officer III</p>
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## Service Name: Re-Admission process for Relapse Case

Service Information: Quezon City Drug Treatment and Rehabilitation Center facilitates re-admission process of relapse case clients for treatment and rehabilitation.

<b>Office or Division:</b>	Aftercare and Follow up Section and Screening and Intake Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Recovering Person Who Use Drugs (RPWUDs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>· Court clearance</li> <li>· Barangay certificate of residency</li> <li>· Laboratory requirements</li> <li>· 2pcs 2x2 latest ID picture</li> <li>· Any valid ID of client</li> <li>· Proof of Billing</li> </ul>		RTC  Barangay  Respective Laboratories		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>on</p> <p>1. If the client is found positive for two to three times in a narco urine test either shabu/marijuana , an assessment from the Case Manager shall recommend the client for recommitment and will schedule for the evaluation of the Center's DOH accredited physician</p> <p>2. Intake interview - shall be done first by the Case Manager and refer the client/legal guardian/relative to the Intake Section for screening / interview</p>	<p>1. Initial assessment of the case manager to determine the client's re admission to the center</p> <p>2. Interview and fill out the Psychosocial profile of Aftercare Client form</p> <p>2.1 Refer the client and legal guardian/relative to the Intake and Referral Section for screening/interview</p>	<p>None</p> <p>None</p>	<p>20-30 mins</p> <p>20-30 mins</p>	<p>Aftercare Case Manager and Social Welfare Officer II</p> <p>Aftercare Case Manager Screening/Intake Officer Client/Relatives</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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3. Drug Dependency Examination/ Mental Status Evaluation - If the client is deemed fit for re-admission shall secure the necessary requirements, however if the client is found to be mentally unfit for rehabilitation she/he is referred to the psychiatric facility of family's choice, or if for furtherance of the aftercare program	3. Conduct Drug Dependency Examination and Mental Status Evaluation	None	30-45 mins	DOH Accredited Physician
	3.1 If for rehabilitation – Intake Officer shall furnish the relative/legal guardian of the list of the requirements for re-admission of the client	None	5 to 10 mins	Screening/Intake Officer
	3.2 If for furtherance of the aftercare program – Case Manager will re-schedule the date of client's aftercare reporting session and extend the aftercare program	None	10 to 20 mins 10	Aftercare Case Manager
	3.3 If for further psychiatric management – Intake Officer shall refer the client to the psychiatric facility of family's choice	None	to 20 mins	Medical Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>4. Physical/ Medical Laboratory Examination/ Certification and Securing of other necessary requirements - If for re admission, the client is still in the custody of the legal guardian/relative /barangay while securing the requirements such as court clearance, 2pcs 2x2 latest ID picture, brgy certificate of residency, any valid ID of client, billing statement, laboratory requirements)</p>	<p>4. Gather all the necessary requirements upon submission</p> <p>4.1. Preparation for the filing of Request for Recommitment to the court</p>	<p>None</p> <p>Laboratory and Court clearance fees to be shouldered by the client's legal guardian/relative direct payment of fees to RTC and respective diagnostic laboratories of their choice</p>	<p>10 mins upon the submission of the necessary requirements by the relative/legal guardian</p> <p>30 to 40 mins upon the submission of the necessary requirements by the relative/legal guardian</p>	<p>Legal guardian/relative Aftercare Case Manager</p> <p>Legal guardian/relative Aftercare Case Manager</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>- If the Order of Recommitment has already been issued to the client, the Case Manager is no longer required to file the request for recommitment/recommitment to the court.</p>	<p>Repeat Steps 2 to 5 except for Step 4.1 &amp; 5.1</p>			
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# GENDER AND DEVELOPMENT (GAD) COUNCIL OFFICE

## EXTERNAL SERVICES

### 1. PROVISION OF GAD INFORMATION AND REFERRAL SERVICES

The provision of GAD Information and Referral Services includes the furnishing of relevant information related to GAD concerns and referral to appropriate government departments or agencies for concerns that are beyond the mandate of the GAD Council Office and intended for bonafide residents of Quezon City. This service also covers the distribution of IEC materials related to GAD.

<b>Office or Division:</b>	Administrative Unit	
<b>Classification</b>	<p><b>Simple Transactions:</b> GAD-related information or data that is readily available</p> <p><b>Complex Transactions:</b> GAD-related information or data that is not readily available, requires the instruction and approval of concerned team leaders prior to release and publication.</p> <p><b>Highly Technical Transactions:</b> GAD-related information that is not readily available and requires further research, consultation, or review and approval of the GAD TWG Head.</p> <p>G2C - Government to Citizen, G2G - Government to Government, G2N - Government to Non-Profit</p> <p>General Public, Quezon City Hall Employees, Private Sectors, Residents of Quezon City</p>	<p><b>Simple</b> - within 3 working days</p> <p><b>Total Processing Complex</b> - within 7 working days</p> <p><b>Highly Technical</b> - within 15 working days</p>
<b>Type of Transaction</b>	<b>Documentary requirements Where to secure</b>	
<b>Who may avail</b>		

<p><b>For Walk-in Clients:</b></p> <p>Visitor's Attendance Form</p> <p><b>For Written Request:</b> Letter Request addressed to the following:</p> <p><b>Rowena T. Macatao</b> <i>City Government Department Head III, COS Secretary, GAD Council</i></p> <p><b>Janete R. Oviedo</b> <i>Head, GAD TWG</i></p>	<p>Requesting Party</p>
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CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEES TO BE PAID
<b>Walk-In Client</b>				
1. All clients pass through the Security Guard for inquiries	1.1 The Security Guard refers the client/s to the Admin front personnel for GAD Concerns		1 Minute	None
2. Discusses the concern/s of the clients to get relevant information needed to assess the request.	2.1 Discusses the concern/s of the client to get relevant information needed to assess their request.	Concerned Unit/Personnel (Administrative Team, GAD Training Team, Research and Planning Team, Monitoring and Evaluation Team)	1-2 Minutes	None
	2.2 Advises the client on the appropriate actions they can take and agency/institution with mandate or competence to provide the needed assistance for their request.		2-3 Minutes	None
			1 Minute	

	2.3 Provides the client the IEC Materials of the GAD advocacy campaigns		None
3. Accomplishes the ARTA Feedback Form on GAD Services and drops it at the suggestion box located at the GAD Admin Area	3.1. The admin personnel submits the feedback forms to the Office of the City Administrator every end of the Month	GAD Administrative Unit	1-2 Minutes None
<b>Telephone Inquiries</b>			
1. Calls the listed GAD phone numbers request for GAD information and referral services	1.1 Receives phone inquiries related to GAD and referral services requested by private individuals and institutions, barangays, departments, agencies, other LGU's and clients	GAD Communications Team	1-2 Minutes None
2. Provides the necessary details of the inquiries /requests	1.2 Directly responds to simple inquiries		2-3 Minutes
	1.3. For complex inquiries, proposal, and follow-ups to requests needing clearance from the management, GAD staff advises the client to either write or send a copy of the letter providing specific details on the nature and purpose of their concern.		

	1.4. Asks details of the client and forward the call to the concerned personnel/GAD Unit		
<b>Written Inquiries/Requests</b>			
1. Sends letter request or proposal to GAD Office (Email/Hard Copy) indicating important details about the inquiry.	1.1 Encodes received letters forwarded by personnel in charge into GAD Database (Request/Inquiries Received through email or hard copy)		5 Minutes upon receipt of request
	1.2 Admin personnel forwarding received documents to assigned units, personnel, and for GAD TWG Head's Instruction.	GAD Communications Team	<b>Simple</b> - within 1 working day  <b>Complex</b> - within 3-5 working days
	1.3 Admin personnel monitor GAD Database and the response taken by the concerned unit/personnel handed the request/inquiry of the client.		<b>Highly Technical</b> - within 15 working days
	1.4 Updates GAD Database on the action taken and the status of the response/ assistance provided.		5 Minutes upon receipt of update



## 2. REFERRAL TO THE SERVICE PROVIDERS REGARDING GAD TRAINING CONCERNS

QC GAD Code Ordinance No. SP-2501, S-2016, Book II - Final Provisions, Chapter 1: Penal Provisions, Article V, Section 18 states that Gender Sensitivity Orientation and Training - All schools, offices, establishments or companies, departments and agencies including barangay officials of the local government shall initiate gender sensitivity orientation and prevention of gender-based violence training which shall equip them with theoretical and practical knowledge on gender justice.

(<http://quezoncitycouncil.ph/ordinance/SP/sp-2501.%20s-2016-1.pdf>)

<b>Office or Division:</b>	GAD Training Team	
<b>Classification</b>	Simple Transactions <b>Total Processing Time</b>	Within 2-3 working days
<b>Type of Transaction</b>	G2C - Government to Citizen, G2G - Government to Government, and G2N - Government to Non-Profit	
<b>Who may avail</b>	General Public, QCG Employees, Private Sectors, Residents of Quezon City	
<b>Documentary requirements Where to secure</b>		

**For Walk-in Clients:**  
Visitor's Attendance Form

Letter Request (Email or Hard Copy)  
Requesting Party

**For Written Response:**

CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEES TO BE PAID
<b>Walk-In Client</b>				
1. All clients pass through the Security Guard for identification and other security procedures.	1.1 The Security Guard refers the client to the GAD Admin front personnel		1 Minute	None

2. Discusses the concern of the client to get relevant information needed to assess the request.	2.1 Discusses the concern of the client with the Admin front personnel to get relevant information needed and refers to the concerned unit/personnel.	GAD Administrative Unit 1-2 Minutes	None
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3. Clients to proceed to the designated unit/personnel for their concerns/inquiries	3.1 Concerned unit/personnel advises the client on the appropriate actions they can take and referral to agency/institution with mandate or competence to provide the needed assistance for their request.	GAD Training Team 5 Minutes	None
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**Telephone Inquiries**

1. Calls the listed GAD phone numbers request for training	1.1 Receives phone inquiries related to request of GAD Training	GAD Training Team 2-3 Minutes	None
2. Provides the necessary details of the inquiries/requests	1.2 Directly responds to simple inquiries and advice client for the next step		

**Written Inquiries/Requests**

1. Letters of Training request from Barangays, Departments, Agencies, Private Individuals and Institutions, Other LGU's and clients	1. 1 The GAD Admin Unit forwards the letter to the Capacity-Building Unit for barangays training requests and recommendation for approval of the GAD TWG Head	GAD Training Team within 1 day	None
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	1.2 GAD TWG Head receives the letter and approves the staffs assigned for the requested training by barangays, departments, agencies, private individuals and institutions, other LGU's and clients	GAD TWG Head	within 1-2 working days	None
	1.3 GAD Training team will coordinate with the speakers/GAD Resource Persons and requesting party to discuss training needs, participants' profile and preliminary requirements, program, materials needed, requirements and for confirmation of dates, venue and other arrangements.	GAD Training Team	30 minutes	None

	1.4 GAD Training team will prepare a transmittal letter for the assigned speaker/GAD resource person, signed by GAD TWG Head	GAD Training Team, GAD TWG Head	30 minutes	None
	1.5 Conduct of actual training by the speaker and Training Team with Pre/Post Test Evaluation, Workshop Proper and Documentation Report.	Resource Speakers & GAD Training Team	8 hours	None



	<p>2.2 Provides referral form to coordinate the case of clients for other services or assistance</p> <p>Barangay Level:</p> <ul style="list-style-type: none"> <li>• Blotter Report</li> <li>• Barangay Protection Order</li> <li>• Medico Legal request</li> </ul> <p>Police Report:</p> <ul style="list-style-type: none"> <li>• Direct filing of case</li> </ul> <p>Social Services Development Hospitals(QCGH,RMB GH, and NDH) Department and Quezon City Protection Center:</p> <ul style="list-style-type: none"> <li>• Barangay assistance</li> <li>• Police assistance</li> <li>• Intake interview</li> <li>• Medicolegal (physical/genital/anogenital examination)</li> <li>• Medical laboratories <ul style="list-style-type: none"> <li>• HIV screening</li> </ul> </li> <li>• Medical consultation</li> <li>• Medical treatment <ul style="list-style-type: none"> <li>• Psychological services</li> <li>• Psychosocial counseling</li> <li>• Psychiatric consultation/counseling</li> </ul> </li> <li>• Legal consultation/counseling</li> <li>• Case filing assistance</li> </ul>	30 Minutes	None
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	<ul style="list-style-type: none"> <li>• Court hearing assistance</li> <li>• Temporary shelter/ Protective custody</li> <li>• Advocacy <ul style="list-style-type: none"> <li>• Referral for livelihood</li> <li>• Monitoring &amp; follow-up</li> </ul> </li> </ul>		
3. Consults or filed complaint with the office where the client is referred	3. 1 Provides intake form to be filled out by the client for incident report	Barangays, Police, SSDD, Hospitals(QCG H,RMBGH, and NDH), and/or QCPC	within 7 working days
	3.2 The client will be provided legal and other needed assistance		
	3.3 Incident report and other necessary details will be encoded to the GAD databank system		
	3. 2 The GAD will monitor the progress of the case through the GAD Databank System and will coordinate with referred office for more assistance needed	GAD Council	Office 2-3 Days

#### 4. REVIEW AND ENDORSEMENT OF BARANGAY GAD PLAN AND BUDGET (GPB)

<b>Office or Division:</b>	Capacity-Building Unit	
<b>Classification</b>	Highly Technical <b>Total Processing Time</b>	within 7 working Days
<b>Type of Transaction</b>	G2G - Government to Government	
<b>Who may avail</b>	142 Quezon City Barangays	
<b>Documentary requirements Where to secure</b>		
GAD Plan and Budget Forms prepared by the Barangay		Barangay Hall
GAD Focal Person and approved by the Barangay Captain		

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>PERSON IN CHARGE</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>
1. Submits the Barangay GAD Plan and Budget for the next year (F.Y. 2023 or 2024)	1.1 Receives the submission of Barangay GAD Plan and Budget and endorsed to Capacity-Building Unit to check the official template and complete attachments	Capacity Building Unit	2-5 Minutes	None

	<p>1.2 The Capacity Building Unit will check the submitted Barangay GAD Plan and Budget with complete attachments (PPMP and GAD Accomplishment Report of the previous year)</p> <ul style="list-style-type: none"> <li>• after the submitted documents checked, it will forward to admin unit for recording and preparation of routing slip</li> </ul>	<p>Capacity Building Unit</p> <p>30 minutes to 1 hour</p>	<p>None</p>
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	<p>1.3 The checked documents will be forwarded to admin unit for recording and preparation of routing slip then transmitted back to Capacity building unit</p>	<p>Administrative Unit</p> <p>Capacity Building Unit</p> <p>within 1 working day</p>	<p>None</p>
	<p>1.4 The GAD Plan and budget will be recorded in the Capacity-building unit's log book</p>		<p>None</p>
	<p>1.5 Prepares transmittal letter for the endorsement to City Planning and Development Department (CPDD) for review and alignment in the Annual Investment Plan (AIP)</p>	<p>Capacity Building Unit 30 minutes</p>	<p>None</p>



	1.6 The GAD Focal person and TWG member from the City Planning and Development Department (CPDD) will check/review the transmitted Brgy. GAD Plan and Budget	City Planning and Development Department (CPDD)	3 days	None
	1.7 The GAD Focal person and TWG member from the City Planning and Development Department (CPDD) will contact the Brgy. GFP or Treasurer for the revisions/corrections	City Planning and Development Department (CPDD)	within 1 working day	None
2. Submits the revised/corrected Brgy. GAD Plan and Budget	2.1 The GAD Focal person from the City Planning and Development Department (CPDD) will transmit to the DILG with the receiving copy.	City Planning and Development Department (CPDD)	within 1 working day	None
	2.2 The GAD Focal person from the City Planning and Development Department (CPDD) will provide a copy to the GAD Office of GAD Plan and Budget received by the DILG	City Planning and Development Department (CPDD)	within 1 working day	None
	2.3 Barangays will be informed/advised if their GAD Plan and Budget is in DILG already for releasing.	GAD Council Office		None

## 5. PROVISION OF RESPONSIVE GAD TECHNICAL ASSISTANCE ON RIGHT TO CARE PROGRAM

<b>Office or Division:</b>	PRIDE Council TWG Member - GAD Council Staffs	
<b>Classification</b>	Highly Technical Transactions <b>Total Processing Time</b>	<b>Highly Technical</b> - within 15 working days
<b>Type of Transaction</b>	G2C - Government to Citizen	
<b>Who may avail</b>	Queer Couples residing in Quezon City (Either both or one individual living in Quezon City)	

### Documentary requirements: Where to secure: For Walk-in Clients:

Letter Inquiry

Gender and Development (GAD)

Online Registration

Council Office

### For Written Response:

Letter Inquiry either hard copy or thru email

Online or Manual Registration

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>PERSON IN CHARGE</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>
<b>Walk-In Client</b>				
1. All clients pass through the Security Guard for identification and other security procedures.	1.1 The Security Guard refers the client to the GAD Admin front personnel		1 Minute	None

2. Discusses the concern with the client to get relevant information needed to assess the request.	2.1 Discusses the concern of the client with the Admin front personnel to get relevant information needed and refers to the concerned unit/personnel.	GAD Administrative Unit 1-2 Minutes	None
	2.2 Concerned Technical Staff advises the client on the appropriate actions (e.g initial registration) and answer client's inquiries	GAD Special Projects Unit 2-3 Minutes	None
3. Schedule of screening of all applicants	3.1 Concerned Technical Staff will inform the applicant/s either thru phone call or SMS if they passed the screening process	GAD Special Projects Unit Within 15 working days after the online registration	None
4. Schedule of Orientation, Signing of Special Power of Attorney (SPOA) and Consent Form	4.1 Concerned Technical Staff will inform the applicant/s either thru phone call or SMS for their schedule	GAD Special Projects Unit Within 15 working days after the screening process	None
5. Schedule of Release of Right to Care E-Card	5.1. Applicants will be sent an email informing the availability of their Right to Care E-card	GAD Special Projects Unit Within 15 working days after the orientation and signing of all required documents	None

<b>Telephone Inquiries</b>		
1. Calls the listed GAD phone numbers request for Right to Care Card	1.1 Receives phone inquiries related to request of Right to Care Card GAD Special Projects Unit 2-3 Minutes 1.2 Directly responds to simple inquiries and advice client for the next step	None
2. Provides the necessary details of the inquiries/requests		

<b>Written Inquiries/Requests</b>		
<p>1. Letter request to avail the Right to Care Card thru email or hard copy</p>	<p>1. 1 The GAD Communications Team to response the letter and provide the information about the online registration to the requesting party</p>	<p style="text-align: right;">GAD within 1 day  Communications  Team</p> <p style="text-align: center;">None</p>
<p>2. Schedule of screening of all applicants</p>	<p>2.1 Concerned Technical Staff will inform the applicant/s either thru phone call or SMS if they passed the screening process</p>	<p style="text-align: right;">within 15  GAD Special working days  Projects Unit after the online registration</p> <p style="text-align: center;">None</p>
<p>3. Schedule of Orientation, Signing of Special Power of Attorney (SPOA) and Consent Form</p>	<p>3.1 Concerned Technical Staff will inform the applicant/s either thru phone call or SMS for their schedule</p>	<p style="text-align: right;">within 15  working days GAD Special  after the Projects Unit  screening  process</p> <p style="text-align: center;">None</p>
<p>5. Schedule of Release of Right to Care E-Card</p>	<p>5.1. Applicants will be sent an email informing the availability of their</p>	<p style="text-align: right;">within 15  working days  after the GAD Special  orientation and Projects Unit  signing of all</p> <p style="text-align: center;">None</p>

	Right to Care E-card	required documents	
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# INTERNAL SERVICES

## 1. PROVISION OF RESPONSIVE GAD ASSISTANCE ON SEXUAL HARASSMENTS COMPLAINTS FOR PERSONNEL/EMPLOYEES WORKING IN QUEZON CITY OWNED OFFICE/FACILITIES

<b>Office or Division:</b>	Gender and Development - Committee on Decorum and Investigation
<b>Classification</b>	Highly Technical Transactions <b>Total</b>  <b>Processing within 6 Months Time</b>
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may avail</b>	Personnel/employees working and deployed in Quezon City Hall or any QC Government owned office/facilities
<b>Documentary requirements Where to secure</b>	

**For Walk-in Clients:**

Sealed Written Complaint

Complainant

**For Written Response:**

Complaint Letter (Email or Hard Copy)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS PERSON IN</b>	<b>PROCESSING CHARGE TIME</b>	<b>FEES TO BE PAID</b>
1. Submit written complaint	1.1 Receives the complaint and forward to the Committee on Decorum and Investigation (CODI) Chairperson	Personnel-in Charge for Committee on Decorum and Investigation (CODI) 30 minutes	None

	Complaints	
	<p>1.2 The complaint will be forwarded to the CODI Panel of Preliminary <u>Investigations</u></p> <p>1.3 Send letter to the complainant and person complained of to submit necessary documents and response</p>	<p>GAD Committee on Decorum and 1-2 Days Investigation (CODI) Secretariat</p> <p>None None</p>
2. Submit necessary documents and needed evidences	<p>2.1. Conduct of Preliminary <u>Investigations</u> Committee on</p> <p>2.2 Provide an updates to the next step of action or decisions to the complainant and person complained of</p>	<p>Decorum and within 15 Investigation working days (CODI) Panel and Members</p> <p>None</p>

## 2. REVIEW AND ENDORSEMENT OF QC GOVERNMENT DEPARTMENTS' GAD PLAN AND BUDGET (GPB)

<b>Office or Division:</b>	Monitoring and Evaluation Unit for Departments  Monitor the implementation of the annual GPB and assess the status of the LGUs institutional mechanisms on gender mainstreaming annually.	
<b>Classification</b>	Highly Technical Transactions <b>Total Processing Time</b>	<b>Highly Technical</b> - within 15 working days
<b>Type of Transaction</b>	G2G - Government to Government	

**Who may avail** Quezon City Government Departments

**Documentary requirements Where to secure For Walk-in Clients:**

Gender and Development (GAD)  
Council Office

GAD Accomplishment Report and GAD Plan and Budget Form (Hard Copy)

**For Written Request:**

GAD Accomplishment Report and GAD Plan and Budget Form (Email or Soft Copy)

CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEES TO BE PAID
1. All clients pass through the Security Guard for identification and other security procedures.	1.1 The Security Guard refers the client to the GAD Admin front personnel		1 Minute	None
2. Present or Submit GAD Plan and Budget (Hard copy and through email)	2.1 Receives GAD Plan and Budget from Admin Unit after the consultation	Monitoring and Evaluation Unit	1-2 Hours	None



	2.2 One-on-one consultation or assistance in formulating the GAD Plan and Budget			
	2.3 Provides the client comments / feedback after the consultation			
	2.4 Client to re-submit the edited GAD Plan and Budget for further evaluation		Within 2 working days	None
3. Submit the reviewed proposed GAD Plan and Budget to GAD TWG Members	3.1 Receives the document and will undergo evaluation and critique of the TWG Members	Head and Members of GAD Technical Working Group	15 Working Days	None
	3.2 Consolidates reviewed proposed GAD Plan and Budget based on the comments of the Technical Working Group Members	Monitoring and Evaluation Team		
	3.3 Submits the proposed GAD plan to the portal of DILG			

# QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

## Head Office External Services

### 1. Administrative and Training Section Services

<b>Office or Division:</b>		Admin and Training Section		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Request for : 1. Orientation on 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)		
<b>Who may avail:</b>		Quezon Citizens and other interested requesting parties		
<b>CHECK LIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE :</b>		
Request letter or thru our email / ( <a href="mailto:QCRRMO@quezoncity.gov.ph">QCRRMO@quezoncity.gov.ph</a> / <a href="mailto:rp.qcrrmo@quezoncity.gov.ph">rp.qcrrmo@quezoncity.gov.ph</a> ) Formal Request Letter (Scheduled at least 3 days ahead of request scheduled date) and provided there were no previous request scheduled on the same date.		Admin and Training Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client will give letter of request for training /seminar or send thru email ( <a href="mailto:QCRRMO@quezoncity.gov.ph">QCRRMO@quezoncity.gov.ph</a> / <a href="mailto:rp.qcrrmo@quezoncity.gov.ph">rp.qcrrmo@quezoncity.gov.ph</a> )	Accept and record letter	None	5 minutes	<i>Receiving Clerk - Special Operations Support Staff</i>

Approval from the Head, QCRRMO	Assign a Trainer who will handle the request	None	5 minutes	<i>Admin and Training Section Chief – LDRRMO III</i>
Client will coordinate at QCRRMO	Coordinate to the requesting party for a coordination meeting	None	10 minutes	<i>QCRRMO Pool of Trainers - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer I</i>
Client will facilitate the training / seminar request	Conduct training and submit after activity report	None		<i>Trainer Assigned - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer I</i>
<b>TOTAL</b>		<b>None</b>	<b>20 Minutes</b>	

## 2. Research and Planning Section Services Research and Planning Services

Service:

### Request for DRRM-related data and/or materials

Schedule of Availability of Service:

Monday to Friday  
8:00 am – 5:00

Who may avail the service:

General Public

What are the requirements:

1. Request

· Must be in writing

· Must contain the following:

a) Full name and affiliation (e.g. school) of the requesting party

b) Purpose

c) Contact details including email of the requesting party

d) List of specific data and template to be requested

2. Properly accomplished Data Request Form

3. Other documents such as:

· Survey form/s, if applicable

Processing Time:

3 hours and 40 minutes

Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit request to the Admin and Finance Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or <a href="mailto:rp.qcdrmo@quezoncity.gov.ph">rp.qcdrmo@quezoncity.gov.ph</a> Fax: (02)/(08) 710-14- 69	Acknowledge receipt and process the request	5 minutes	Frontdesk Clerk	None	None

2		Approve and endorse the request to the Research and Planning Section	5 minutes	Head of the QCDRRMO	None	QCDRRM O Routing Slip
3		Prepare requested documents/materials.  If not available, the request will be endorsed to other concerned offices.	3 hours	Research and Planning personnel	None	None
4	Accomplish Data Request Form and submit to email.	Release the requested data/materials to client thru email.	30 minutes	Research and Planning personnel	None	Data Request Form
<b>END OF TRANSACTION</b>						

Service:

## **Request for Interview or Study Tour**

Schedule of Availability of Service:

Monday to Friday  
8:00 am – 5:00 pm

Who may avail the service:

General Public

What are the requirements:

1. Request

· Must be in writing

· Must contain the following:

e) Full name and affiliation (e.g. school) of the requesting party

f) Purpose

g) Contact details including email of the requesting party

h) Proposed time and schedule of interview or study tour

2. Other documents such as:

· List of guide questions

· Survey form/s, if applicable

Processing Time:

25 minutes<sup>9</sup>

Procedure:

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Submit request to the Admin and Finance Section of the QCRRMO or thru: email at QCRRMO@quezoncity.gov.ph and/or <a href="mailto:rp.qcrrmo@quezoncity.gov.ph">rp.qcrrmo@quezoncity.gov.ph</a> Fax: (02)/(08) 710-14-69	Acknowledge receipt and process the request	5 minutes	Frontdesk Clerk	None	None

2		Approve and endorse the request to the Research and Planning Section	5 minutes	Head of the QCDRRMO	None	QCDRRMO Routing Slip
3		Coordinate with requesting part on schedule and other logistical needs.	10 minutes	Research and Planning Section personnel	None	None
4	Accomplish Data Request Form and submit to email.	Schedule interview or study tour  Due to safety concerns, all interviews or Study Tours will be done via online platforms unless absolutely necessary.	5 minutes	Research and Planning personnel	None	Data Request Form
<b>END OF TRANSACTION</b>						

Service:

**Review and Approval of the Barangay Disaster Risk Reduction and Management Plan (BDRRMP)**

Schedule of Availability of Service:

Monday to Friday  
8:00 am – 5:00 pm

Who may avail the service:

Barangay officials and other authorized individuals

What are the requirements:

1. Proposed Barangay Disaster Risk Reduction and Management Plan (BDRRMP) for the incoming year.
2. One (1) Copy of Approved BDRRMP of the previous year (and the current year, if the request pertains to a review of the amended BDRRMP)
3. Annual report on the utilization of the BDRRM Fund of the previous year with a copy of the inventory of purchased equipment and conducted trainings/seminars charged against the BDRRM Fund
4. Legal instrument adopting the BDRRMP (e.g. Executive Order, Resolution)
5. Legal instrument creating the BDRRM Committee
6. Hazard, Vulnerability and Risk Assessment
7. The HVRA with the evacuation and hazard maps should be updated at least every three (3) years (ie population, recommendations, and community-initiated efforts)

Processing Time:

1 hour

Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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1	Submit request to the Admin and Finance Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or <a href="mailto:rp.qcdrmo@quezoncity.gov.ph">rp.qcdrmo@quezoncity.gov.ph</a> Fax: (02)/(08) 710-14-69	Receive the BDRRMP and attachments or supporting documents and accomplish the BDRRMP Approval Form.	5 minutes	Research and Planning Section personnel	None	BDRRMP Approval Form
2		Review and evaluate the BDRRMP and make clarifications, if necessary. Check the following: a. Completeness and validity of supporting documents/requirements b. Correct allocation of programs, projects, and activities under disaster prevention and mitigation, disaster preparedness, disaster response, and disaster recovery and rehabilitation	20 minutes	Research and Planning Section personnel – 1 <sup>st</sup> processor	None	BDRRMP Approval Form
		Accomplish the “Remarks and Action Taken” portion of the BDRRMP Approval Form and affix signature over printed name on space provided for “Checked by:”				
		Receive the BDRRMP Approval Form and make final evaluation on validity of BDRRMP’s .  Affix initials next to the name of the Local Disaster Risk Reduction and Management Officer.	5 minutes	Research and Planning Section Chief	None	BDRRMP Approval Form
3		Affix signature on the BDRRMP.	15 minutes	Head of the QCDRRMO	None	None
4	Receive the approved BDRRMP and sign in the front desk clerk for recordkeeping.	Photocopy documents for recordkeeping and release the approved BDRRMP and supporting documents.	15 minutes	Research and Planning personnel	None	None
<b>END OF TRANSACTION</b>						

### 3. Operations and Warning Section Services

<b>Office or Division:</b>		Operations and Warning Section		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Request for : 1. Emergency Medical Services (EMS) 2. Search and Rescue (SAR)		
<b>Who may avail:</b>		Quezon City Constituents / Other interested requesting parties		
<b>CHECK LIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE :</b>		
Request letter or phone calls		Operations and Warning Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Call thru the emergency hotline:  122 89284396 09478859929 09478847498	Accept phone call	None	5 minutes	Special Operations Support Staff - Communication Officer
Discussion on Incidents situation and patients Information	Dispatching of EMS / SAR units	None	5 minutes	Special Operations Support Staff – Deputy for Operations
Patients / Incidents assessment providing immediate care	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff - Team Leader
Patients transfer to the Hospital	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff - Team Leader
<b>TOTAL</b>		<b>None</b>	<b>30 Minutes</b>	

<b>Office or Division:</b>		Operations and Warning Section
<b>Classification:</b>		Technical
<b>Type of Transaction:</b>		Request for :

		1. Ambulance Transfer / Stand By		
<b>Who may avail:</b>		Quezon City Constituents / Other interested requesting parties		
<b>CHECK LIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE :</b>		
Request letter or phone calls		Operations and Warning Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client will give letter of request for Stand By Ambulance	Accept and record letter	None	5 minutes	Special Operations Support Staff – Communication Officer
Coordination to Hospital Patient Status / Fit to travel	Dispatching of EMS	None	5 minutes	Special Operations Support Staff - Deputy for Operations
Patients / Incidents assessment providing immediate care	EMS TEAM assigned	None	10 minutes	Special Operations Support Staff – Team Leader
Patients transfer to the Hospital	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff – Team Leader
<b>TOTAL</b>		<b>None</b>	<b>30 minutes</b>	

<b>Office or Division:</b>		Operations and Warning Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Request for : 1. Ambulance Conduction Transfer		
<b>Who may avail:</b>		Quezon City Constituents / Other interested requesting parties		
<b>CHECK LIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE :</b>		
Request letter or phone calls		Operations and Warning Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Client will give letter of request for Stand By Ambulance or thru Email (QCRRMO@quezoncity.gov.ph)	Accept and record letter	None	5 minutes	Special Operations Support Staff - Receiving Clerk
Approval from the Head, QCRRMO	Assign a team to handle the request	None	5 minutes	Local Disaster Risk Reduction and Management Officer II - Operations and Warning Section Chief
Dispatching of Ambulance	EMS / Inspection Team	None	20 minutes	EOC Officer
<b>TOTAL</b>		<b>None</b>	<b>30 Minutes</b>	

<b>Office or Division:</b>		Operations and Warning Section		
<b>Classification:</b>		Technical		
<b>Type of Transaction:</b>		Request for : 1. Inspection of Hazard and Non-Hazard Areas		
<b>Who may avail:</b>		Quezon City Constituents / Other interested requesting parties		
<b>CHECK LIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE :</b>		
Request letter or phone calls		Operations and Warning Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client will give letter of request or thru Email (QCRRMO@quezoncity.gov.ph)	Accept and record letter	None	5 minutes	Receiving Clerk - Special Operations Support Staff
None	Approves and endorses the request letter to the Operations and Warning Chief	None	5 minutes	Head, QCRRMO

None	Coordinate with requesting party for pertinent information related to the letter	None	5 minutes	Operation and Warning Section Chief
None	Conducts inspection on site and submit report	None	1 day	QCRRMO Inspector - Special Operations Support Staff
<b>TOTAL</b>		<b>None</b>	<b>1 day and 15 minutes</b>	

# CITY LEGAL DEPARTMENT

## Central/Head Office

### EXTERNAL SERVICES

#### INVESTIGATION, HEARING, AND RESOLUTION OF ADMINISTRATIVE COMPLAINT/CASE

The City Legal Department (Office of the City Attorney) shall investigate or cause to investigate any Quezon City Government official or employee for administrative offense and recommend appropriate action to the City Mayor. (Art. 11, Section 481(b)(3)(iv) of the Local Government Code; Section 9 of 2017 Rules on Administrative Cases in the Civil Service).

<b>Office or Division:</b>	City Legal Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Quezon City Government officials, employees, and other relevant interested parties.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint-Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service		Client		
Supporting Documents/Records		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits verified complaint-affidavit together with documentary attachments	Receives and evaluates submitted complaint-affidavit for completeness of information and submitted documentary attachments.	NONE	5 minutes	Receiving Clerk

	Scanning of the documents received for digitized copy in the Document tool.		3 minutes	Assigned staff, Records Section
	Actual hard copy is endorsed to Records Section for classification of the document and for recording in the master/unified logbook		3 minutes	Assigned staff
	Raffle or assignment of the administrative complaint to the lawyer		3 minutes	Acting Records Officer
	Action of the handling lawyer on administrative complaint pursuant to 2017 RACCS:  <i>i. Preliminary Investigation (Rule 4)</i> <i>ii. Formal Charge (Rule 5)</i> <i>iii. Formal Investigation (Rule 8)</i> <i>iv. Decision (Rule 9)</i>		Period prescribed by 2017 RACCS, subject to exceptions under meritorious circumstances.	Handling lawyer
	<b>TOTAL:</b>	<b>NONE</b>	_____	

## **RENDERING OF FREE LEGAL ADVICE**

The City Legal Department (Office of the City Attorney) shall give free legal advice to Quezon City constituents (QCitizens). 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 and thereafter, be assigned to the appropriate lawyer. (*Quezon City Ordinance No. NC-83, S.-89' Ordinance No. SP-2024, S-2010 (amending NC-80, S-89).*)

<b>Office or Division:</b>	City Legal Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Quezon City constituents ( <i>QCitizens</i> )			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not applicable.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out PALAO Assessment Form	Receives filled out PALAO Form.	NONE	2 minutes	Receiving Clerk
	Refers client to assigned staff/legal secretary for assistance and endorsement to the assigned lawyer		3 minutes	Assigned staff / Legal Secretary
	Assigned lawyer interviews the requesting party and renders appropriate legal advice on the legal issue raised		30 minutes	Assigned lawyer
	Assigned lawyer notes the legal advice and/or recommendation stated on the Form and signs the same		3 minutes	Assigned lawyer
	Collate completed PALAO Form for recording purposes		2 minutes	Assigned staff, Records Section



	<b>TOTAL:</b>	<b>NONE</b>	<b>40 minutes</b>	
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# Central/Head Office

## INTERNAL SERVICES

### ISSUANCE OF LEGAL OPINION

The City Legal Department (Office of the City Attorney) shall render opinion in writing on any question of law when requested to do so by the City Mayor, the Sangguniang Panlungsod and other City Officials. (Art. 11, Section 481(b)(3)(vi) and (iii) of the Local Government Code; Quezon City Ordinance SP-244, S-94 (November 29, 1994); Quezon City Council Resolution No. SP-1717, S-2002 (amending Resolution No. SP-1148, S-99).

<b>Office or Division:</b>	City Legal Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Quezon City Government Officials and other relevant interested parties.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal request for issuance of legal opinion thru transmittal or endorsement		Quezon City Government Department/Office requesting legal opinion		
Supporting documents/records		Quezon City Government Department/Office requesting legal opinion		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits request for issuance of legal opinion either thru transmittal or indorsement from departments/offices concerned, and other relevant interested parties	Receives and evaluates request as to completeness of information and submitted requirements	NONE	3 minutes	Receiving Clerk
	Scanning of the documents received for digitized copy		3 minutes	Assigned staff

	Actual hard copy is endorsed to Records Section for classification of the document and for recording in the master/unified logbook		3 minutes	Assigned staff/Designated personnel
	Raffle or assignment of the request or court order/notice to the lawyer who will render appropriate legal opinion		3 minutes	Releasing clerk
	Action of the assigned lawyer on the request for legal opinion		The legal opinion shall be issued and released within the period prescribed by the Local Government Code, subject to exceptions under meritorious circumstances.  This includes issues that are complex which shall necessitate a longer period of time for further study and evaluation.	Assigned lawyer
	Review of the legal opinion prepared by the assigned lawyer thru the Document tool		The legal opinion shall be issued and released within the period prescribed by the Local Government Code, subject to exceptions under meritorious circumstances.	City Attorney / Assistant City Attorney
	Approval and signature of the legal opinion		3 minutes	City Attorney
Receives the requested legal opinion.	Releasing of the approved and signed legal opinion to		3 minutes	Releasing clerk

	the requesting party			
	<b>TOTAL:</b>	<b>NONE</b>		

## **PROVISION OF LEGAL REPRESENTATION**

The City Legal Department (Office of the City Attorney) shall represent the Quezon City Government in all civil actions and special proceedings wherein the local government unit or any official or department head thereof, in his official capacity, is a party. (Art. 11, Section 481(b)(3)(vi) and (iii) of the Local Government Code; Quezon City Ordinance SP-244, S-94 (November 29, 1994); Quezon City Council Resolution No. SP-1717, S-2002 (amending Resolution No. SP-1148, S-99).

<b>Office or Division:</b>	City Legal Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Quezon City Government Officials and other relevant interested parties.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal request for legal representation thru transmittal or endorsement		Quezon City Government Department/Office requesting legal representation		
Supporting documents/records		Quezon City Government Department/Office requesting legal representation		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits request for provision of legal representation either thru transmittal or indorsement from departments/offices concerned	Receives and evaluates request as to completeness of information and submitted requirements	NONE	3 minutes	Receiving Clerk
	Scanning of the documents received for digitized copy		3 minutes	Assigned staff
	Actual hard copy is endorsed to Records Section for classification of the document and for recording in the master/unified logbook		3 minutes	Assigned staff / Designated personnel

	Raffle or assignment of the request or court order/notice to the lawyer who will render appropriate legal representation		10 minutes	Assigned staff / Designated personnel
	Action of the assigned lawyer on the request for legal representation		<p>The legal representation shall be rendered within the period prescribed by the law, subject to exceptions under meritorious circumstances.</p> <p>Assigned lawyer renders the legal representation necessary or as required.</p> <p>a) Answer/Pleadings/Motions</p> <p>b) Pre-trial</p> <p>i. Submission of Pre-trial Brief</p> <p>c) Mediation, if applicable</p> <p>d) Trial proper</p> <p>e) Judgment</p> <p>i. Entry of judgment</p> <p>ii. Execution (sheriff)</p> <p>iii. Entry of satisfaction of judgment</p> <p>f) Case Appealed</p> <p>i. Entry of judgment from appellate court</p> <p>ii. Entry of judgment</p> <p>iii. Execution (sheriff)</p> <p>iv. Entry of satisfaction of judgment</p>	Assigned lawyer
	Related documents are kept for Records filing.		5 minutes	Assigned staff / Designated personnel

	<b>TOTAL:</b>	<b>NONE</b>		
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## **ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE**

For requests by the Quezon City Government officials or employees seeking Certifications of No Pending Administrative Case for clearance or loan purposes. for administrative offense and recommend appropriate action to the City Mayor. (Art. 11, Section 481(b)(3)(iv) of the Local Government Code; Section 9 of 2017 Rules on Administrative Cases in the Civil Service).

<b>Office or Division:</b>	City Legal Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Quezon City Government officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notarized request form- Request for Clearance/Certification Form (for general clearance, Landbank loan, KAPAMALQ and KEMPCO membership/loan) or Request for Certification and Signing of General Clearance Form (for retirement, terminal leave, resignation or transfer).		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits verified complaint-affidavit together with documentary attachments	Receives and evaluates submitted complaint-affidavit for completeness of information and submitted documentary attachments.	NONE	5 minutes	Receiving Clerk
	Scanning of the documents received for digitized copy in the Document tool.		3 minutes	Assigned staff, Records Section



	Actual hard copy is endorsed to Records Section for classification of the document and for recording in the master/unified logbook		3 minutes	Assigned staff
	Research of concerned personnel's records		3 minutes; May get extended if the concerned personnel has a recorded case. In such instances, further verification as to the current status of the case is made and the requesting party is informed.	Assigned staff, Records Section
	Printing of Certificate and endorsement for Signature		5 minutes	Assigned staff, Records Section
	Approval and Signature of CLO		3 minutes	City Attorney / Assistant City Attorney
Requesting party receives the Certificate.	Release of Certificate		2 minutes	Releasing Clerk
	<b>TOTAL:</b>	<b>NONE</b>	<b>24 Minutes</b>	

# MARKET DEVELOPMENT AND ADMINISTRATION DEPARTMENT

## A. PRIVATE MARKET OPERATORS

### 1. How to apply for a Franchise to Operate to be a Market Operator (For establishments with more than 50 stalls)

A Franchise to Operate is issued to qualified operators upon completion of the requirements and 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.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	Government to Citizen				
<b>Who may avail:</b>	Private market operators residing in Quezon City				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application (Please visit BPLD for the complete list of requirements)			Business One Stop Shop		
2) Proof of Business Registration SEC (For Corporation/Partnership) DTI (For Single Proprietor) CDA (For Cooperative)			Corporation/Partnership - Securities and Exchange Commission Single Proprietor - Department of Trade and Industries Cooperative - Cooperative Development Authority		
3) Contract of Lease (Leased) / Tax Declaration (Owned)					
4) Valid ID					
5) Letter of Intent			Committee in Markets and Slaughterhouses (QC Council)		
6) Inspection Report			Private Markets Division		
7) Affidavit of Undertaking					
8) DENR Clearance			Department of Energy and Natural Resources		
9) LLDA Permit			Laguna Lake Development Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to QC E-Services site and click Business One Stop Shop and Apply for a Business Permit	None	None		Applicant	

2. Fill-out the application form	None	None		Applicant	
3. Upload the requirements and submit the application	None	None		Applicant	
None	Evaluation of documents	None		BPLD	

None	Ancillary Verification	None		Regulatory Office	
	Deliberation of the proposed Resolution for Franchise and ratifying of the same	None		QC City Council	
4. Pay Tax Assessment Bill at any of the following: <ul style="list-style-type: none"> <li>• City Treasurer's Office</li> <li>• Mall-based QC</li> <li>• Business Centers</li> <li>• Online via QC E-services</li> </ul>	None				
None	BPD Chief Final Review	None		BPLD	
None	BPLD Head Approval	None		BPLD	

## **B. PRIVATE MARKET STALLHOLDERS**

### **1. How to apply for a Market Clearance**

Market Clearance is issued to Private Market Stallholders that have NO active/open violations.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	Government to Citizen				
<b>Who may avail:</b>	Private market stallholders residing in Quezon City				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application			1) QC E-Services Site		
2) Proof of Business Registration SEC (For Corporation/Partnership) DTI (For Single Proprietor) CDA (For Cooperative)			Corporation/Partnership - Securities and Exchange Commission Single Proprietor - Department of Trade and Industries Cooperative - Cooperative Development Authority		
3) Contract of Lease (Leased) / Tax Declaration (Owned)					
4) Valid ID					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to QC E-Services site and click Business One Stop Shop and Apply for a Business Permit	None	None		Applicant	
2. Fill-out the application form	None	None		Applicant	
3. Upload the requirements and submit the application	None	None		Applicant	
None	Evaluation of documents	None		BPLD	
None	Ancillary Verification	None		Regulatory Office	
4. Pay Tax Assessment Bill at any of the following: a. City Treasurer's Office b. Mall-based QC Business Centers	None				

c. Online via QC E-services					
None	BPD Chief Final Review	None		BPLD	
None	BPLD Head Approval	None		BPLD	
	<b>TOTAL:</b>				

## **C. HAWKERS**

### **1. How to apply for a Hawkers Permit**

#### **I. New Application**

A hawker's permit is issued to qualified vendors upon completion of the requirements. Issuing of Hawker Permit is a measure to control the proliferation of vendors in the City and provide them with a secured temporary vending site. The City Mayor shall designate vending areas/sites where the street vendors shall be allowed to pursue their livelihood legitimately and under regulation of MDAD in accordance with policies, guidelines and procedures.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	Government to Citizen				
<b>Who may avail:</b>	Street vendors within Quezon City.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application			1) QC E-Services Site		
2) Barangay Certification specifying the vending site or location (1 original copy)			2) Barangay where the vendors are selling.		
3) NBI Clearance or Police Clearance			3) NBI Satellite Office QC Hall Complex		
4) Health Certificate (required for Food Vendors only)			4) QCHD-Environmental Sanitation Division Office		
5) QC ID			5) QC E-services Site for Digital ID and wait for the announcement for the releasing of physical ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	1 min.	Applicant	
2. Click Apply for Hawker Permit	None	None	1 min.	Applicant	

3.	Fill-up Application form	None	None	8 mins.	Applicant	
4.	Upload the required documents	None	None	5 mins.	Applicant	

None	Review the completeness and accuracy of the application form information, requirements submitted, and permissibility of vending site.	None	None	1 min	Head, Hawkers Division	
None	Recommends application for approval	None	None	1 min	Programs and Plans Officer, MDAD	
5.	Pay for the Application Fee online or manually.  Payment Option: <b>If paying online:</b> Pay Application Form Fee online (Redirect to QC ePayment)  <b>If paying manually:</b> Go to the City Treasurer's Office and pay the Application Form Fee.	<b>For Online Payments</b> Review accuracy of online payment, and approve payment.  <b>For Manual Payments</b> Receive Application Form Fee, approves payment, and issues OR.	Minimum Taxes and Fees:  Application Fee - P50  Misc. Fee – P157  Vending Fee – P25/sqm	<b>For Online Payments:</b> 2-5 days  <b>For Manual Payments:</b> 1 day	City Treasurer's Office	
None	Input OR number and upload OR proof (optional) to QC eServices site.	None	None	2mins.	Office Clerk, Hawker Division	

6. Return to the MDAD Office for the processing and releasing of Hawker Permit.	Issues the Hawker Permit (valid for 1 year)	None	5mins.	Office Clerk, Hawker Division	
	<b>TOTAL:</b>		<b>2-5 days (if vendor pays online)</b>  <b>1 day and 24 mins (if vendor pays manually)</b>		



## II. Renewal of Permit

A hawker's permit is issued to qualified vendors upon completion of the requirements. Issuing of Hawker Permit is a measure to control the proliferation of vendors in the City and provide them with a secured temporary vending site. The City Mayor shall designate vending areas/sites where the street vendors shall be allowed to pursue their livelihood legitimately and under regulation of MDAD in accordance with policies, guidelines and procedures.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	Government to Citizen				
<b>Who may avail:</b>	Street vendors within Quezon City.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1) Filled-up Online Application		1) QC E-Services Site			
2) Health Certificate (required for Food Vendors only)		2) QCHD-Environmental Sanitation Division Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Log-in to QC E-Services site and click Market One-Stop Shop	None		1 min.	Applicant	
2. Click Apply for a Hawker Permit and select Renew	None		1 min.	Applicant	
3. Review the details on the form and update if needed	None	None	5mins.	Applicant	
4. Upload the required documents	None	None	2mins.	Applicant	
None	Review the information and requirements submitted	None	1 min.	Head, Hawkers Division	

None	Clears application for pending violation and arrearages.	None	2 mins.	Market Inspection Unit	
None	Recommends application for approval	None	1 min.	Programs and Plans Officer, MDAD	
5. Pay for the Renewal Fee online or manually.  Payment Option: <b>If paying online:</b> Pay Application Form Fee online (Redirect to QC ePayment)  <b>If paying manually:</b> Go to the City Treasurer's Office and pay the Application Form Fee.	<b>For Online Payments</b> Review accuracy of online payment, and approves payment.  <b>For Manual Payments</b> Receive Application Form Fee, approves payment, and issues OR.	Minimum Taxes and Fees:  Application Fee – P50 Contract of Lease Fee Renewal – P100  Misc. Fee – P156  Vending Fee – P25/sqm	<b>For Online Payments:</b> 2-5 days  <b>For Manual Payments:</b> 1 day	City Treasurer's Office	
None	Input OR number and upload OR proof (optional) to QC eServices site.	None	2 mins	Office Clerk, Hawker Division	
6. Return to the MDAD Office for the processing and releasing of Hawker Permit.	Issues the new Hawker Permit.	None	5 mins	Office Clerk, Hawker Division	
	<b>TOTAL:</b>		<b>2-5 days (if vendor pays online)</b>  <b>1 day and 20 mins (if vendor pays manually)</b>		

## 2. How to register a Hawker Association

Hawker associations will ensure that their members will comply with the requirements, policies, and guidelines of the City Ordinance.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	Government to Citizen				
<b>Who may avail:</b>	Vendors Association in Quezon City				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application			1) QC E-Services Site		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	1 min.	Applicant	
2. Click Register Hawker Association	None	None	1 min.	Applicant	
3. Fill-up Online Application form	None	None	2 mins.	Applicant	
None	Review the information	None	2 mins.	Office Clerk, Hawkers Division	
None	Approval of Application	None	2 mins.	Head, Hawkers Division	
<b>TOTAL:</b>			<b>8 mins.</b>		

## **D. CITY-OWNED MARKET**

### **1. New Stall Application**

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

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2B - Government to Business				
<b>Who may avail:</b>	Persons interested to lease stall in the Quezon City Public Markets who possess the qualifications and not otherwise disqualified as prescribed by the Quezon City Revised Market Code				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1)	Filled-up Online Application		1)	eServices Site	
2)	QC ID		2)	Barangay Hall / Appropriate Government Agency	
3)	2X2 ID picture		3)	Applicant / Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop Shop.	None	None	1 min	Applicant	
2. Select the Market and the vacant stall where you intend to apply.	None	None	1 min	Applicant	
3. Fill-out the application form.	None	None	3 mins.	Applicant	

4. Upload the required documents.	None	None	2 mins.	Applicant	
None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins.	Market Supervisor	

5. Sets a schedule for an interview		None	5 mins	Applicant	
6. Personal interview of the applicant.	Interviews and screens applicant. Recommends application for approval.	None	30 mins	Head, Public Market Division	
None	Recommends application for final approval	None	5 mins.	Action Officer for Administration MDAD	
7. Pay the Application Fee, Stall Rights and Security Bond					
<b>Online Payment:</b> Submit your application	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150  Stall Rights: Class A: Php15,000  Class B: Php10,000  Class C: Php5,000  Security	2 mins.	Applicant	

		Bond: Php10,000 or 3 months of rental fee, whichever is higher			
	Receives payment for Application Fee, Stall Rights and Security Bond, and issues OR.		5 mins.	City Treasurer's Office	

<b>Manual Payment:</b> Go to the City Treasurer's Office and pay the Application Fee, Stall Rights and Security Bond	Print Order of Payment for Application Fee, Stall Rights and Security Bond.		2 mins.	Office Clerk, Public Market Division / Applicant	
	Receives payment for Application Fee, Stall Rights and Security Bond, and issues OR.	Application Fee Php 150  Stall Rights: Class A: Php15,000  Class B: Php10,000  Class C: Php5,000  Security Bond: Php10,000 or 3 months of rental fee, whichever is higher	5 mins.	City Treasurer's Office	
	Uploads OR number and OR proof to site.		2 mins.	Office Clerk, Public Market Division	
None	Prints Contract of Lease.	None	5 mins.	Office Clerk, Public Market Division	

8. Sign the contract.	Uploads the notarized Contract of Lease in the Application Form.	None	2 mins.	Applicant	
None	Approves New Stall Application	None	5 mins.	City Market Administrator, MDAD	
None	Printing of stall award	None	5 mins.	Office Clerk, Public Market Division	
9. Receive approved Stall Award.	Releases Stall Award and Contract of Lease to Applicant	None	5 mins.	Office Clerk, Public Market Division	
None	Close the application	None	2 mins.	Office Clerk Public Market Division	
	<b>TOTAL:</b>	<b>Php 25,150 (Class A) Php 20,150 (Class B) Php 15,150 (Class C)</b>	<b>1 hour and 28 mins.</b>	<b>Online</b>	
		<b>Php 25,150 (Class A) Php 20,150 (Class B) Php 15,150 (Class C)</b>	<b>1 hour and 30 mins.</b>	<b>Manual</b>	

## 2. Renewal of Stall 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.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2B - Government to Business				
<b>Who may avail:</b>	Existing stallholders in city markets.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1)	Filled-up Online Application	1)	eServices Site		
2)	Proof of payment of business taxes and fees	2)	Applicant-Client/Market Field Office		
3)	2x2 ID Picture	3)	Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop Shop.	None	None	1 min.	Applicant	
2. Select the stall you would like to renew.	None	None	1 min.	Applicant	
3. Review the details on the form and update accordingly.	None	None	5 mins.	Applicant	
4. Upload the required documents: Proof of payment of business taxes and fees 2x2 ID Picture	None	None	2 mins.	Applicant	



None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins.	Market Supervisor	
None	Reviews and recommends application for approval	None	10 mins.	Head, Public Market Division	
None	Recommends application for final approval	None	5 mins.	Action Officer for Administration MDAD	
5. Pay for the Application Fee online or manually					
<b>Online Payment:</b> Submit your application	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150	2 mins.	Applicant	
	Receives payment for Application Fee and issues OR		5 mins.	City Treasurer's Office	
<b>Manual Payment:</b> Go to the City Treasurer's Office and pay the Application Fee	Print Order of Payment for Application Fee.		2 mins.	Office Clerk, Public Market Division / Applicant	
	Receives Application Fee and issues OR.	Application Fee Php 150	5 mins.	City Treasurer's Office	
	Uploads OR number and OR proof to site.		2 mins.	Office Clerk, Public Market Division	

None	Prints Contract of Lease.	None	5 mins.	Office Clerk, Public Market Division	
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6. Sign the contract.	Uploads the notarized Contract of Lease in the Application Form.	None	2 mins.	Applicant	
None	Approves Renew Stall Application	None	5 mins.	City Market Administrator, MDAD	
None	Printing of stall award	None	5 mins.	Office Clerk, Public Market Division	
7. Receive approved Stall Award.	Releases Stall Award and Contract of Lease to Applicant	None	5 mins.	Office Clerk, Public Market Division	
None	Close the application	None	2 mins	Office Clerk, Public Market Division	
	<b>TOTAL</b>	<b>Php 150</b>	<b>1 hr. 5 mins.</b>	<b>Online</b>	
	<b>TOTAL</b>	<b>Php 150</b>	<b>1 hr. 7 mins.</b>	<b>Manual</b>	

### 3. Transfer of Stall Award

#### 3.1 Voluntary 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.

<b>Office:</b>	Market Development and Administration Department
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	Legitimate adjudicated market stallholders in the eight (8) city markets who want to transfer their lease awards to their successors due to reasons of incapacity to maintain the continuation of operation/usage of the stall.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-up Online Application A. Transferor/Succession 1) Deed of Transfer (Notarized & For Transfer Only)	1) Applicant/Client
2) Affidavit of Incapacitated adjudicated stallholder (for Succession only)	2) Applicant/Client
B. Transferee/Successor 1) QC ID	3) Barangay Hall / Appropriate Government Agency
2) 2X2 picture	4) Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Log-in to the eServices site and access the Market One-Stop Shop.	None	None	1 min	Applicant (Transferor)	
2. Click "Submit the Stall Application".	None	None	1 min	Applicant (Transferor)	
3. Click "Transfer Stall Application".	None	None	1 min	Applicant (Transferor)	

4. Click "Transfer" (If two stalls click the stall to be transferred)	None	None	1 min	Applicant (Transferor)	
5. Enter the transferree's name and email address.	None	None	1 min	Applicant (Transferor)	
6. Fill-out application form and uploads all the documents.	None	None	3 mins.	Applicant (Transferee)	

None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins	Market Supervisor	
7. Sets a schedule for an interview		None	5 mins	Applicant (Transferee)	
8. Personal interview of the applicant	Interviews and screens applicant (Transferee). Recommends application for approval	None	30 mins	Head, Public Market Division MDAD	
None	Recommends application for final approval	None	5 mins.	Action Officer for Administration MDAD	
9. Pay for the Application Fee online or manually.					
<b>If paying online:</b> Pay Application Form Fee online and Transfer Fee	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150  Transfer Fee Php 1000	2 mins	Applicant (Transferee)	

	Receives payment for Application Fee and Transfer Fee, and issues OR.		5 mins	City Treasurer's Office	
<b>If paying manually:</b> Go to the City Treasurer's Office and pay Application Form Fee.	Print Order of Payment for Application Fee.		2 mins	Office Clerk, Public Market Division / Applicant	
	Receives Application Fee and Transfer Fee and issues OR.	Application Fee Php 150  Transfer fee Php 1000	5 mins	City Treasurer's Office	
Present OR to Office Clerk	Uploads OR number and OR proof to site.		2 mins.	Office Clerk, Public Market Division	

None	Prints Contract of Lease.	None	5 mins.	Office Clerk, Public Market Division	
10. Sign the contract.	Uploads the notarized Contract of Lease and uploads in the Application Form.	None	2 mins.	Applicant	
None	Approves Stall Transfer Application	None	5 mins.	City Market Administrator, MDAD	
None	Printing of stall award	None	3 mins.	Office Clerk, Public Market Division	
11. Receive approved Stall Award.	Releases Stall Award and Contract of Lease to Applicant	None	2 mins.	Office Clerk, Public Market Division	

None	Close the application	None	2 mins	Office Clerk, Public Market Division	
	<b>TOTAL</b>	<b>Php 1,150</b>	<b>1 hr and 24 mins.</b>	<b>Online</b>	
		<b>Php 1,150</b>	<b>1 hr and 26 mins.</b>	<b>Manual</b>	

### 3.2 Transfer and Succession by Death of Stallholder

Stall Award is processed and issued to legitimate successor of the deceased stallholder in the eight (8) city markets who want to transfer the lease award/s.

<b>Office:</b>	Market Development and Administration Department	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B - Government to Business	
<b>Who may avail:</b>	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 incapacity of an adjudicated stallholder.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Filled-up Online Application A. Transferor/Succession 1. Death Certificate of the Awardee		1) Applicant/Client
2. Marriage Contract		2) Applicant/Client
3. Birth Certificate		3) Applicant/Client
4. Waiver of Rights of Other Successor		4) Applicant/Client
B. Transferee/Successor 5. QC ID		5) Barangay Hall / Appropriate Government Agency
6. 2X2 picture		6) Applicant/Client

	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
	1. Inform market supervisor for the transfer of stall award.	None	None	2 mins.	Applicant (Transferee)	
	None	Log-in to the eServices site and access the Market One-Stop Shop.	None	1 min.	Market Supervisor	
	None	Click "Submit The Stall Application".	None	1 min.	Market Supervisor	

	None	Click "Transfer Stall Application".	None	1 min.	Market Supervisor	
	None	Click "Transfer" (If two stalls click the stall to be transferred)	None	1 min.	Market Supervisor	
	None	Enter the transferee's name and email address.	None	1 min.	Market Supervisor	
	2. Fill-out application form and uploads all the documents.	None	None	3 mins.	Applicant (Transferee)	
	None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins	Market Supervisor	
	3. Sets a schedule for an interview		None	5 mins	Applicant (Transferee)	
	4. Personal interview of the applicant	Interviews and screens applicant (Transferee). Recommends application for approval.	None	30 mins	Head, Public Market Division MDAD	
	None	Recommends application for final approval	None	5 mins.	Action Officer for Administration MDAD	
	5. Pay for the Application Fee online or manually.					



<b>If paying online:</b> Pay Application Form Fee online and Transfer Fee	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150  Transfer Fee Php 1000	2 mins.	Applicant (Transferee)	
	Receives payment for Application Fee and Transfer Fee, and issues OR.		5 mins.	City Treasurer's Office	
<b>If paying manually:</b> Go to the City Treasurer's Office and pay Application Form Fee.	Print Order of Payment for Application Fee and Transfer Fee.		2 mins.	Office Clerk, Public Market Division / Applicant	
	Receives Application Fee and Transfer Fee and issues OR.	Application Fee Php 150  Transfer fee Php 1000	5 mins.	City Treasurer's Office	
	Uploads OR number and OR proof to site.		2 mins.	Office Clerk, Public Market Division	
None	Prints Contract of Lease.	None	5 mins.	Office Clerk, Public Market Division	
6. Sign the contract.	Uploads the notarized Contract of Lease and uploads in the Application Form.	None	2 mins.	Applicant	
None	Approves Stall Transfer Application	None	5 mins.	City Market Administrator, MDAD	

None	Printing of stall award	None	3 mins.	Office Clerk, Public Market Division	
7. Receive approved Stall Award.	Releases Stall Award and Contract of Lease to Applicant	None	3 mins.	Office Clerk, Public Market Division	
None	Close the application	None	2 mins.	Office Clerk, Public Market Division	
	<b>TOTAL</b>	<b>Php 1,150</b>	<b>1 hr and 27 mins.</b>	<b>Online</b>	
		<b>Php 1,150</b>	<b>1 hr and 29 mins.</b>	<b>Manual</b>	

## 4. Payment of Monthly Rental

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

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2B - Government to Business				
<b>Who may avail:</b>	Stallholders in the eight (8) city markets				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and then to the Market One-Stop Shop to access market lease. Go to the Statement of Account.	None	None	1 min.	Applicant (Stallholder)	
2. Pay for the Market Rental Fee online or manually.					
<b>If paying online:</b> Pay Market Rental Fee online, attach the proof of payment and submit the form.	Reviews accuracy of online payment, and approves payment.	Market Rental Fee/s	2 mins.	Applicant (Stallholder)	
	Receives payment for Monthly Rental and issues OR.		5 mins.	City Treasurer's Office	
<b>If paying manually:</b> Print Order of Payment from the Statement of Account tab. Go to the City Treasurer's Office and pay the Market Rental Fees.	Print Order of Payment	Market Rental Fee/s	3 mins.	Market Clerk	

	Receives Monthly Rental payment, approves payment, and issues OR.	Market Rental Fee/s	5 mins	City Treasurer's Office	
	Uploads OR number and OR proof to site.	None	2 mins.	Market Clerk	
	<b>TOTAL</b>		<b>18 mins.</b>		

## 5. Market Certification

Market Certification to be issued to Stallholders in the eight (8) city markets.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2B - Government to Business				
<b>Who may avail:</b>	Stallholders in the eight (8) city markets				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and then to the Market One-Stop Shop to access market lease. Go to the Statement of Account.	None	None	1 min.	Applicant (Stallholder)	
2. Click "Submit The Stall Application".	None	None	1 min.	Applicant (Stallholder)	
3. Click "Market Certification".	None	None	1 min.	Applicant (Stallholder)	
<b>If paying online:</b> Pay Market Certification Fee online, attach the proof of payment and submit the form.	Reviews accuracy of online payment, and approves payment.	Market Certification Fee	2 mins.	Applicant (Stallholder)	
	Receives payment for Market Certificate Fee and issues OR.	Php 50	1 min.	City Treasurer's Office	

<b>If paying manually:</b> Print Order of Payment from the Statement of Account tab. Go to the City Treasurer's Office and pay the Market Rental Fees.	Print Order of Payment	Market Certification Fee	2 mins.	Market Clerk	
	Receives Market Certification Fee payment, approves payment, and issues OR.	Php 50	5 mins.	City Treasurer's Office	
	Uploads OR number and OR proof to site.	None	2 mins.	Market Clerk	
	Print the approved Market Certification	None	2 mins.	Public Market Office Staff	
	<b>TOTAL</b>	<b>Php. 50</b>	<b>17 mins.</b>		

## 6. Repair Permit

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

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2B - Government to Business				
<b>Who may avail:</b>	Stallholders/vendors in city markets who would like to construct or undertake any repair in their stalls				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1.	Business Permit Number	1.	Applicant/Client		
2.	Renovation Plan	2.	Applicant/Client		
3.	Online Application Form	3.	eService site		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop-Shop.	None	None	1 min.	Applicant (Stallholder)	
2. Select stall where repair permit will be applied.	None	None	1 min.	Applicant (Stallholder)	
3. Fill-out the form.	None	None	5 mins.	Applicant (Stallholder)	
4. Upload the required documents and submit the application	None	None	3 mins.	Applicant (Stallholder)	

None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins.	Market Supervisor	
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None	Inspects site for proposed repair/construction. Reviews application information, and evaluates uploaded documents.	None	1 day	Technical Services Division	
None	Reviews and recommends application for approval	None	5 mins.	Head, Public Market Division	
None	Recommends application for final approval	None	3 mins.	Action Officer for Administration, MDAD	
None	Approves Repair Permit Application	None	5 mins.	City Market Admin, MDAD	
5. Complete your application. Pay for the Application Fee online or manually.					
<b>If paying online:</b> Pay Repair Application Fee online	Reviews accuracy of online payment, and approves payment.	Php 200	2 mins.	Applicant	



	Receives payment and issues OR.		3 mins.	City Treasurer's Office	
<b>If paying manually:</b> Go to the City Treasurer's Office and pay Application Form Fee.	Print Order of Payment	Repair Permit Fee	2 mins.	Market Clerk	
	Receives Repair Permit Fee, approves payment, and issues OR.	Php 200	3 mins.	City Treasurer's Office	
	Input OR number and upload OR proof to site.	None	2 mins.	Market Clerk, Public Market Division	
None	Flags repair as completed once it is finished.	None	1 mins.	Technical Services Division	
	<b>TOTAL:</b>	<b>Php 200</b>	<b>1 day &amp; 39 mins.</b>	<b>Online</b>	
		<b>Php 200</b>	<b>1 day &amp; 41 mins.</b>	<b>Manual</b>	

## 7. Stall Extension Application

Stall Extension is permissible up to one-half (1/2) meter only, provided a 1.5 meter passageway is left accessible.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>					
<b>Type of Transaction:</b>	G2B - Government to Business				
<b>Who may avail:</b>	Stallholders/vendors in city markets who would like to extend their stalls				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop-Shop.	None	None	1 min.	Applicant	
2. Select stall where stall extension will be applied.	None	None	1 min.	Applicant	
3. Fill-out the form and submit the application.	None	None	5 mins.	Applicant	
None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	5 mins.	Market Supervisor	

None	Reviews application information.  Inputs the measurements that may be added.  Uploads an image of the Floor plan/Perspective.	None	30 mins.	Technical Services Division	
None	Approves the stall extension application.	None	2 mins.	Head, Public Market Division	
None	Close the application	None	2 mins.	Office Clerk, Public Market Division	
	<b>TOTAL:</b>		<b>46 mins.</b>		

## 8. Registration of Helper

Stallholders are required to register their helper as provided in Chapter 6, Section 2 of the Quezon City Market Code.

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2B - Government to Business				
<b>Who may avail:</b>	Stallholders/vendors in city markets who would like to add stall helper/s				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop-Shop.		None	1 min.	Applicant (Stallholder)	
2. Go to Manage Market Lease. Click the stall where the helper will be registered. Then click the Helper Management tab.	None	None	1 min.	Applicant (Stallholder)	
3. Fill out information in the Helper Management tab.	None	None	5 mins.	Applicant (Stallholder)	
4. Submit the form.	None	None	1 min.	Applicant (Stallholder)	
None	Approves application for helper.	None	3 mins.	Market Supervisor	
	<b>TOTAL:</b>		<b>11 mins</b>		

# HOUSING COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT

## EXTERNAL SERVICES

### 1. SOCIALIZED HOUSING UNIT AND SOCIALIZED CONDOMINIUM UNIT

This is a program wherein the Quezon City Government initiates construction of socialized housing/condominium projects and makes the constructed units available for application to its qualified residents through a housing loan scheme with a maximum loanable amount of Seven Hundred Fifty Thousand Pesos (P 750,000.00 at PAG-IBIG Fund and Four Hundred Fifty Thousand (P450,000.00) at the Social Housing Finance Corporation.

<b>Office or Division:</b>	<b>Direct Sale Section under Housing and Resettlement Division</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen;G2G –Government to Government	
<b>Who may avail:</b>	Qualified informal settler families, government employees and other Quezon City residents	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1.1 original and 1 photocopy]) Proof of Income - Anyone of the following : Certificate of Employment and Compensation, Certificate of Engagement, Pay slip, ITR	Employer of Client, BIR	
2.1original and 1 photocopy-Birth certificate If married, 1 original, 1 photocopy-Marriage Contract and Birth Certificate of the spouse.	PSA	
3.1 photocopy Valid ID (preferably QCitizen ID) and company ID with signature, 1X1 photo (4pcs.) If married, (1 photocopy) Valid ID (preferably QCitizen ID) of the spouse; 1x1 photo (4 pcs.)	Client (applicant),BIR, Post Office, DFA, PSA, SSS	
4.1 Original copy and 1 photocopy Proof of Billing	Client to secure from Meralco, Maynilad ,PLDT and others	

5. 1 Original Copy and 1 photocopy Barangay Clearance	Barangay Hall
6. 1 Original Copy and 1 photocopy Certificate of No Property	City Assessor's Office
7. Family Photos 3R - size (2 pcs.)	Client (Applicant)
8. 1 original and 1 photocopy of NBI Clearance	NBI
1. 1 photocopy BIR TIN ID	BIR
2. Recommendation from HCDRD Development Officer , if Informal Settler Family (ISF)	Housing and Resettlement Division/Community Development Section-HCDRD

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall submit all the requirements to the Direct Sale Section of the Housing, Community Development and Resettlement Department (HCDRD) for pre-evaluation	1. Receive application with attached requirements.  1.1 Screen and Pre evaluate application and submitted requirements	None	10 minutes	<i>Administrative Aide IV</i>
		None	3 days	<i>Administrative Aide IV Housing and Homesite Regulation Officer II Direct Sale Section</i>
2. The applicant shall attend the orientation /seminar	3. Conduct orientation / seminar.	None	1 day	<i>Section Head, Housing and Homesite Regulation Officer IV Direct Sale Section</i>

3. The applicant shall sign in loan documents on the scheduled date.	3. Facilitate the signing of beneficiary loan documents and assist in the encoding of needed information in other documents, forms or pleadings.	None	3 days	<i>Section Head, Administrative Aide IV Direct Sale Section</i>
4. After the signing of loan documents and other requirements, the applicant will be informed that these documents will be re-evaluated at HCDRD for submission to financing agency.	4. Review application and loan documents and submit to *PAG-IBIG Fund/SHFC.	None	2 days	<i>Section Head, Administrative Aide IV Direct Sale Section</i>
	<b>Total</b>	<b>None</b>	<b>9 days 0 hour 10 minutes</b>	
(*The approval of the loan application at PAG-IBIG Fund is usually 30 days more or less upon submission of the complete requirements from HCDRD)				
<b>Socialized Housing Unit at Socialized Condominium Unit</b>	Highly Technical Transaction			

## 2. ISSUANCE OF CLEARANCE FOR ELECTRIFICATION PROGRAM (Clearance for Socialized Housing Basic Utilities Services)

To help the informal settler families (ISFs) and qualified program beneficiaries secure clearance in lieu of Transfer of Certificate of Title (TCT) as proof of ownership as per requirement of the utility companies.

<b>Office or Division:</b>	<b>Basic Utilities and Other Services Section under Support Services Division</b>
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Quezon City Informal Settlers, Community Mortgage Program, Direct Purchase/Buying (private property HOA), Gawad Kalinga Project, Q.C. Direct Sale Program, NGHCP, NHA and Quezon City Socialized Housing Program Beneficiaries, Quezon City Resettlement.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. 1 Original and 1 Photocopy of Barangay Clearance for MERALCO/electrical connection application	Barangay Hall
2. 1 Original and 1 Photocopy Valid ID of applicant (preferably QC Citizen ID)	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG
3. If beneficiary of Community Mortgage Program (CMP), Direct Sale, National Housing Authority (NHA), National Government Center Housing Project (NGCHP), and Gawad Kalinga (GK), submit any the following: a. Social Housing Finance Corporation (SHFC) / National Home Mortgage Finance Corporation (NHMFC) validated payment receipt b. Certificate of Award c. Lease Purchase Agreement (LPA) d. Contract/Agreement	Client , Implementing Agency/ies of the Housing Programs (SHFC,NHA,NGCHP,GK)

4. Notarized Undertaking	secure form from HCDRD
5. MERALCO bill and yellow card for reconnection and relocation of meter with same name	Client/ secure from MERALCO
6. MERALCO bill, yellow card, & waiver for transfer of service name	Client/secure from MERALCO



<p>7. If thru representative: Submit the following;</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Authorization from applicant</li> <li><input type="checkbox"/> 1 original (to be presented only) and 1 photocopy- Valid ID of applicant and representative (preferably QC Citizen ID)</li> </ul>	Client
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant must submit the accomplished application form and required documents to the personnel in-charge.	2. Check and validate submitted documents and process clearance required for electric connection at MERALCO.	None	3 days	<i>Section Chief H &amp; HRO II Encoder/Support Aide Basic Utilities and Servicing Section Support Services Division</i>
2. The applicant will return on the scheduled day (due date) to claim the MERALCO and Electrical certification/ clearance from HCDRD. (processing period at HCDRD – maximum: 3 days)	3. Release Meralco and Electrical Certification / Clearance	None	3 minutes	<i>Section Chief/ H &amp; HRO II Encoder/Support Aide Basic Utilities and Servicing Section Support Services Division</i>
	<b>Total</b>		<b>3 days, 0 hour and minutes</b>	
<b>Issuance Of Clearance For Electrification Program (Clearance For Socialized Housing Basic Utilities Services)</b>	<b>Simple Transaction</b>			

### 3. ISSUANCE OF CLEARANCE FOR WATER CONNECTION PROGRAM (Clearance for Socialized Housing Basic Utilities Services)

To help the informal settler families (ISFs) and qualified program beneficiaries to secure clearance in lieu of Transfer of Certificate of Title (TCT) as proof of ownership as per requirement of the utility companies.

<b>Office or Division:</b>	<b>Basic Utilities and Servicing Section under Support Services Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Quezon City Informal Settlers, Community Mortgage Program, Direct Purchase/Buying (private property HOA), Gawad Kalinga Project, Q.C. Direct Sale Program, NGHCP, NHA and Quezon City Socialized Housing Program Beneficiaries, Quezon City Resettlement.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1.	1 Original and 1 photocopy of Barangay Clearance for water connection application	Barangay
2.	1 Original and 1 photocopy Valid ID of applicant (preferably QC Citizen ID)	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)
3.	If beneficiary of Community Mortgage Program (CMP), Direct Sale, National Housing Authority (NHA), National Government Center Housing Project (NGCHP), and Gawad Kalinga (GK), submit any the following: a. Social Housing Finance Corporation (SHFC) / National Home Mortgage Finance Corporation (NHMFC) validated payment receipt b. Certificate of Award c. Lease Purchase Agreement (LPA) d. Contract/Agreement	Client, Implementing Agency/ies of the Housing Programs (SHFC,NHA,NGCHP,GK)
4.	Notarized Undertaking	secure form from HCDRD
5.	If thru representative: Submit the following; <input type="checkbox"/> Authorization from applicant <input type="checkbox"/> 1 Original ( to be presented only 1 photocopy - Valid ID of representative (preferably QC Citizen ID)	Client (Applicant)  (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant must submit the accomplished application form and required documents to the personnel in-charge.	2. Check and validate submitted documents and process clearance required for (MWSI/MWC) clearance	None	3 days	<i>Section Chief H &amp; HRO II Encoder/Support Aide Basic Utilities and Servicing Section Support Services Division</i>
2. The applicant will return on the scheduled day (due date) to claim the certification for MWSI/MWC Clearance at HCDRD. (Within 1-3 days maximum processing period at HCDRD.	3. Release MWSI/MWC) clearance	None	3 minutes	<i>Section Chief H &amp; HRO II Encoder/Support Aide Basic Utilities and Servicing Section Support Services Division</i>
	<b>Total</b>		<b>3 days 0 hour 8 minutes</b>	
<b>Issuance Of Clearance For Water Connection Program (Clearance For Socialized Housing Basic Utilities Services)</b>	<b>Simple Transaction</b>			

#### 4. LOT ACQUISITION THROUGH THE COMMUNITY MORTGAGE PROGRAM

The Quezon City Government as mobilizer/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.

<b>Office or Division:</b>	<b>Community Mortgage Program Section under Housing and Resettlement Division (HRD)</b>
<b>Classification:</b>	Qualified for Multi-Stage Processing
<b>Type of Transaction:</b>	G2C – Government to Citizen ; G2G –Government to Government
<b>Who may avail:</b>	Community Associations (CA) of informal settler families; Landowners (LO) of private properties; Individual Client for Socialized Housing
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Landowners:</b>	
Letter Request addressed to HCDRD Department Head (1 original, 1 photocopy)	Client
1 CTC and 2 photocopies of Certified True Copy of Title/s	Registry of Deeds
1 CTC and 2 photocopies of two (2) titles back	Registry of Deeds
1 CTC and 2 photocopies of Tax Declaration	City Assessor's Office
1 CTC and 2 photocopies of two (2) trace back of current Tax Declaration	City Assessor's Office
1 Original and 2 photocopies of Updated Tax Clearance / Tax Receipts	City Treasurer's Office (CTO)
1 Blueprint Copy and 2 photocopies -Vicinity Map / lot plan signed by Geodetic Engineer	Geodetic Engineer
1 Original and 2 photocopies - Proof of road right-of-way	Quezon City Engineering Department
1 Original and 2 photocopies -Special Power of Attorney (SPA) for landowners represented by their Attorney-in-Fact	Client
Two (2) valid Government issued IDs and BIR issued Tax Identification Number (TIN) of the registered owner/s (2 photocopies)	Client

<b>For Community Associations (CA):</b>	
1 Original and 2 photocopies of Letter of Intent to Buy (the property) addressed to the HCDRD Department	Community Association
1 CTC and 2 photocopies of HOA Registration from the Department of Human Settlements and Urban	DHSUD(HLURB)

Development (DHSUD) / Housing and Land Use Regulatory Board (HLURB) Registration, Articles of Incorporation and By-Laws	
2 Original and 1 photocopy of the Secretary's Certificate authorizing the CA President to represent the Homeowners Association in the Community Mortgage Program	Community Association
2 Original and 1 photocopy Masterlist of Beneficiaries with lot assignment	Community Association
2 Blueprint Copies of the Subdivision plan duly signed by the Geodetic Engineer	Geodetic Engineer
2 photocopies of the passbook/Bank Account in the name of the CA with savings equivalent to three (3) months advance amortizations and one (1) year Mortgage Redemption Insurance (MRI)	Community Association
1 certified true copy, 2 photocopies) BIR Certificate of Registration	BIR
<b>Individual Client for Socialized Housing:</b>	
1 original and 2 photocopies- Proof of Income	Client
1 Original and 2 photocopies -Marriage Contract if married	Philippine Statistics Authority (PSA)
1 CTC and 2 photocopies -Birth Certificate	Philippine Statistics Authority (PSA)
1 Original and 2 photocopies - Barangay Clearance	Barangay Hall
2 photocopies-Two (2) valid Government issued IDs with 3 specimen signatures	Client
May submit requirement and follow up through email at email address: <a href="mailto:HCDRD@quezoncity.gov.ph">HCDRD@quezoncity.gov.ph</a>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit letter of intent/application letter with the requirements attached to HCDRD.	1. Receive letter request from client and provide checklist of requirements.	None	5 minutes	<i>Receiving Clerk</i> Administrative Division
	1.1 Validate submitted documents and attachments.	None	1 day	<i>Receiving Clerk</i> Administrative Division
	1.2 Transmit to the Assistant Department Head for review.	None	5 minutes	<i>Assistant Department Head /</i> Office of the Assistant Department Head
	1.3 Receive documents for proper disposition.	None	1 day	<i>Department Head</i> Office of the Dept. Head
	1.4. Evaluate application and validate submitted documents	None	2 days	<i>Project Coordinator</i> Community Mortgage Program Section
2. Wait for the result of site inspection and the recommendation of HCDRD.	2. Conduct site inspection and prepare recommendation.	None	1 day	<i>Project Coordinator</i> Community Mortgage Program Section
3. Attend CMP Orientation	3. Conduct CMP Orientation	None	1 day	<i>Project Coordinator</i> Community Mortgage Program Section

4. The CA will negotiate with the property owner as regards intention to buy the property through CMP.	4.The negotiation between lot owner and the community association shall be under the guidance of HCDRD.	None	5 days	<i>Division Head Section Head CMP Project Coordinator Community Mortgage Program Section</i>
5. Submit all required documents to HCDRD	5. Prepare all necessary documents for CMP project enrolment.	None	7 days	<i>Project Coordinator Community Mortgage Program Section</i>
	5.1 File for CMP project enrollment and forward documents to Social Housing Finance Corporation (SHFC).	None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>
6. The CA and the program beneficiaries will comply with all the requirements and sign needed loan documents required by SHFC through HCDRD.	6. Give feedback to client with attached report and findings from SHFC.	None	7 days	<i>Section Head Project Coordinator Community Mortgage Program Section</i>
	6.1 Check compliance with the findings of SHFC	None	7 days	<i>Section Head Project Coordinator Community Mortgage Program Section</i>
	6.2 Prepare and assist in signing required loan documents.	None	7days	<i>Project Coordinator Community Mortgage Program Section</i>
	6.3 Submit complete loan documents to the SHFC.	None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>

	6.4 Follow-up and comply with SHFC findings.	None	3 days	<i>Project Coordinator Community Mortgage Program Section</i>
7. The landowner and CA will execute Deed of Absolute Sale (DOAS).	7. Prepare and assist in signing of DOAS.	None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>
	7.1 Submit DOAS and other documents to SHFC.	None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>
8. Attend CMP post take-out orientation on their monthly amortization payment. <i>After transfer of title in the name of HOA and after release of loan proceeds in favor of the owner.</i>	8. Guide and remind the program beneficiaries to attend the post take out orientation. .	None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>
	TOTAL:	None	47 days, 0 Hour(s), 10 minutes	
<b>Lot Acquisition Through Community Mortgage Program</b>	<b>Qualified for Multi-Stage Processing</b>			



## 5. DIRECT PURCHASE OF LAND FOR DISTRIBUTION TO INFORMAL SETTLER FAMILIES/ACTUAL OCCUPANTS

The Quezon City Government has been actively pursuing the Direct Purchase approach, wherein the City buys the properties occupied by Informal Settler Families (ISFs) directly from the landowner/s with the intention of eventually providing land tenure to the actual occupants.

<b>Office or Division:</b>	<b>Community Mortgage Program under Housing and Resettlement Division</b>	
<b>Classification:</b>	Qualified for Multi-Stage Processing	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Landowners (LO) of private properties; Individual Client for Socialized Housing	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1 original, 1 photocopy- Letter of Intent to Sell		Landowner (LO)
1 CTC and 2 photocopies of Certified True Copy of titles.		Registry of Deeds (RD)
1 CTC and 2 photocopies of the Certified True Copy of the current Tax Declaration		City Assessor's Office
1 Original and 2 photocopies of the Updated Tax Clearance/Tax Receipts		City Treasurer's Office (CTO)
1 Blueprint Copy of the Vicinity Map/lot plan duly signed by the Geodetic Engineer		Geodetic Engineer/Landowner (LO)
2 Original Copy and 2 photocopies Notarized Special Power of Attorney (SPA) for landowner/s who are represented by their Attorney-in-Fact		Landowner (LO)
2 photocopies-Two (2) valid Government issued IDs and BIR issued Tax Identification Number (TIN) of the registered owner/s of the property		Landowner (LO)
May submit requirement and follow up through email at email address: <a href="mailto:HCDRD@quezoncity.gov.ph">HCDRD@quezoncity.gov.ph</a>		

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of intent to sell addressed to the City Mayor.	1. Receive the transmitted letter of intent.	None	5 minutes	<i>Receiving Clerk</i> Administrative Division
	1.1 Receive the required documents.	None	1 day	<i>Receiving Clerk</i> Administrative Division
	1.2 Transmit to the Assistant Department Head for review.	None	5 minutes	<i>Assistant Department Head /</i> Office of the Assistant Department Head
	1.3 Receive documents for proper disposition.	None	1 day	<i>Department Head</i> Office of the Dept. Head
	1.4 Evaluate letter and validate submitted documents	None	2 days	<i>Personnel-in-Charge</i> Community Mortgage Program Section
2. The landowner should know the actions to be undertaken in response to his letter of intent to sell.	HCDRD will undertake the following: 2. Conduct site inspection and prepare recommendation	None	2 days	<i>Personnel-in-Charge</i> Community Mortgage Program Section
	2.1 Make a recommendation to the City Council to authorize the City Mayor to purchase the property.	None	7 days	<i>Department Head</i> Office of the Department Head Assistant Department Head

	2.2 Prepare request for the property's appraisal report from the City Appraisal Committee	None	1 day	<i>Office of the Assistant Department Head</i>  <i>Personnel-in-Charge Community Mortgage Program Section</i>
3. Execute Deed of Absolute Sale (DOAS) between landowner and the QC Government.	3. Facilitate the execution of DOAS.	None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>
4.The land owner should follow up and know the procedures to be undertaken by HCDRD,	4. Prepare documents and apply for a Certificate Authorizing Registration (CAR) at Bureau of Internal Revenue (BIR).	None	3 days	<i>Project Coordinator Community Mortgage Program Section</i>
	4.1 Request for the transfer of the registered name of the title to the Quezon City Government at the Registry of Deeds.	None	3 days	<i>Project Coordinator Community Mortgage Program Section</i>
5. The landowner will proceed to the City Treasurer's Office upon completion of the process to claim payment for the property.	5. Provide information with regard to requirement for claiming the payment for property.	None	10 minutes	<i>Project Coordinator Community Mortgage Program Section</i>
	<b>TOTAL:</b>	<b>None</b>	<b>21 days, 0 Hour(s), 20 minutes</b>	

**Lot Acquisition Through  
Direct Purchase  
Program**

**Qualified for Multi-Stage Processing**

## 6. RENTAL HOUSING PROGRAM

The City Government’s Rental Housing Program shall be made available exclusively to the underprivileged, homeless, and Informal Settler Families (ISFs) who cannot afford economic or low-cost housing. The term of lease shall be renewable every three (3) years commencing from the perfection of “*Kasunduan ng Pagpapaupa*,” which shall govern the contract. The lease period shall not exceed twenty-five (25) years. The monthly rental fee shall be Eight Hundred Pesos (Php 800.00) to be paid by the Beneficiary on the date provided in the “*Kasunduan ng Pagpapaupa*.” The monthly rental fee shall correspondingly increase every three (3) years, at a rate to be determined by the Local Housing Board (LHB). The increase in the rental fee shall be based on the accessibility of the housing unit, subject to review and consideration for appropriate amendments and revision.

If it shall be proven that the financial capacity and the socio-economic profile of the Beneficiary renders it difficult for him/her to pay the monthly rental, the same shall be given at a discounted rate. In this case, **to be entitled to the discounted rate**, the Beneficiary concerned shall be required to undergo a screening process upon submission of the required documents.

<b>Office or Division:</b>	<b>Housing and Resettlement Division</b>	
<b>Classification:</b>	Qualified for Multi-stage processing	
<b>Type of Transaction:</b>	G2C –Government to Citizen	
<b>Who may avail:</b>	underprivileged, homeless, and Informal Settler Families (ISFs)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1.	Application Form to be provided by the Housing, Community Development and Resettlement Department (HCDRD) containing the names and photos of the Applicant and all members of his/her household	HCDRD
2.	1 Original and 1 photocopy-Proof of income (pay slips, etc.)	Company of the client
3.	1 Original and 1 photocopy Certificate of Employment and Compensation of formal income earners /Affidavit of Income for non-formal income earners, ex. Vendors and others	Company of the client; Client
4.	1 Original and 1 photocopy-Valid Government issued I.D. (preferably QCitizen ID)	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG) <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>
5.	1 Original and 1 photocopy Barangay Certificate of Residency	Barangay
<b>Requirements to be entitled to the discounted rate after the screening process.</b>		

1. 1 Original and 1 photocopy- Notarized Certificate of Employment and Compensation/Affidavit of Income for non-formal income earners, ex. Vendors and others	Employer of Client
2.1 Original and 1 photocopy Latest one month pay slip	Employer of Client
1.1 Original and 1 photocopy Certificate of Indigency	Barangay
4.1 Original and 1 photocopy- Case Study Report	HCDRD

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The duly accomplished Application Form, together with all the aforementioned requirements, shall be submitted to the HCDRD.	1. Receive the application form and requirements (containing the names and photos of the Applicant and all the members of his/her household)	none	15 minutes	<i>Receiving Clerk Administrative Aide</i>
	1.1 Evaluate documents submitted to check if complete (and applicant is qualified for the rental housing program.)	none	2 days	<i>Project Coordinator Section/Division Housing and Resettlement Division</i>
2. After two (2) days) the applicant will follow up the result of review of submitted documents to HCDRD to check if complete. The applicant should also know if he/she is qualified for the rental housing project.	2. Inform the applicant if documents submitted are complete. The applicant shall be advised to submit other requirements which are not	None	15 minutes	<i>Project Coordinator Section/Division Housing and Resettlement Division</i>

	attached in the submitted documents.			
3.The applicant will wait for the result of the qualification process.	3.The HCDRD will initiate start of the qualification process through BSAC.	None	90 days	<i>Beneficiary Selection and Arbitration Committee.</i>
	Total		92 days 0 hour 15 minutes.	
*An Applicant may be assigned to the appropriate socialized housing project of the City Government, if any, or to a waitlist. An Applicant assigned to a waitlist shall be stacked according to priority level and chronological order of application.				
<b>Rental Housing Program</b>	<b>Qualified for Multi-stage processing</b>			

## 7. DIRECT-SALE PROGRAM

A program that aims to help Informal Settler Families (ISFs) acquire the lot wherein their house structures are built by directly purchasing the land owned by the Quezon City Government.

<b>Office or Division:</b>	<b>Direct Sale Section under Housing and Resettlement Division</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen;G2G-Government to Government	
<b>Who may avail:</b>	ISFs/Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Requirements for the association:</b>		
1.	Application letter with attached form	HCDRD, or can be downloaded from QC Govt. website.
2.	DHSUD, HOA Registration with list of members.	DHSUD (formerly HLURB)
<b>Requirements for individual beneficiaries:</b>		
1.	HOA Membership/ Clearance	Community Association
2.	1 original Barangay Clearance	Barangay
3.	1 original Certified True Copy from PSA or from Civil Registry - Birth Certificate of Beneficiary	PSA
4.	1 CTC of Marriage Contract (if married)	from PSA or Civil Registry
5.	1 photocopy Valid Identification (government-issued ID) - with 3 specimen signatures	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)
6.	1 Original Copy - Certificate of Employment and compensation/ Affidavit of Income	Employer/Applicant
7.	If Overseas Filipino Worker (OFW) Contract of Service and Special Power of Attorney (SPA) (Executed with the appropriate Consulate Office)- original copy	Client



8. Certification of No Property	City Assessor's Office
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned community association of the said lot will write to the Housing Community Development and Resettlement Department (HCDRD) stating their intention to purchase the lot wherein their houses are built.	1. Receive request with attached requirements and forward to the Office of the Department Head.	None	10 minutes	<i>Receiving Clerk/s</i> HCDRD
	1.1 Review documents submitted.	None	2 days	<i>Department Head</i> HCDRD <i>Division Head</i> Housing and Resettlement Division
	1.2 Conduct an ocular inspection.	None	2 days	<i>Housing and Homesite Regulatory Officer II</i> Direct Sale Section
	1.3 Make a recommendation to the Quezon City Council for an ordinance authorizing the Mayor to acquire the said lot/property.	None	2 days	<i>Section Head</i> Direct Sale Section
	1.4 Prepare Contract to Sell (CTS)	None	3 days	<i>Housing and Homesite Regulatory Officer II</i> Direct Sale Section
2. The Community Association and HCDRD will select the beneficiary.	2. Facilitate and guide the CA in the selection of program beneficiary.	None	3 days	<i>Division Head</i> Housing and Resettlement Division  <i>Section Head</i> Direct Sale Section

3. The concerned Community Association will	3. Request the CA to provide a copy of the	None	1 day	<i>Section Head</i>
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write to the City Appraisal Committee for the appraised value of the lot and also to the City Council for approval of the Subdivision plan.	appraisal report and the approved ordinance.			Direct Sale Section
4. The Community Association through the Private Surveyor will submit subdivision plan to DENR for approval.	4. Request for a copy of approved subdivision plan	None	1 day	<i>Section Head</i> Direct Sale Section
5. The program beneficiary will sign in contract agreement upon compliance with all the requirements.	5. Facilitate the signing of Contract to Sell.	None	2 days	<i>Housing and Homesite Regulatory Officer II</i> Direct Sale Section
		<b>Total</b>	<b>16 days 0 hour 10 minutes</b>	
<b>Direct-Sale Program</b>	Highly Technical Transaction			

# OTHER SERVICES

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

The Department evaluates requirements submitted by applicants and issues a Certificate of Accreditation as CMP Mobilizer/Originator operating within Quezon City to qualified applicants.

<b>Office or Division:</b>	<b>Community Mortgage Program under Housing and Resettlement Division</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	CMP Mobilizers/Originators operating in Quezon City	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Application letter addressed to the Head of HCDRD (1 original)	Applicant
	Accomplished CMP Mobilizer's Information Sheet (1 original)	HCDRD – Housing and Resettlement Division/Community Mortgage Program Section
	Accomplished Project Basic Information Sheet (1 original)	HCDRD – Housing and Resettlement Division/Community Mortgage Program Section
	Certificate of Registration from Securities and Exchange Commission (SEC) / Cooperative Development Authority (CDA) / Department of Human Settlements and Urban Development (DHSUD) (1 photocopy)	SEC / CDA / DHSUD(formerly HLURB)
	Organization's Profile/History (1 original)	Applicant
	Business Permit (1 photocopy)	<i>Quezon City Business Permits and Licensing Department (BPLD)</i>
	Certificate of Accreditation from SHFC (1 photocopy)	Social Housing Finance Corporation (SHFC)
	NBI Clearance of the head of the organization (1 original)	National Bureau of Investigation (NBI)
	Organization's latest Financial Statement (1 original)	Applicant
	Memorandum of Agreement (MOA) with the landowner and/or with the beneficiary association of on-going CMP projects (1 photocopy per project)	Applicant

Certificate of Accreditation as Non-Governmental Organization (NGO) / People's Organization (PO) / Civil Society Organization (CSO) operating in Quezon City (1 photocopy)		Quezon City Council		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant shall submit written request to HCDRD for accreditation as CMP Mobilizer	1. Accept application letter and attached requirements if complete	None	15 minutes	<i>Receiving Staff</i> HCDRD Receiving Area  <i>Receiving Staff</i> Office of the Department Head
	1.1 Review application and validate submitted documents	None	4 days	<i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section
	1.2 Conduct ocular inspection/ investigation and prepare report / recommendation	None	14 days	<i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section
	1.3 Register the name of applicant in the Book of Registry of accredited private originators / mobilizers	None	1 day	<i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section  <i>Division Head</i> Housing and Resettlement Division
2. Applicant to secure Order of Payment from the HCDRD to post bond at the Quezon City Treasurer's Office (CTO)	2. Issue Order of Payment for the posting of bond	None <i>(Minimum of Php 5,000 per project to be deposited to CTO)</i>	1 day	<i>Accounts Officer</i> Accounts Management and Monitoring Section
	2.1 Issue Certificate of Accreditation as CMP Mobilizer / Originator in QC for approved applications	None	45 minutes	<i>Division Head</i> Housing and Resettlement Division  <i>Assistant Department Head</i> Office of the Assistant Department Head

				<i>Department Head Office of the Department Head</i>
	<b>TOTAL</b>	<b>None</b>	<b>20 days 1 hour 0 minutes</b>	
<b>Community Mortgage Program under Housing and Resettlement Division</b>	Highly Technical Transaction			

## 2. 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.

<b>Office or Division:</b>	<b>Accounts Management and Monitoring Section under Support Services Division</b>
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Quezon City Socialized Housing Program Beneficiaries

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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&amp;HRO II</i> Accounts Management and Monitoring Section
	TOTAL	None	10 minutes	
<b>Amortization Payment</b>	<b>Simple Transaction</b>			

### 3. 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.

<b>Office or Division:</b>	<b>Accounts Management and Monitoring Section under Support Services Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Socialized Housing Program Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for individual ledger account at Accounts Management and Monitoring Section.	1. Release/Issue Individual Ledger Account	None	10 minutes	<i>H&amp;HRO II</i> Accounts Management and Monitoring Section
	TOTAL	None	10 minutes	
<b>Request For Individual Account Balances / Statement Of Account)</b>	<b>Simple Transaction</b>			

#### 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.

<b>Office or Division:</b>	<b>Accounts Management and Monitoring Section under Support Services Division</b>
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Quezon City Socialized Housing Program Beneficiaries
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter Request (1 original )	Client
2. Contract to Sell (2 photocopy )	HCDRD –Housing and Resettlement Division/Direct Sale Section
3. Title and/or Technical Description (2 photocopy)	HCDRD –Housing and Resettlement Division/Direct Sale Section
4. Official Receipt (original and photocopy )	City Treasurer's Office
5. Special Power of Attorney(SPA) (if necessary) (1 original)	Client
6. Valid ID (Any Government Issued Identification Card)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Authorization Letter (if necessary) (1 original )	Client
7. Resolution of Committee on Substitution (If necessary)	Direct Sale Section

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter requesting for a certification of full payment to Accounts Management and Monitoring Section.	1. Endorsement to CTO for Certificate of Payment	None	1 day	<i>H&amp;HRO II</i> Accounts Management and Monitoring Section (AMMS)
	2. Preparation of certificate of full payment upon release		1 day	



	of certificate of payment from CTO			
<b>Release of Certificate of Full Payment</b>	<b>Simple transaction</b>			

## 5. 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.

<b>Office or Division:</b>	<b>Census –Survey Section under Census and Planning Division</b>			
<b>Classification:</b>	Qualified for Multi-Stage Processing			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ISFs / Association / Institutions / Landowner (s) / Government Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter request for Census-Survey to Census Survey Section .	1.Receive letter request for census and checks if required documents are attached.	None	5 minutes	<i>Section Head</i> Census and Planning Division
2. Attend meeting for pre-investigation guided by the Census Team.	2. Conduct investigation and ocular inspection.	None	10 days	<i>Census Team</i> Census and Planning Division
	2.1 Write a letter to Brgy. Captain for the	None	2 days	<i>Census Team</i> <i>Leader/Section Chief</i>

	conduct Census Survey			Census and Planning Division
3. Attend briefing for the schedule of actual census guided by the Census Team.	3. Conduct actual Census Survey	None	1 day	<i>Census Team</i> Census and Planning Division
	3.1 Evaluate accomplished Forms (protocol)	None	5 days	<i>Section Head</i> Census and Planning Division
	3.2 Encode ISFs Data after census conducted.	None	1 day	<i>Encoders</i> Census and Planning Division
	3.3 Plotting and finalization of structural Map	None	1 day	<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, Assistant Department Head</i> HCDRD <i>Section Head/Division Head</i> Census and Planning Division
	TOTAL:	None	25days, 0 Hour(s), 5 minutes	
<b>Request for Census Survey/Validation</b>	<b>Qualified for Multi-Stage Processing</b>			

## 6. 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.

<b>Office or Division:</b>	<b>Census –Survey Section under Census and Planning Division</b>	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	ISFs / Association / Institutions / Landowner (s) / Government Agency	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	

<b>Request For Structural Mapping</b>	<b>Complex Transaction</b>
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## 7.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.

<b>Office or Division:</b>	<b>Census –Survey Section under Census and Planning Division</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen ;G2G-Government to Government	
<b>Who may avail:</b>	ISFs / Association / Institutions / Landowner (s) / Government Agency	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Assistant Department Head / Division Head / Section Head Census Survey Section</i>
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	<i>Assistant Department Head / Division Head / Section Head</i>

				Census and Planning Division
	TOTAL	None	10 days, 0 Hour(s), 3 minutes	
<b>Request For Issuance Of Census Masterlist –(Association/Institutions/ Landowner(S)/Government)</b>	<b>Highly Technical Transaction</b>			

## 8. 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.

<b>Office or Division:</b>	<b>Census –Survey Section under Census and Planning Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Informal Settler Families in Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Request (1 original copy)		Client
Census Tag		Client/ISF (Individual)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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</i> Census Survey Section
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</i> <i>Assistant Department Head</i> <i>Division Head</i> <i>Section Head</i> Census and Planning Division
	TOTAL:	None	1 day, 0 Hour(s), 3 minutes	



<b>Request For Issuance Of Individual Census Certificate)</b>	<b>Simple Transaction</b>
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**9. 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.

<b>Office or Division:</b>	<b>Office of the Department Head</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Landowners whose property is fully occupied by ISFs	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Land owner submits letter request with attached requirements to HCDRD.	1.Receive letter request with complete documentary requirements.	None	5 minutes	<i>Receiving Officer Office of the Department Head</i>
	1.2 Documents duly reviewed and signed.	None	2 days	<i>Assistant Department Head Department</i>

				HCDRD
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	
<b>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</b>	<b>Simple Transaction</b>			

**10. 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 is/are fully occupied by ISFs as a requirement for exemption from the imposition of idle land tax.

<b>Office or Division:</b>	<b>Office of the Department Head</b>	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Landowners whose property is fully occupied by ISF's	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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1.Landowner submits letter request and requirements	1. Receive letter request and checks if required documents are attached	None	5 minutes	<i>Receiving Officer</i> Office of the Department Head
	1.1 Conduct verification /site inspection of the subject property whether or not the subject property is fully occupied by Informal Settlers <ul style="list-style-type: none"> <li>• If identified, shall issue a certification</li> <li>• If not, a letter reply will be provided for the client's information</li> </ul>	None	5 days	<i>Housing and Homesite Regulation Officer II</i> Technical Section Census and Planning Division
	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 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	
<b>Issuance Of Clearance / Certification For Tax Exemption Purposes Of Lots Involving Socialized Housing/Occupied By</b>	<b>Complex Transaction</b>			

<b>Informal Settler Families (ISF)–Subject Property Needs Site Inspection/Verification</b>	
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## 11. 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.

<b>Office or Division:</b>	<b>Community Development Section under Housing and Resettlement Division</b>	
<b>Classification:</b>	Qualified for Multi-Stage Processing	
<b>Type of Transaction:</b>	G2C - Government to Citizen ; G2G - Government to Government	
<b>Who may avail:</b>	Clients whose concerns are within the mandate / jurisdiction of this Department	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request letter with complete personal circumstances, address and contact number with attached documents		Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request with attached documents to Community Development Section.	1.Receive Letter Request	None	<i>5 minutes</i>	<i>Community Development Officer Community Development Section</i>

2. Report to Community Development Officer for further case review	2. Conduct Preliminary Investigation	None	2 days	<i>Community Development Officer Community Development Section</i>
	2.1 Conduct Ocular Inspection	None	1 day	<i>Community Development Officer Community Development Section</i>
	2.2 Prepare invitations to concerned parties for a meeting subject to confirmation	None	2 days	<i>Community Development Officer Community Development Section</i>
	2.3 Conduct meetings with concerned parties	None	3 days	<i>Community Development Officer Community Development Section</i>
	2.4 Review and analyze the situation	None	2 days	<i>Section Head Community Development Officer Community Development Section</i>

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 Community Development Section</i>
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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 Community Development Section</i>
	TOTAL:	None	26 days, 0 Hour(s), 5 minutes	
<b>Provide Assistance to Community Associations/Individual, Landowner or Other Sectors of Society/Government Institutions in accordance with RA 7279.</b>	<b>Qualified for Multi-Stage Processing</b>			

**12. RECEIVE COMPLAINTS/REPORTS AND PROVIDE APPROPRIATE ACTION IN ACCORDANCE WITH IRR PURSUANT TO ORDINANCE NO. SP-2444-SERIES OF 2015 AND LOCAL GOVERNMENT CODE OF 1991**

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

<b>Office or Division:</b>	Legal Support Group under the Office of the Department Head	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	(As per Section 5 Rule III- Implementing Rules and Regulations Pursuant to Ordinance No. SP -2444 Series of 2015)  <u>At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association.</u>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Complaint/ report (either by personal delivery or through email at email address: <a href="mailto:HCDRD@quezoncity.gov.ph">HCDRD@quezoncity.gov.ph</a> ) (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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association-submits complaint/ report.	1.Accepts the complaint/report and makes preliminary assessment/ verification thereof.	None	5 days	<i>HCDRD Committee (IRR pursuant to Ordinance SP – 2444 Series of 2015) HCDRD Legal Support Group HCDRD</i>
	1.1 Submits to the City Legal Department the complaint and all	None	1 day	

	relevant documents thereto, together with the preliminary findings, for resolution and/ or appropriate legal action/s. (copy furnished the parties concerned)			
	TOTAL:	None	6 days	
<b>Receive Complaints/Reports and provide appropriate action in accordance with IRR Pursuant to Ordinance No. SP-2444 Series of 2015 and Local Government Code of 1991.</b>		<b>Service is covered under City Ordinance SP-2444 Series of 2015 and Local Government Code of 1991.</b>		

### 13. 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.

<b>Office or Division:</b>	<b>Community Development Section under Housing and Resettlement Division</b>			
<b>Classification:</b>	Qualified for Multi-Stage Processing			
<b>Type of Transaction:</b>	G2C - Government to Citizen ; G2G- Government to Government			
<b>Who may avail:</b>	Informal Settler Families in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter request with attached requirements to Community Development Section.	1. Receive letter request and checks attached requirements.	None	5 minutes	<i>Community Development Officer Community Development Section</i>
2.Attend consultation meetings / Social Preparation at the site or at Barangay.	2.Assigned Development Officer initiates series of meetings and dialogues in compliance with Republic Act 7279.	None	5 days	<i>Community Development Officer Community Development Section</i>

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	<i>Community Development Officer Community Development Section</i>
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	<i>Community Development Officer Community Development Section</i>
	4.1Endorse the list and requirements for pre-qualification of data to NHA	None	10 days	<i>Department Head Assistant Department Head HCDRD Section Head Community Devt. Section</i>
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	<i>Community Development Officer Community Development Section</i>
	TOTAL:	None	36 days, 0 Hour(s), 5 minutes	
<b>Relocation and Resettlement Program</b>	<b>Service is covered under RA 7279;Qualified for Multi-stage processing.</b>			

# 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.

<b>Office or Division:</b>	<b>Administrative Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government	
<b>Who may avail:</b>	Applicants for vacant position, HCDRD Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Applicants for available positions</b>		
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	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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1. Submit application with requirements.	1. Evaluate applicant's documents.	None	1 hour	<i>Administrative Officer</i> V Administrative Division
	1.1 Undergo examination and interview.	None	2 hours	<i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division
	1.2 Prepare recommendation and endorsement to the Assistant Department Head/Department Head for final assessment.	None	1 day	<i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division
2. Follow up results of examinations and assessment.	2. Inform applicant/s status of application.	None	15 minutes	<i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division
	2.1 Forward considered application/s to the Human Resource and Management Department for approval of the City Mayor.	None	1 day	<i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division

	TOTAL:	None	2 days; 3 hours; 15 minutes	
<b>Accepting Applications For Available Positions</b>	<b>Simple Transaction</b>			



## 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.

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

### 3. ACCEPTING APPLICATIONS FOR RETIREMENT

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

<b>Office or Division:</b>	<b>Administrative Division</b>
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	HCDRD Retirable Employees
<b>Checklist of Requirements</b>	<b>Where to Secure</b>
Endorsement / Transmittal Letter	HCDRD Administrative Division
Application form for retirement (GSIS Form)	GSIS. Human Resource Management Department, HCDRD Administrative Division
Certification of No Pending Administrative Case (City Legal)	City Legal Department
Ombudsman Clearance	Ombudsman
General Clearance	HCDRD Administrative Division
Office Clearance	HCDRD Administrative Division
Service Record from Human Resource Management Department indicating certification as to Leave without pay (LWOP) incurred during the period of employment .	Human Resource Management Department
For employee's with discrepancies in name and/or date of birth, an Authenticated Certificate of Live Birth (Birth Certificate)	Philippine Statistics Authority
Declaration of Pendency/Non-Pendency	Human Resource Management Department, HCDRD Administrative Division
4 ID Picture/ 2 Valid IDs	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit application with requirements to the HCDRD Administrative Division.	1. Evaluate and verify submitted documents.  1.1 Submit complete documents to the Human Resource Management Department for further evaluation. and for transmittal to GSIS.		1 hour  30 minutes	<i>Administrative Officer</i> V Administrative Division  <i>Administrative Staff</i> Administrative Division
	TOTAL:	None	0 day; 1 hour; 30 minutes	
<b>Accepting Applications for Retirement</b>	<b>The service is covered by RA 10154 and Resolution No. 1302242.</b>			

## 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.

<b>Office or Division:</b>	<b>Administrative Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Retirable /Resigned/HCDRD Employees (Separated from Office)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application with requirements.	1. Accept application with complete requirements.	None	1 hour	<i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division
	1.1 Transmit to Human Resource Management Department for appropriate action.	None	30 minutes	<i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division
	TOTAL:	None	0 day; 1 hour; 30minutes	
<b>Accepting Applications For Terminal Leave</b>	<b>Simple Transaction</b>			

## 5. ISSUANCE OF CERTIFICATIONS NEEDED BY EMPLOYEES

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

<b>Office or Division:</b>	<b>Human Resource and Central Records Section under Administrative Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	HCDRD Employees and other government offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Employees</b>		
None		N/A
<b>Other government Offices</b>		
Written Request		From the requesting party

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for needed certification from the Administrative Division	1. Give the log book to the client.	None	5 minutes	<i>Administrative Staff</i> Administrative Division
	1.1 Prepare 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</i> V Administrative Division

	TOTAL:	None	0day; 0 hour ; 30 minutes	
<b>Issuance Of Certifications Needed By Employees</b>	<b>Simple Transaction</b>			

## 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.

<b>Office or Division:</b>		<b>Human Resource and Central Records Section under Administrative Division</b>		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		HCDRD Employees.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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; <b>4</b> minutes	
<b>Issuance of Forms</b>	<b>Simple Transaction</b>			



## 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.

<b>Office or Division:</b>	<b>Human Resource and Central Records Section under Administrative Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	HCDRD Employees and other government offices.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
None		N/A
In some cases client has a copy of a document which needs to be certified as a true copy.		Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a certified true copy of document at Administrative Division.	1. Give log book to the client.	None	5 minutes	<i>Administrative Staff</i> Administrative Division
	1.1. Check, and verify with the original copy on file.	None	15 minutes	<i>Administrative Staff</i> Administrative Division
	1.2 Certify document as a true copy.	None	3 minutes	<i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division
2. Wait for the release of a certified true copy of document.	1. Release certified true copy of document.  2. Documents released should be received by the	None	5 minutes	<i>Administrative Staff</i> Administrative Division

	requesting party for file.			
	TOTAL:	None	0 day; 0 hour; 28 minutes	
<b>Release Copy Or Certified True Copy Of Document/S</b>	<b>Simple Transaction</b>			

## 8. SUPPORT 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.

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

# CITY REAL ESTATE MANAGEMENT AND CONTROL OFFICE

## Services

### 1. Response to queries

Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Quezon City Constituents
Checklist of Requirements:	Letter request
Where to secure:	Not Applicable

Client steps	Agency Action	Fees	Processing time	Person Responsible
Submit request letter including supporting documents	Receive Letter request	None	3 mins.	Receiving Clerk
	Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 mins.	Administrative Assistant 1 (Reproductive Machine Operator)
	Refer to the SOOV	None	5 mins.	Special Operations Officer II
	Study the letter request and assign letter.	None	30 mins	SOOV
	Research and draft reply	None	10 days	Assigned lawyer
	Review and finalize draft	None	1 day	Assigned Lawyer, SOOV
	Review and consider final draft	None	1 day	OIC
	Redraft and finalize	None	1 day	Assigned Lawyer, SOOV
	Note finalized reply	None	1 day	OIC
	Release of the reply letter	None	1 day	Administrative Aide III

## 2. Disposition/Acquisition of properties

Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Quezon City Constituents
Checklist of Requirements:	None
Where to secure:	Not Applicable

Client steps	Agency Action	Fees	Processing time	Person Responsible
Furnish letter request	Receive Letter request	None	5 mins.	Receiving Clerk
	Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 mins.	Administrative Assistant 1 (Reproductive Machine Operator)
	Interview the client if present	None	5 mins.	Receiving Clerk
	Refer to the SOOV	None	5 mins.	Special Operations Officer II
	Study and assign letter.	None	30 mins	SOOV
	Draft Indorsement Letter to Appraisal Committee and concerned departments such as CPDD, HCDRD MDAD, LEIPO and PDAD	None	2 hours	Assigned lawyer
	Review response of Appraisal Committee and concerned departments	None	30 mins	SOOV
	Draft Report and recommendation to OCA	None	5 days	SOOV
	Acceptance/Denial of recommendation. If denied, finalize response to client.	None	5 days	OCA
	If accepted, recommendation considered by Management Committee. If denied, finalize response to client.	None	5 days	Management Committee
	If accepted, draft Ordinance for approval of City Council	None	30 days	SOOV
	If approved by City Council, finalize and execute implementing documents	None	30 days	SOOV

# QUEZON CITY PROTECTION CENTER

## 1. CASE MANAGEMENT UNIT

### a. Intake Interview & Psychosocial Counseling

The victim survivor is interviewed for the first time, and this process includes obtaining consent for the interview and any additional services that may be requested or necessary, as well as providing orientation on the services that are available.

Provide psychosocial counseling that is gender-sensitive, empowering, and tailored to the individual client's needs to give them an opportunity to validate their experiences and give them information they need to make their own decisions.

<b>Division/Unit</b>	Case Management Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Client
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>● Walk-in;</li> <li>● Thru referrals</li> </ul>

#### CHECKLIST OF REQUIREMENTS WHERE TO SECURE

Preferably with the ff:

- A. Referral letter from the barangay, police, school, NGO or other institutions
- B. Barangay blotter or police report, if available
- C. Valid ID
  - Barangay, police, school, NGO, or SSDD
  - Barangay or police

Client Steps	Agency Actions FEES <small>Processing</small> Time	Person Responsible
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**b. Facilitation of Appropriate Interventions**

Ensure assistance to relevant units or person-in-charge and provide proper interventions.

<b>Division/Unit</b>	Case Management Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Client
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>

<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>	
Preferably with the ff: A. Referral letter from the barangay, police, school, NGO or the Social Services Development Department B. Barangay blotter or police report, if available C. Patient ID slip D. Valid ID	<ul style="list-style-type: none"> <li>Barangay, police, school, NGO, or SSDD</li> <li>Barangay or police</li> <li>QC General Hospital- Medical Records Section (Emergency Room or Outpatient Department)</li> </ul>

<b>Client Steps</b>	<b>Agency Actions FEES <small>Processing</small> Time</b>	<b>Person Responsible</b>
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<p>1. Proceed to the concerned unit in QC Protection Center / QC General Hospital for necessary procedures</p>	<p>1.1 Assist to QCGH-ER (Surgery) for cases involving physical injuries</p> <p>1.2 Assist to QCGH-ER (Pedia) for cases involving sexual assault of children (17 and below)</p> <p>1.3 Assist to QCPC medical unit for cases involving</p>	<p>None 20 mins.</p> <p>20 mins.</p> <p>20 mins.</p>	<p><i>Social worker</i></p>
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	<p>sexual assault of adults (18 and above)</p> <p>1.4 Assist to  QCGH-Psychiatry  Department for clients (18 and above) proper medication due to disturbances on mental health</p> <p>1.5 Schedule for an  appointment to the legal unit  for consultation and counseling</p> <p>1.6 Schedule for an  appointment for  psychosocial counseling</p> <p>1.7 Assist to  QCGH-treatment hub for  HIV screening and treatment</p> <p>1.8 Endorsement to  agencies that can  accommodate their other requests</p> <p>1.9 Issue a referral letter</p> <p>2.0 Recommends  victim-survivor for livelihood assistance through the</p>	<p>20 mins.</p> <p>10 mins.</p> <p>10 mins.</p> <p>20 mins.</p> <p>20 mins.</p>
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	Tindakan ni Ate Joy Program  2.1 Conduct aftercare,  monitoring and follow-up	30  mins.
		<b>Total 2 hours  &amp; 20  mins.</b>

## 2. MEDICAL SUPPORT UNIT

### Medical Service

All victim-survivors should receive complete medical service in the form of medico-legal examination including the conduct of forensic rape kits, acute medical treatment, minor surgical treatment, monitoring and follow-up.

Upon informed consent, victims of gender-based violence should undergo medical tests to rule out any reproductive tract infection (RTI), sexually transmitted infection (STI), and HIV/AIDs within a week after admission. In case a victim-survivor is infected, a referral for further treatment to an appropriate medical facility should be undertaken.

<b>Division/Unit</b>	Medical Unit
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C - Government to Client
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>
<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>	
<p>Preferably with the ff:</p> <p>A. Referral letter from the barangay, police, school, NGO or the Social Services Development Department</p> <p>B. Barangay blotter or police report, if available</p> <p>C. Patient ID slip</p> <p>D. Valid ID</p> <ul style="list-style-type: none"> <li>Barangay, police, school, NGO, or SSDD</li> <li>QC General Hospital- Medical Records Section (Emergency Room or Outpatient Department)</li> </ul>	

<b>Client Steps</b>	<b>Agency Actions FEES <small>Processing</small> Time</b>	<b>Person Responsible</b>
1. Submit the available documentary requirements to the QCPC staff	1.1 Review of pertinent documents  None 10 mins.	<i>Medical unit assistant</i>

<p>2. Submit self for medical interview and appropriate examinations as per attending physician/s.</p> <p>3. Receive a provisional medicolegal certificate and the results of laboratory tests.</p>	<p>2.1 Coordinate with the concerned department in QCGH</p> <p>2.2 Secure signed consent from the victim-survivor before the conduct of medical interview and appropriate examination and laboratory tests.</p> <p>2.3 Assists client to QCGH-Treatment hub for a medical interview and HIV screening</p> <p>2.4 Conduct of medical counseling to the victim-survivors</p> <p>3.1 Issuance of provisional medicolegal certificate Issuance of necessary prescriptions (medicines)</p> <p>3.2 Releasing of laboratory results.</p> <p>3.3 Releasing of necessary prescriptions (medicines)</p>	<p>None 40 mins.</p> <p>15 mins.</p> <p>15 mins.</p> <p>None 3 hours</p> <p><i>Ob-gyn/ Pedia/ Medical consultant</i></p> <p><i>Medical officer and consultant</i></p>
		<p><b>Total 4 hours &amp; 20 mins.</b></p>

### 3. COUNSELING UNIT

#### Psychological Service

This refers to the administration of a series of psychological tests to determine the IQ, aptitude, interests and emotional state of the victim as a basis for determining the most appropriate intervention that will facilitate healing and recovery of the victim-survivor.

<b>Division/Unit</b>	Counseling Unit	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/ evaluated victim survivor of verbal, emotional, and psychological violence and those who have manifested unusual or negative behavior due to the experienced violence. (18 years old and above - QC residents or the place of incident is in QC)</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>		
<p>Preferably with the ff:</p> <ul style="list-style-type: none"> <li>A. Referral letter from the prosecutor or from court</li> <li>B. Investigation Data Form with Docket Number</li> <li>C. Sworn statement</li> <li>D. Valid ID</li> <li>• Department of Justice</li> </ul>		
<b>Client Steps</b>	<b>Agency Actions FEES <small>Processing</small> Time</b>	<b>Person Responsible</b>

1. Submit the available documentary requirements to the Case Management Unit	1.1 Review of pertinent documents	None 10 mins.	<i>Social worker</i>
2. Submit self for battery of psychological tests and interview sessions. Complete four(4)	2.1 Administer the battery of Psychological Tests 2.2 Conduct interview 2.3 Check the completeness of the examination 2.4 Conduct four (4) psychological sessions to victim-survivor.	None 3 hours (per session)	<i>Psychometrician</i> <i>Psychologist-consultant</i>
3. Coordinate with the handling prosecutor on the	3.1 Submit psychological report to handling prosecutor.	Processing of psychological report is 90 days (3 months)	<i>Psychometrician</i>

submission of psychological report.			
		<b>Total 90 days and 12 hours &amp; 10 mins.</b>	

## 4. LEGAL AND SECURITY UNIT

### Legal Service

This refers to the provision of legal counseling to victim-survivors and their families. The legal adviser of the Protection Center explains to the victim-survivors all possible legal measures in pursuing a case in court against the perpetrator. This service also provides referral services to the Prosecutor’s Office and Public Attorney’s Office in Quezon City, and other institutions providing legal services.

<b>Division/Unit</b>	Legal & Security Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Client
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>
<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>	
<p>Preferably with the ff:</p> <ul style="list-style-type: none"> <li>Barangay or police</li> </ul> <p>A. Referral letter from the barangay, police, school, NGO or other institutions          B. Barangay blotter or police report, if available          C. Valid ID</p>	

<b>Client Steps</b>	<b>Agency Actions FEES <small>Processing</small> Time</b>	<b>Person Responsible</b>
1. Submit the available documents	1.1 Review of pertinent documents  None 10 mins.	<i>Social worker</i>



<p>2. Submit self for online legal consultation and counseling</p>	<p>2.1 Conduct psychosocial counseling emphasizing on the elements of RA 9262</p> <p>2.2 Conduct legal consultation with the victim-survivor.</p>	<p>None 45 mins.</p> <p>1 hour</p>	<p><i>VAWC consultant</i></p> <p><i>Legal consultant</i></p>
<p>3. Receive a referral letter addressed to concerned agency outside QCPC</p>	<p>3.1 Issue a referral letter for legal service as per instruction of the legal consultant.</p>	<p>None 20 minutes</p>	<p><i>Social worker</i></p>
		<p><b>Total 2 hours &amp; 15 mins.</b></p>	

## 5. BAHAY KANLUNGAN - Temporary Shelter

It is a temporary shelter for abused women, children, and members of the LGBTQIA+ (lesbian, gay, bisexual, transgender, and queer) who are at risk of further abuse under RA 9262.

<b>Division/Unit</b>	Case Management Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Client
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>● Assessed/Evaluated Clients</li> </ul>

<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>	
<p>Preferably with the ff:</p> <p>A. Referral letter from the barangay, police, school, NGO or other institutions</p> <p>B. Barangay blotter or police report, if available</p> <p>C. Medicolegal certificate</p> <p>D. Chest x-ray</p> <p>E. Psychological assessment</p> <ul style="list-style-type: none"> <li>● Barangay or police</li> <li>● Hospital</li> </ul>	

<p>F. Valid ID</p> <p>G. Vaccine card</p>
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<b>Client Steps</b>	<b>Agency Actions FEES <small>Processing</small> Time</b>	<b>Person Responsible</b>
<p>1. Submit the available documentary requirements</p>	<p>1.1 Review of pertinent documents</p> <p style="text-align: right;">None 10 mins.</p>	<p><i>Social worker</i></p>

<p>2. Submit self for medical interview, physical examination and chest-xray</p>	<p>2.1 Assists client for physical examination to the QCPC medical unit</p> <p>2.2 Assists client for chest-xray at the QCGH-Radiology Department.</p>	<p>None 1 hour &amp; 30 mins.</p> <p><i>Medical officer</i></p> <p><i>Medical unit assistant</i></p>
<p>3. Pursues legal case against perpetrator</p>	<p>3.1 Assists client in the step by step process case filing, if needed, (from the Police level to the Office of the City Prosecutor up to Court level) .</p>	<p>None 3 hours</p> <p><i>Social worker</i></p>
<p>4. Submits self for institutionalization, if necessary</p>	<p>4.1 Refers and assists client for transfer to Bahay Kanlungan for temporary shelter, if needed</p> <p>4.2 If referred by barangay, police, NGO or SSDD, instruct them to accompany the client to the shelter.</p>	<p>None 30 mins.</p> <p><i>Social worker</i></p>
<p>5. Bring printed copies of the papers required on the referral day. Present yourself and your personal belongings for</p>	<p>5.1 Review all the documentary requirements presented.</p> <p>5.2 Inventory all the personal belongings and valuables, subject for disinfection and</p>	<p>None 45 mins.</p> <p><i>Social worker</i></p> <p><i>House parent</i></p>

<p>health crisis.</p> <p>safekeeping while adhering to COVID-19's basic requirements.</p>	<p>safekeeping.</p> <p>5.3 Secure signed admission slip form from the admitting client and the referring party.</p> <p>5.4 Conduct body temperature check to the client and the referring party.</p>	
<p>6. Receives personal hygiene supplies</p> <p>7. Undergoes orientation on the rules inside the shelter and the daily routine.</p>	<p>6.1 Tour the client in the facility and introduce the dorm wherein she will stay.</p> <p>6.2 Issued personal hygiene supplies</p> <p>7.1 Conduct brief orientation on the dos and don'ts inside the shelter and the daily routine.</p>	<p>None 10 mins.</p> <p><i>House parent</i></p> <p>None 30 mins.</p> <p><i>Social worker</i></p>
<p>8. Attends Center's planned activities</p>	<p>8.1 Prepares and implement psychosocial activities</p> <p>8.2 Prepares progress report</p> <p>8.3 Supervise and monitor compliance of daily routine.</p> <p>8.4 Prepares daily observation report</p>	<p>None 7 working days</p> <p><i>Social worker</i></p> <p><i>House parent</i></p>

<p>9. Submits self to medical services and other available services in QCPC</p>	<p>9.1 Assists the client for further medical consultation and check-up in the nearest clinic or in QCGH.</p> <p>9.2 Assists the client for other needed interventions in QCPC.</p>	<p>None 3 hours</p> <p><i>Social worker &amp; House parent</i></p>
<p>10. Attends value</p>	<p>10.1 Plans, implements and</p>	<p>None 3 hours</p> <p><i>House</i></p>
<p>formation sessions, spiritual enrichment activities, and recreational activities</p>	<p>conducts value formation, spiritual enrichment activities and recreational activities.</p>	<p><i>parent</i></p>

<p>11. Reintegration to client's family or awaits release from the shelter.</p>	<p>11.1 Facilitates reunification of client to family through the availment of Balik Probinsya Program of the DSWD- Crisis Intervention Unit.</p> <p>11.2 Prepares documentary requirements for the release of the client.</p> <p>11.3 Conducts exit-counseling</p> <p>11.4 Conducts aftercare service if necessary through phone call and text message</p>	<p>None 2 hours</p> <p><b>Total 7 days, 14 hrs. &amp; 35 mins.</b></p> <p><i>Social worker</i></p>
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## 6. ADVOCACY & NETWORK UNIT

This unit shall develop programs for the promotion of the center’s services and advocacies by partnering with various NGOs, public, private, and international institutions. It shall develop trainings and modules for stakeholders and conduct relevant studies to be used by the center.

<b>Division/Unit</b>	Advocacy and Network Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	<ul style="list-style-type: none"> <li>Assessed/Evaluated Clients</li> </ul>

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<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>	
<p>Preferably with the ff:</p> <p>A. Request letter for orientation/ training</p> <p>a. Final list of participants with their respective emails</p> <p>B. Letter of Intent for the conduct of research or On the Job Training signed by the professor addressed to the officer-in-charge of QCPC</p> <p>a. Curriculum vitae</p>	<ul style="list-style-type: none"> <li>Agency needing training/ orientation</li> <li>Student/ Professor /University needing field for research and On the Job Training</li> </ul>

<b>Client Steps</b>	<b>Agency Actions FEES Processing Time</b>	<b>Person Responsible</b>
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<p>1. Send request letter to conduct training or letter of intent to conduct research or On the Job Training to protectioncenter@quezoncity.gov.</p> <p>ph</p>	<p>1.1 Receive invitation/request letter  1.2 Forward the letter to the Officer-in-Charge with a marginal note from the FOI  1.3 Review scope of request  1.4 Prepare presentation, handouts, and IEC materials.</p> <p>None 3 days</p>	<p><i>Staff Concerned</i></p>
<p>2. Wait for verification/clarification of details of the request</p> <p>3. Receive response on requested assistance and action plan, as applicable</p>	<p>2.1 Coordinate and verify with the requesting party for the details of the request</p> <p>3.1 Inform the requesting party regarding the feedback</p> <p>3.2 Implementation of the action plan, as applicable</p> <p><b>Total 7 days</b></p>	<p><i>Administrative Assistant II</i></p> <p><i>Administrative Assistant II</i></p>



# QC KABAHAGI CENTER FOR CHILDREN WITH DISABILITIES

## 1. DISABILITY SCREENING FOR CHILDREN

A disability screening program is a systematic process designed to identify children who may have a disability or are at risk of developing one. The goal is to detect disabilities early, promote timely interventions, and provide appropriate support and services to enhance children's overall well-being and functional outcomes. Upon identifying children at risk or with potential disabilities, the screening program facilitates appropriate referrals for further evaluations, diagnostic assessments, and intervention services. Collaboration with healthcare providers, educators, and other relevant professionals is essential to ensure comprehensive and coordinated care.

<b>Office or Division:</b>	Health Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government-to-citizen			
<b>Who may avail:</b>	Children with Disabilities residing in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QC Kabahagi Disability Screening Form		QC Kabahagi Center for Children with Disabilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
. 1. Coordinate with administrative staff for the schedule and venue of disability screening. Confirm attendance.	Inform the client about the schedule, time duration and communication with health professionals who will do the screening	none	10 minutes	Administrative Assistant

2. Attend disability screening with the child and bring the child's health record	Screen for child's skills and determine possible developmental delays Report results of disability screening to parent	none	15 minutes	Psychologist/Audiologist/ Therapist/Trained allied health or health personnel
3. Coordinate with administrative staff for possible referral to other services.	Inform the family of the child about the other services that the child may need	none	10 minutes	Health Unit Administrative Assistant

## 2. DISABILITY DIAGNOSIS FOR CHILDREN

If the child is suspected to have disability, consultation is made with the resident Developmental Pediatrician or Rehabilitation Physician, Psychologist, or Audiologist for appropriate referral to rehabilitation services. If the child has been diagnosed for more than a year, there is a need to have reassessment for some conditions.

<b>Office or Division:</b>	Health Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government-to-citizen			
<b>Who may avail:</b>	Children with Disabilities residing in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form or assessment of doctor within the last year if available (1 copy)		Referring pediatrician (general practitioner) or previous developmental pediatrician/rehabilitation physician, teacher, or other stakeholder		
Quezon City Unified ID		Online through Information and Technology Development Dept (ITDD) or Online and Walk-in through Kabahagi Center		
Barangay Indigency for Medical Assistance		Barangay Hall		
2 x 2 Photo of Child (1 copy)		Any establishment		
QC Kabahagi Application Form		QC Kabahagi Center for Children with Disabilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend an interview for social worker screening.	1. Review the information in the application form 2. Determine if client is within inclusion criteria for rehabilitation services in Kabahagi or to refer to other institution 3. Provide feedback for schedule	None	30 minutes	Social Worker

	of consultation or referral to another agency			Administrative Assistant
2. Coordinate with administrative staff for the child's schedule for developmental pediatrician/ rehabilitation physician/audiologic/psychological/psychometric evaluation	Inform the child's family about the schedule, time duration and coordinate information with the health professional	none	10 minutes	Administrative Assistant
3. Attend assessment of developmental pediatrician / rehabilitation physician/audiologist/ psychologist	Assessment of the child's skills and determine baseline levels as relevant to developmental, sensorial, motor or psychosocial domains	none	1 hour	Developmental pediatrician/ Rehabilitation Physician/Psychologist/Audiologist
4. Coordinate with administrative staff for official report of assessment results.	Inform the family of the child about the schedule for report of the child's assessment	none	1 hour	Health Unit Administrative Assistant

### 3. FLEXICOACHING INDIVIDUAL THERAPY SERVICES FOR CHILDREN WITH DISABILITIES

Individual therapy training services for parents of children with disabilities provide targeted interventions to address specific challenges and support the child's overall development. By focusing on the unique needs of each child and the learning capacity of the parents, this service aims to enhance their functional abilities, promote emotional well-being, and empower them to reach their full potential.

<b>Office or Division:</b>	Health Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government-to-citizen			
<b>Who may avail:</b>	Children with Disabilities residing in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Referral Form or assessment of doctor within the last 6 months (1 copy)			Referring Rehabilitation Physician or Developmental Pediatrician	
Quezon City Unified ID			Online through Information and Technology Development Dept (ITDD) or Online and Walk-in through Kabahagi Center	
Barangay Indigency for Medical Assistance			Barangay Hall	
2 x 2 Photo of Child (1 copy)			Any establishment	
QC Kabahagi Application Form			QC Kabahagi Center for Children with Disabilities	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend an interview for social worker screening (if not yet done)	1.1 Review the information in the application form 1.2 Determine if client is within inclusion criteria for rehabilitation services in Kabahagi or to refer to other institution	None	30 minutes	Social Worker

	1.3 Provide feedback for schedule of therapy/doctor consultation or referral to another agency			Admin Unit Personnel
2.Coordinate the schedule of child decking for therapy services 2.1. Attend orientation to the therapy process in the center 2.2 Sign conforme sheet/ informed consent	Inform the child's primary caregiver about the schedule, time duration and communicate with assigned therapist (PT/OT/SP) Conduct the orientation process for flexicoaching Prepare the conforme sheet/informed consent for signing	none	10 minutes 1 hour 3 minutes	Health Unit Personnel (OT, PT, SLP) Health Unit Head Health Unit Head
3.PT/OT/SP Therapy intervention process of clients 3.1 Attend PT/OT/ SP evaluation of child 3.2 Return demonstration of PT/OT/SP intervention strategies for the child 3.3 Facilitate Re-evaluation of child with guidance of the PT/OT/SP	Establish baseline level of function for patients and goal setting with parents Provide appropriate techniques and parent training and education Re-evaluate if outcomes and goals were met	none	2 hours 7 hours 1 hour	PT/OT/SP staff

#### 4. SAMA- ARALAN GROUP INTERVENTION SERVICES FOR CHILDREN WITH DISABILITIES

Group intervention sessions for children with disabilities offer a supportive and inclusive environment where they can engage in therapeutic activities and interact with their peers. These sessions are led by the interprofessional collaboration of Occupational, Physical, and Speech Therapists, along with the Special Education Teachers, and Livelihood focals who specialize in working with children with diverse needs.

<b>Office or Division:</b>	Health and Education Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government-to-citizen			
<b>Who may avail:</b>	Children with Disabilities residing in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form or assessment of doctor within the last 6 months (1 copy)		Referring Rehabilitation Physician or Developmental Pediatrician		
Quezon City Unified ID		Online through Information and Technology Development Dept (ITDD) or Online and Walk-in through Kabahagi Center		
Barangay Indigency for Medical Assistance		Barangay Hall		
2 x 2 Photo of Child (1 copy)		Any establishment		
QC Kabahagi Application Form		QC Kabahagi Center for Children with Disabilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend an interview for social worker screening (if not yet done)	1.1 Review the information in the application form			

	<p>1.2 Determine if child is within inclusion criteria for rehabilitation services in Kabahagi or to refer to other institution</p> <p>1.3. Provide feedback for schedule of therapy/doctor consultation or referral to another agency</p>	None	30 minutes	Social Worker
<p>2. Coordinate the schedule of child decking for group therapy services</p> <p>2.1. Attend the orientation to the group therapy process in the center</p> <p>2.2 Sign conforme sheet/ informed consent</p>	<p>Inform the patient about the schedule, time duration and communication with assigned professionals (PT/OT/SP/SpEd/Livelihood focal)</p> <p>Conduct an orientation session to give an overview of the process</p> <p>Prepare the conforme sheet/informed consent</p>	none	<p>10 minutes</p> <p>1 hour</p> <p>3 minutes</p>	<p>Administrative Assistant</p> <p>Relevant Unit Head</p> <p>Relevant Unit Head</p>



<p>3.Group Intervention process of the parents and children</p> <p>3.1 Attend group evaluation of children</p> <p>3.2 Return demonstration of strategies or answer worksheets for children</p> <p>3.3 Re-evaluation or feedback regarding ways forward of children with guidance of PT/OT/SP/SpEd/Livelihood focal</p>	<p>Establish baseline level of function for children and goal setting with parents (PT/OT/SP/SpEd/Livelihood focal)</p> <p>Provide appropriate techniques and parent training and education (PT/OT/SP/SpEd/Livelihood focal)</p> <p>Guide parents in evaluating if outcomes and goals were met</p>	<p>none</p>	<p>2 hours 7 hours 1 hour</p>	<p>PT/OT/SP/SpEd/Livelihood focal</p>
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## 5. ASSISTANCE FOR EMPLOYMENT AND LIVELIHOOD SERVICES

Aside from the free therapy services that are being provided, the Kabahagi Center for Children with disabilities is partnered with other Agencies/Institution/Department to give them specific services that they need through income-generating and training programs and educational assistance.

<b>Office or Division:</b>	ADMIN/LIVELIHOOD UNIT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Children with Disabilities and their families who have received services in Kabahagi Center			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recommendation Sheet (Education and Livelihood Services)		Social Worker from Kabahagi		
Referral Sheet (Health)		Developmental Pedia from Kabahagi Admin Unit Rehabilitation Physician from Kabahagi Health Unit		
Assent Form Consent Form		Admin Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the necessary documents required by the relevant office.	Receive and check the submitted documents.	None	5 minutes	Admin Unit Personnel
2. Wait for the feedback form.	Line up for the recommended services	None	5 minutes	Admin Unit Personnel

<p>3. Wait for the message/call from the Kabahagi Health/Education/Livelihood Personnel Unit regarding the application.</p>	<p>Coordinate with a partner department/agency regarding the Services to be provided.</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Unit Personnel</p>
<p>4. Attend to the indicated schedule and location of event or activity. Actively participate in activities for learning.</p>	<p>Ensure presence of Kabahagi client, provide assistance as necessary and document event If training is conducted by Kabahagi, the focal will provide training.</p>	<p>None</p>	<p>30 minutes 2 hours onwards</p>	<p>Admin Unit Personnel Livelihood Unit</p>

## 6. SERVICE-LEARNING AFFILIATION

The Service-learning program provides a powerful educational approach that combines academic learning with community service. It engages students in meaningful service activities that address real-world needs, while also integrating structured reflection and academic components into the experience.

<b>Office or Division:</b>	Admin, Health, Social and Empowerment, Livelihood, Education Units			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Government (G2G)			
<b>Who may avail:</b>	Trainees from Affiliated Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter		Affiliating institution		
Memorandum of Agreement		Affiliating institution		
Medical Clearance Requirements		Affiliating Institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent	1.1. Receive submitted documents 1.2. Secure approval from Mayor's Office	None	10 mins	Admin Unit Personnel
2. Submit MOA	2.1. Seek feedback from Legal Department of Mayor's Office 2.2 Facilitate Signing of MOA	None	15 mins	Admin Unit Personnel
3. Submit Letter of endorsement	3.1Receive submitted document 3.2Prepare required children/parent/communities for decking	None	15 mins	Admin Unit Personnel

4. Report for General Orientation	Facilitate general orientation and give lectures on assessment tools and	None	20 minutes	Health/Education/Administrative / Livelihood/Social and Empowerment Units
5. In-service training on use of forms and documentation	Instructs service learners on use of forms and documentation	None	2 hours	Health/Education/Administrative / Livelihood/Social and Empowerment supervisors
6. Feedback sessions for service learners	Provides appropriate feedback regarding performance and in provision of relevant services	None	1 hour	Health/Education/Administrative / Livelihood/Social and Empowerment supervisors
7. Organizing community related activities 7.1 Submit proposal for the activity 7.2 Plan and execute the community activity 7.3 Activity evaluation	Service learners organize seminars capacity building activities and psychoeducation as supervised by the staff	None	2 hours	Health/Education/Administrative / Livelihood/Social and Empowerment supervisors
8. Writing reflection papers	Service learners reflect on their experience with their clients, families, and peers	None	4 hours	Health/Education/Administrative / Livelihood/Social and Empowerment supervisors
9. Submit evaluation at the end of rotation	Facilitate evaluation forms	None	3 minutes	Health/Education/Administrative / Livelihood/Social and Empowerment Units

## 7. DISABILITY-INCLUSIVE TRAININGS

Disability-inclusive training programs are designed to equip individuals, organizations, and communities with the knowledge, skills, and attitudes necessary to promote inclusion and support children with disabilities. These programs aim to foster an inclusive society where children with disabilities have equal access to opportunities, services, and participation.

<b>Office or Division:</b>	Admin, Health, Social and Empowerment, Livelihood, Education Units			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Government (G2G)			
<b>Who may avail:</b>	Trainees from Affiliated Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent			Requesting individual, organization or community	
Memorandum of Agreement or Terms of Reference			Requesting individual, organization or community	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent	1.Receive submitted documents	None	10 mins	Admin Unit Personnel
2. Submit MOA or Terms of Reference	2.1. Seek feedback from Legal Department of Mayor’s Office 2.2 Facilitate Signing of MOA	None	15 mins	Admin Unit Personnel
3. Submit Letter of endorsement of trainees	3.1 Receive submitted document 3.2Prepare required materials	None	15 mins	Admin Unit Personnel

5. Answer pretest or diagnostic test	Instructs trainees on how to access the test	None	15 mins	Health/Education/Administrative/ Livelihood/Social and Empowerment supervisors
6. Attend training	Instructs trainees on relevant disability inclusive topics	None	2 hours onwards	Health/Education/Administrative/ Livelihood/Social and Empowerment supervisors
7. Answer post-test	Instructs trainees on how to access the test	None	15 mins	Health/Education/Administrative/ Livelihood/Social and Empowerment supervisors
8. Feedback sessions for trainees	Provides appropriate feedback regarding performance	None	30 minutes	Health/Education/Administrative/ Livelihood/Social and Empowerment supervisors

## 8. ISSUANCE OF RECORDS

The developmental pediatrician/ rehabilitation medicine assessment report is issued by the doctor upon assessment. It contains the diagnosis of the child as well as the functional outcomes and recommendations. Medical certificate is issued by the center if patients request it, which can be used to avail financial assistance and for other purposes like vaccination etc. The doctor signs the certificate. Therapy progress report is given to the parent at the end of every batch. It contains the information on the interventions given and the improvements and goals that were attained to the course of therapy

<b>Office or Division:</b>	HEALTH UNIT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government-to-Citizen			
<b>Who may avail:</b>	Parents of Children with Disabilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Parents: 1. Request form for Assessment, Therapy Progress Report 2. QCPWD ID of the Client		1. Health Unit Personnel 2. Guardian of the Client		
B. Authorized Representative: 1. Authorization Letter 2. Request form for Assessment, Therapy Progress Report 3. Copy of Government issued ID of the parent/s 4. Copy of the QCPWD ID of the Client 5. Copy of Government issued ID of authorized representative		1. Health Unit Personnel 2. Guardian of the Client 3. Government Agencies		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form and attach the other requirements	1.1. Receive the properly filled out request form for Medical Certificate, Assessment or Therapy Progress	None	5 minutes	Health Unit Personnel



	<p>Report.</p> <p>1.2. Check the availability of Client files and information.</p> <p>1.3 Prepare and print the requested document.</p> <p>1.4. Photocopy certified true copy of the original documents</p>		<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	
<p>2. Sign the receiving copy of the requested document/s.</p>	<p>Release the signed and stamped requested document/s.</p>	<p>None</p>	<p>5 minutes</p>	<p>Health Unit Personnel</p>

## 9. ASSISTANCE IN QUEZON CITY UNIFIED ID PROCESSING

QCitizen Card will provide the city government a complete and accurate database of its residents. A definite number of every sector in its population will be determined that will make the city's services be allocated to them better. Since the QCitizen ID is prerequisite to all services, QC Kabahagi Center assists Children with Disabilities and their families secure this to facilitate service delivery.

<b>Office or Division:</b>	Admin Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen and G2G - Government to Government			
<b>Who may avail:</b>	Children with disability residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay clearance or any other government-issued ID		Barangay LGU or concerned government agency		
2 pcs. 2X2 I.D. picture / Signature		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR NEW APPLICANT APPARENT DISABILITY (WALK-IN)</b> 1. Fill-Up the Manual registration of QC ID Application.	1.1. Provide the QC ID Application Form 1.2 Review submitted documents	None	15 minutes	Admin Unit Personnel

<p>2. Submit the required documents to admin staff personnel for initial evaluation</p> <p>3. Wait to be called for the processing and approved QC ID</p>	<p>2.1. Forward Complete documents to evaluator</p> <p>2.2 Evaluate and verify submitted documents</p> <p>2.3 Approved documents will endorse to registration to QC ID and start processing the request</p> <p>3.1. Check the information</p> <p>3.2 Issue the claim form</p>		<p>30 minutes</p> <p>5 minutes</p>	
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## 10. ASSISTANCE IN CHILDREN WITH DISABILITIES REGISTRATION

In coordination with the Persons with Disabilities Affairs Office, QC Kabahagi offers assistance for the PWD Registration and Issuance of PWD ID for certified residents of Quezon City. Pursuant to Republic Act No. 9442 as an amendment to Republic Act 7277, otherwise known as the Magna Carta for persons with disability.

<b>Office or Division:</b>	Admin Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Children with disability residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Disability		Qualified doctor		
Barangay clearance or any other government-issued ID		Barangay LGU or concerned government agency		
2 pcs. 2X2 I.D. picture / Signature		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR NEW APPLICANT APPARENT DISABILITY</b> 1. Fill-Up the Philippine Registry Form (PRPWD) and QC ID Application for PWD	1.1. Provide the PWD (PRFPWD) Form and QC ID Application form 1.2 Review submitted documents	None	15 minutes	Admin Unit Personnel

<p>2. Wait to be called for processed and approved the application  3. Wait to be called for processed and approved the application</p>	<p>2.1 Forward Complete documents to admin staff  2.2 Evaluate and verify submitted documents  2.3 Encoding to qc e-services  3.1 Coordinated to PDAO to attach the PWD ID No.  3.2. Check the information</p>		<p>30 minutes  15 minutes</p>	
<p><b>FOR RENEWAL</b>  1. If Renewal Present old PWD ID  2. Submit the required documents to admin personnel staff</p>	<p>1.1 Provide form and review submitted documents 1.2 Endorse to admin staff  2.1 Verify Submitted documents  2.2 Encoding to qc e service  2.3 Endorse to Approving Officer</p>	<p>None</p>	<p>5 minutes  30 minutes</p>	<p>Admin Unit Personnel</p>

3. Wait to be called for processed and approved the application	3.1. Check the information		15 minutes	
<b>FOR NON-APPARENT DISABILITY</b>  1. Fill-up / submit PRPWD form and QC ID Application form and other requirements  2. Wait to be called for a processed and approved application.	1.1 Provide the requirements and review submitted documents  1.2. Verify Submitted documents.  2.1 Verify submitted documents  2.2 Encoding to qc e services  2.3 Endorse to Approving Officer	None	30 minutes          30 minutes	Admin Unit Personnel

# CITY BUDGET DEPARTMENT

## 1. PREPARATION OF THE GENERAL FUND BUDGET

The budget proposals of all Departments/Offices are reviewed and consolidated to ensure compliance with the budgetary guidelines and requirements with the Department of Budget and Management (DBM).

<b>Office or Division:</b>	City Budget Department / All Divisions			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Departments/Offices under Quezon City Local Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Budget Proposal of each department with prescribed Local Budget Preparation Forms – 3 hard copies and 1 soft copy		Proposing or Requesting Department/ Office/Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive memorandum from City Finance Committee for upcoming meeting	1. Confer with the City Finance Committee in coordination with the revenue-generating departments to determine budgetary ceiling and income estimates	None	2 days	<i>City Budget Officer</i>
2. Receive Budget Call and prepare budget proposal	2. Disseminate Budget Call with the prescribed local budget preparation forms and calendar of activities stating the submission of budget proposals	None	2 days	<i>Administrative Division</i>

3. Attend budget orientation	3. Conduct budget orientation	None	1 day	<i>City Finance Committee</i> <i>City Budget Department</i>
4. Submit budget proposals with necessary budgetary documents/ requirements	4. Check submitted budgetary requirements/ documents, stamp the date and time received and distribute to assigned budget analyst	None	5 minutes	<i>Receiving Clerk (Administrative Division)</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Coordinate with the budget analyst in-charge	5. Review, evaluate, and analyze the submitted budget proposal and prepare initial recommendations in accordance with the guidelines in the budget call.	None	37 days	<i>Budget Analyst</i> <i>Division Head</i>
6. Attend Preliminary Budget Hearing	6. Conduct Preliminary Budget Hearing	None	9 days	<i>City Finance Committee</i> <i>City Budget Department</i>



7. Coordinate with budget analysts for program prioritization	7. Finalize the proposed budget based on the findings and recommendations of CFC during budget hearing	None	16 days	<i>Budget Analyst Encoders</i>
8. Receive the proposed annual budget of the city for approval of the City Mayor	8. Submit the proposed budget to the City Mayor for approval	None	6 days	<i>City Finance Committee</i>
9. Receive from the City Mayor the signed proposed annual budget of the city	9. Reproduce copies of the proposed annual budget of the city	None	16 days	<i>City Budget Department</i>
10. Receive the proposed annual budget of the city by the Office of the Secretary to the Sanggunian	10. Submit the proposed annual budget to the Office of the City Secretary for deliberation and approval of the City Council	None	1 day	<i>City Budget Department</i>

## **2. PREPARATION OF ADVICE 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 for approval of the City Mayor.

<b>Office or Division:</b>	Budget Management and Information Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Departments/Offices under Quezon City Local Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Work and Financial Plan and Request for Allotment (WFPRA) – two (2) original copies supported with Requisition Issue Slip (RIS)/Agency Procurement Request (APR) and/or approved Project Procurement Management Plan (PPMP).		Requesting Department/Office/Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit WFPRA with APR/ RIS and/or approved PPMP	1.1 Check attached documents, stamp the date and time received, attach tracking slip, and distribute to assigned budget analyst	None	5 minutes	<i>Receiving Clerk</i> (assigned per Division)
	1.2 Evaluate submitted WFPRA with attachments, and recommend amount for release  1.3 Prepare and generate Advice of Allotment of Department	None	1 day	<i>Budget Analyst</i>  <i>Encoder</i>

### 3. CERTIFICATION AS TO AVAILABILITY OF APPROPRIATION

Obligation Request is reviewed, evaluated, and processed to certify the availability of appropriation based on the approved budget and allotment release of concerned Departments/Offices.

<b>Office or Division:</b>		City Budget Department / All Divisions		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Departments/Offices under Quezon City Local Government		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Obligation Request (ObR) with name of the payee, responsibility center, particulars, account code and amount - 2 copies with original signature of the end-user and 1 extra copy - with attached supporting documents		Requesting Department/Office/Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Obligation Request (ObR) with necessary supporting documents	1.1 Check supporting documents, stamp date and time received, assign control number, encode and distribute to assigned budget analyst	None	10 minutes	<i>Assigned Budget Analyst</i>  <i>Receiving Clerk (Administrative Division)</i>
	1.2 Review, evaluate, encode and sign the Obligation Request	None	2 hours (if payroll)  1 day ( if RIS/ APR/BAC Resolution)	<i>Budget Analyst,</i> <i>Division Head,</i> <i>Asst. Dept. Head,</i> <i>Dept. Head</i>

	1.3 Transmit approved ObR to City Accounting Department ( <i>with APR/RIS/DV/ Payroll</i> ) or Procurement Department ( <i>with copy of BAC Resolution</i> )	None	5 minutes	<i>Releasing Clerk</i> (assigned per Division)
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#### 4. REVIEW OF THE BARANGAY BUDGET

The submitted Barangay Budget of the 142 barangays of Quezon City is initially reviewed and evaluated for approval by the City Council.

<b>Office or Division:</b>	Barangay Operation Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	142 Barangays of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Budget with supporting documents: (with checklist) <ul style="list-style-type: none"> <li>• Barangay Annual Budget</li> <li>• Barangay Supplemental Budget</li> <li>• SK Annual Budget</li> </ul>		Proposing or Requesting Barangay of Quezon City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Barangay Annual / Supplemental Budget with other documents required	1.1 Check attached documents ( <i>per checklist</i> ), stamp the date and time received, and distribute to assigned budget analyst	None	10 minutes	<i>Receiving Clerk</i>
	1.2 Review, evaluate and recommend approval and transmit to the City Council	None	5 days	<i>Budget Analyst Division Head Asst. Dept. Head Dept. Head Releasing Clerk</i>
	1.3 Return approved barangay budgets to the concerned barangays	None	1 day	<i>Releasing Clerk</i>

# PERSONS WITH DISABILITY AFFAIRS OFFICE

## PWD Registration and Issuance of PWD ID External Service

### I. REGISTRATION AND ISSUANCE OF PWD ID

The PWD Registration and Issuance of PWD ID are intended for persons with disabilities who are certified residents of Quezon City. Pursuant to Republic Act No. 9442 as an amendment to Republic Act 7277, otherwise known as the Magna Carta for the Persons with Disability.

<b>Office or Division:</b>	Operation Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen and G2G - Government to Government			
<b>Who may avail:</b>	Persons with disability residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certificate of Disability			Qualified Doctor /City Issuer	
Barangay clearance or any other government-issued ID			Barangay LGU or concerned government agency	
2 pcs. 2X2 I.D. picture / Signature			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p><b>FOR ONLINE APPLICATION (NEW, RENEWAL, LOST)</b></p> <p>1. Register at QC E-Services using personal email</p> <p>1.1 Log in using the registered account and choose QCitizen ID eApplication icon.</p> <p>1.2 Complete and confirm details of personal information and make sure to tick "Yes" for the PWD Sector.</p>	<p>1. The approver will evaluate the submitted documents and personal details of the client.</p> <p>1.1 Once, the application was reviewed and approved, the verifier will verify all the information including the signature and ID photo of the client.</p> <p>1.2 QCID is ready for printing</p>	None	1 week	<p><b>JEREMY D. SUNGA</b></p> <p><i>(Head, Operations Unit)</i></p>
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<p>1.3 Upload all requirements. Upon submission, the virtual ID will show. If the information is correct, agree and submit.</p>				
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<p><b>FOR WALK-IN APPLICANTS</b></p> <p>1. Bring copies of requirements to Persons with Disability Affairs Office for evaluation.</p> <p>2. Qualified PWDs will be encoded, approved, verified, and given a printed ID.</p> <p>3. Registrants with lacking requirements will be assisted and advised.</p> <p><a href="mailto:jeremy.sunga@quezoncity.gov.ph">jeremy.sunga@quezoncity.gov.ph</a></p> <p>8988-4242 loc 7809</p>	<p>1. The evaluator staff will assess the submitted documents of the client.</p> <p>1.1 Encode the Personal Information of the clients to the QC-eservices.</p> <p>1.2 The approver will assess the submitted documents and personal details to check if they are correct.</p> <p>1.3 Once, the application was approved, the verifier will verify all the information the signature, and the ID photo of the client.</p> <p>1.4 QCID is ready for printing.</p> <p>1.5 Printed ID will be distributed and tagged.</p>	<p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><b>JEREMY D. SUÑGA</b></p> <p><i>(Head, Operations Unit)</i></p>
<p><b>ONLINE APPLICATION TOTAL :</b></p>			<p><b>1 Week</b></p>	
<p><b>WALK-IN APPLICATION TOTAL :</b></p>			<p><b>45 minutes</b></p>	

(Registration and Issuance of PWD ID) qualified for multi-stage processing

# Social Welfare Assistance

## External Service

### I. PROVIDING SOCIAL WELFARE ASSISTANCE FOR INDIGENT PERSONS WITH DISABILITIES (PWD's)

City Ordinance No. SP-3115,S-2022, this ordinance authorizes the City Government to provide a monthly financial assistance of five hundred pesos (P500.00) to the target Beneficiaries for a maximum of twelve (12) months. After the lapse of twelve months, the beneficiary may re-apply for inclusion in the program. Only one (1) individual per household shall be the recipient of the assistance, they may choose one (1) government office to apply (SSDD,PDAO,OSCA). The target beneficiaries shall be specific categories of extremely poor Quezon City PWD residents who are living at or below the poverty line, as follows:{A. Bedridden, B. Severe health condition that seriously impairs normal life (e.g., unable to engage in regular work or study), C. Solo parent, D. Jobless and has two or more minor dependents, E. Lives alone, F. Living with a Senior Citizen parent}. A beneficiary must apply under only one (1) category. In compliance with the Data Privacy Act, all clients and other agencies requesting for available data will be required to submit needed requirements to avail programs and services from PDAO. You can check the available programs and services of PDAO thru Quezon City Government Official Website (<https://quezoncity.gov.ph/departments/persons-with-disability-affairs-office/>).

<b>Office or Division:</b>	Learning and Capacity Development Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G - Government to Government G2N – Government			
<b>Who may avail:</b>	Persons with disability residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Case Summary Report and Intake Form		Quezon City Persons with Disability Affairs Office		
Photocopy of QC ID (PWD Sector)		Quezon City Persons with Disability Affairs Office		
Barangay Indigency		Respective Barangay Office		
Authorization Letter or proof if applied by a relative/carer		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit pertinent requirements to L&CD Staff for preliminary verification and evaluation;	1. Check the validity of all the requirements submitted;	None	At least one (1) month before payout date	<b>Anthony J. Quinagon</b> <i>(Project Development Officer II)</i>

<p><b>1.1.</b> For Apparent Disability - Photocopy of QC ID (PWD Sector) and Barangay Indigency; <b>1.2.</b> For Non apparent Disability - Photocopy of QC ID (PWD Sector) and Barangay Indigency;</p> <p><b>1.3.</b> If applied by a relative/carer - In addition to 1.1 and 1.2, a whole body picture of the pwd with reasonable certainty as to the time of application;</p> <p><b>1.4.</b> Duly accomplished intake form.</p> <p><b>2.</b> If eligible, relevant information shall be encoded in the MIS Database for the record, otherwise, denied;</p> <p><b>2.1.</b> For conditional applicants, comply with all recommended requirements within a reasonable time, otherwise, the denial will be permanent.</p> <p><b>3.</b> Preparation of Case Summary Report based on submitted information by the L&amp;CD Staff;</p> <p><b>4.</b> Submit all eligible recipients to SSDD;</p> <p><b>5.</b> Upon conform by the SSDD, coordinate with the recipients for the time, date, and venue of the payout;</p> <p><b>6.</b> During pay-out, bring the QC ID (PWD Sector) as proof of</p>	<p><b>2.</b> MIS shall be used all information gathered for further reference subject to Data Privacy Act;</p> <p><b>3.</b> L&amp;CD will authenticate the information based on the interview vis-a-vis documents submitted;</p> <p><b>4.</b> L&amp;CD will forward the names of recipients;</p> <p><b>5.</b> QC PDAO will communicate with all the recipients about the time, date, and venue.</p> <p><b>6.</b> QC PDAO will facilitate the actual payout.</p>			
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entitlement. For relative/carer, bring a photocopy of QC ID of his/her pwd relative and a photo of the latter with reasonable certainty as to its legitimacy.				
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# Clinical Assessment

## External Service

### II. CLINICAL ASSESSMENT

City Ordinance No. SP-2463,S-2015 covers children under the age of eighteen (18) years who belong to families with no visible means of income, or whose income is insufficient for the subsistence of their family. Each child may only avail of one (1) assessment to an accredited licensed professional or medical institution. In compliance with the Data Privacy Act, all clients and other agencies requesting for available data will be required to submit needed requirements to avail programs and services from PDAO. You can check the available programs and services of PDAO thru [Quezon City Government Official Website](https://quezoncity.gov.ph/departments/persons-with-disability-affairs-office/) (<https://quezoncity.gov.ph/departments/persons-with-disability-affairs-office/>).

<b>Office or Division:</b>	Learning and Capacity Development Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen and G2G - Government to Government			
<b>Who may avail:</b>	Persons with disability residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QC ID (PWD Sector)		Quezon City Persons with Disability Affairs Office		
Authorization Letter (if represented)		Applicant		
Online intake interview		Quezon City Persons with Disability Affairs Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit pertinent requirements to L&amp;CD Staff for preliminary verification and evaluation;</p> <p>1.1. Medical Certificates, history, clinical records, etc.; 1.2. Birth Certificate duly issued by Philippine Statistics Authority;</p> <p>1.3. Other documents as deemed required</p> <p>2. Undergo an initial</p>	<p>1. Check the validity of all the requirements submitted;</p> <p>2. L&amp;CD staff will determine the purpose and the qualification of the applicant;</p> <p>3. L&amp;CD staff will forward the application</p>	None	1 week to 2 weeks	<b>Anthony J. Quinagon</b> <i>(Project Development Officer II)</i>

<p>interview;</p> <p><b>3.</b> Applicant will fill up an online intake interview to be assisted by L&amp;CD staff;</p> <p><b>4.</b> Application will be submitted to Philippine Children's Medical Center (PCMC) for further evaluation and approval;</p> <p><b>5.</b> Upon approval, the applicant shall report before the L&amp;CD for the signing of waiver, issuance of a Guarantee Letter, and for further instructions</p> <p><b>6.</b> Proceed to PCMC for the actual assessment sought for.</p>	<p>to PCMC for approval;</p> <p><b>4.</b> L&amp;CD staff will inform the applicant regarding the approval of his/her application, through any means, and instruct to proceed before the office;</p> <p><b>5.</b> Provide further instructions.</p>			
		TOTAL	1 week to 2 weeks	

# Assistive Devices

## External Service

### I. ASSISTIVE DEVICE FOR PERSONS WITH DISABILITIES (CWDs/PWDs)

PDAO provides assistive device to the Quezon City indigent Persons with disabilities (CWD/PWD) like crutches, wheelchair, hearing aid etc.. In compliance with the Data Privacy Act, all clients and other agencies requesting for available data will be required to submit needed requirements to avail programs and services from PDAO. You can check the available programs and services of PDAO thru [Quezon City Government Official Website \(https://quezoncity.gov.ph/departments/persons-with-disability-affairs-office/\)](https://quezoncity.gov.ph/departments/persons-with-disability-affairs-office/).

<b>Office or Division:</b>	Learning and Capacity Development Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Persons with disability residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QCID		Quezon City Persons with Disability Affairs Office		
Request Letter addressed to the City Mayor thru QC PDAO		Applicant		
Whole Body Picture		Applicant		
Authorization Letter (if represented)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit pertinent requirements to L&CD Staff for preliminary verification and evaluation;

1.1. Duly signed Request Letter;  
1.2. Whole body picture;  
1.3. QCID.

2. Undergo an initial interview;

3. Applicant will fill up an online intake  
1. Check the validity of

all the requirements submitted;

2. L&CD staff will

determine the purpose and the qualification of the recipient;

3. L&CD staff will forward the

None

For requests of cane, wheelchair, hearing aid, and other assistive devices on-hand: **2 hours**

For Prosthesis and Orthosis: **1 week**

**Anthony J. Quinagon**  
*(Project Development Officer II)*

interview to be assisted application to QC by L&CD staff;

be further PDAO Head for approval; 4. L&CD staff will inform the applicant

4. The application shall

evaluated and the applicant will be advised through call and/or text for the release of the requested assistive device;  5. Sign of deed of donation	regarding the approval of his/her application, through any means, and instruct to proceed before the office.	TOTAL	1 week	
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# FACILITATION SERVICES

## External Service

### II. FACILITATION SERVICES

PDAO has a pool of resource persons that can be provided for the facilitation requirement of the Capability Development Programs of barangays and PWD organizations. Barangays and PWD organizations may request for their required resource persons (speakers/facilitators) for Training and seminars.

<b>Office or Division:</b>	Data Management and Monitoring Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G - Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal Request / Invitation (1 Original copy)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



# REQUEST FOR DATA RELATED PERSONS WITH DISABILITIES (PWDs)

## Internal Service

### I. REQUEST FOR DATA RELATED PERSONS WITH DISABILITIES (PWDs)

MIS officers share available data regarding PWDs upon request of the different offices/departments. In compliance with the Data Privacy Act, all barangays and other agencies requesting for available data will be required to submit a request letter with details of persons securing the information and for what purposes the data will be used.

<b>Office or Division:</b>	Data Management and Monitoring Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices / Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Copy)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p><b>1.</b> Submit a request letter for data request</p> <p><b>2.</b> Receive a Hard copy of the requested data (if existing)</p> <p><i>(Subject to Data Privacy Act)</i></p>	<p><b>1.1</b> Received letter from the requesting Offices / Department</p> <p><b>1.2</b> Prepare the data being requested</p> <p><b>2.</b> Issue the copy of the data being requested and other relevant data</p>	<p>None</p>	<p>5 Days</p>	<p><b>SHARINA F. HIPOLITO</b></p> <p><i>(Head, Data Management and Monitoring Unit)</i></p>
<p><b><u>For E-mails:</u></b></p> <p><i>PDAO@quezoncity.gov.ph</i></p> <p><i>sharina.hipolito@quezoncity.gov.ph</i></p>				
	<p><b>TOTAL</b></p>		<p><b>5 Days</b></p>	

# Investment Affairs Office

## 1.Process for Unsolicited Proposal

<b>Office or Division:</b>	Investment Affairs Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2B - Government to Business
<b>Who may Avail:</b>	Private Sector Proponent
<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>	
Cover Letter Proponent's End	
Proposal Proponent's End	
Company Profile Proponent's End	
Affidavit of Disclosure of No Relationship Proponent's End	
Tax Clearance BIR	
Sworn Statement of Acceptance of Bid	
Proponent's End	
Conditions	
Draft Contract Proponent's End	
BIR Registration Certificate BIR	
Experience or Track Record Proponent's End	

Qualified Key Personnel Proponent's End		
Proof of Financial Capability Proponent's End		
Feasibility Study Proponent's End		
Other Documents Proponent's End		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS FEES TO BE</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Requirements.	The Office will check if the submitted requirements are authentic and complete.	N/A 15 Minutes PPP-Selection Committee
2. Initial Evaluation of the proposal and eligibility of the Proponent	PPP-Selection Committee shall check the completeness of the proposal and determination of the eligibility of the PSP	N/A 30 Calendar Days PPP-Selection Committee
3. Evaluation of the Proposal	PPP-Selection Committee shall evaluate the proposal and	N/A 120 Calendar Days PPP-Selection Committee
4. Original Proponent (OP) Status	advise whether it accepts or rejects the proposal.  PPP-Selection Committee shall either issue a certificate of acceptance or non-acceptance of the proposal.	N/A 30 Calendar Days PPP-Selection Committee
5. Detailed Negotiation	Negotiation of the Technical and Financial Aspects N/A 80 Calendar Days	PPP-Selection Committee



9. Post-Award Conference	A conference will be held to ensure that the City and the Proponent have a clear and mutual understanding of terms and conditions of the PPP Contract, and to determine the responsibilities of parties.	N/A 5 Working Days PPP-Regulatory Authority
10. . Execution of PPP Agreement	The Office will assist with the implementation of the project. N/A N/A	Technical Working Group
TOTAL 356 Calendar Days and 15 Minutes		



## 2. Process for Solicited Proposal

<b>Office or Division:</b>	Investment Affairs Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2B - Government to Business
<b>Who may Avail:</b>	Private Sector Proponent
<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>	
Cover Letter Proponent's End	
Proposal Proponent's End	
Company Profile Proponent's End	
Affidavit of Disclosure of No Relationship Proponent's End	
Tax Clearance BIR	
Sworn Statement of Acceptance of Bid	Proponent's End
Conditions	
Draft Contract Proponent's End	
BIR Registration Certificate BIR	
Experience or Track Record Proponent's End	
Qualified Key Personnel Proponent's End	
Proof of Financial Capability Proponent's End	
Other Documents Proponent's End	

CLIENT STEPS	AGENCY ACTIONS FEES TO BE	PROCESSING PAID TIME	PERSON RESPONSIBLE
1. Invitation to pre-qualify and to bid	Quezon City LGU will publicize an invitation to pre-qualify and bid for a specific project. In the invitation it will include instructions and the tender documents needed.	N/A 21 Calendar Days	PPP-Selection Committee
2. Preparation of Tender Documents	The City will allot prospective bidders adequate time from the last date of publication to prepare their respective pre-qualification documents.	N/A 30 Calendar Days	N/A
3. Submission of Tender Documents	The Office will receive the Tender Documents TBD 10 Minutes		PPP-Selection Committee
4. Pre-qualification of PSPs	The Office will check the eligibility of the documents and determine if they are "Pre-qualified and Disqualified."	N/A 7 Calendar Days	PPP-Selection Committee

5. Submission of Bid	The Office will receive the two envelopes containing the Technical and Financial Proposals	N/A 10 Minutes	PPP-Selection Committee
6. Opening and Evaluation of Technical Proposal	<p>The bid will be publicly opened at the time, date, and place specified in the bidding documents. Consequently, the Technical Proposal will be evaluated by the PPP-Selection Committee.</p> <p>If the Technical Proposal is disqualified, the Financial Proposal (Second Envelope) will not be opened</p>	N/A Within 20 Calendar Days	PPP-Selection Committee
7. Opening and Evaluation of Financial	The bid will be publicly opened at the time, date, and place specified in the bidding	N/A 15 Calendar Days	PPP-Selection Committee
Proposal	documents. Consequently, the Financial Proposal will be evaluated by the PPP-Selection Committee.		

<p>8. Contract Signing and Notice of Award</p>	<p>The PPP-Selection Committee will submit a detailed evaluation/assessment report on its decision regarding the evaluation of the bids</p> <p>The City Mayor shall sign the contract and the PPP-Selection Committee will issue the Notice of Award</p> <p>All Unsuccessful Proponents shall be informed in writing of the decision of the PPP-Selection Committee to award the project to the winning Project Proponent.</p>	<p>N/A 11 Calendar Days</p> <p>PPP-Selection Committee</p>
<p>9. Submission of Security for Construction works, Operations, Proof of Commitment, and other documents</p>	<p>Failure to submit the requirements within the prescribed period will result in confiscation of the bid security.</p>	<p>TBD Within 20 Calendar Days</p> <p>PPP-Selection Committee</p>
<p>10. Post-Award Conference</p>	<p>A conference will be held to ensure that the City and the Proponent have a clear and mutual understanding of terms and conditions of the PPP Contract, and to determine the responsibilities of parties.</p>	<p>N/A 5 Working Days</p> <p>PPP-Regulatory Authority</p>
<p>11. Execution of PPP</p>	<p>The Office will assist with the implementation of the project. N/A N/A</p>	<p>Technical Working</p>

Agreement		Group
TOTAL 129 Calendar Days and 20 Minutes		

# PUBLIC AFFAIRS & 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.

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizens			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form		PAISD Receiving Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

## 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.

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizens			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form		PAISD Receiving Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



### 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.

<b>Office or Division:</b>		Public Affairs and Information Services Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizens		
<b>Who may avail:</b>		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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form		PAISD Receiving Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

## 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.

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizens			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Letter/Request Form		PAISD Receiving Clerk		
Letter thru Social Media				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

# BARANGAY AND COMMUNITY RELATIONS 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.

<b>Office/Division:</b>	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen (G2C)	
<b>Who may avail:</b>	Civil Society Organization (CSOs) Quezon City-Based	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter of Intent</li> <li>• Duly accomplished Application Form</li> <li>• Board Resolution signifying intention for accreditation</li> <li>• Copy of Certificate of Registration</li> <li>• Constitution/By-Laws</li> <li>• List of current officers and members (with their addresses, citizenship and contact numbers)</li> <li>• Annual Accomplishment Report/Previous Activities/Projects</li> <li>• Financial Statement</li> <li>• Copy of Minutes of the Meeting duly certified by Board Secretary</li> <li>• Attendance of majority of the members who attended such meeting with their affixed signatures</li> <li>• Barangay Certification attesting to <b>existence</b> of the organization</li> </ul> <p><b>Note: Application shall be submitted in <u>THREE (3) SETS</u>, one (1) set to be retained by the applicant organization.</b></p>	BCRD Receiving Desk	

CLIENT STEPS	AGENCY ACTION	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>	<ol style="list-style-type: none"> <li>1. Receipt of Letter of Intent together with the required documents</li> <li>2. Orientation of CSO Applicant's officer on its role and functions.</li> <li>3. Pre-evaluation</li> <li>4. Transmittal of all required documents to the Committee on Accreditation thru the City Secretary for appropriate action.</li> <li>5. Approval of the City Council</li> <li>6. Issuance of Certificate of accreditation by the OVM</li> </ol>	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"> <li>• Receiving Clerk</li> <li>• In-charge Records Section</li> <li>• Head of office</li> <li>• Chairperson/Accreditation Committee</li> <li>• Office of the Vice Mayor –City Council</li> <li>• Records Section</li> </ul>
<b>TOTAL:</b>	NONE			

## 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

<b>Office/Division:</b>	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Community-based Civil Society Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter Request duly signed by solicitor/organizations</li> <li>• Certificate of Accreditation</li> </ul>			BCRD Receiving Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>• Classification of Request</li> <li>• Evaluation</li> <li>• Recommendation for Appropriate Action</li> </ul> 3. Logistical Assistance	None	5 working days	<ul style="list-style-type: none"> <li>• Receiving Clerk</li> <li>• In-charge of the Community Assistance Program</li> <li>• Head of the Office</li> <li>• Supply Officer</li> <li>• Mayor's Office</li> </ul>
<b>TOTAL:</b>		NONE	5 working 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 of office.

<b>Office/Division:</b>	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Incumbent and Former Barangay Officials 1. Punong Barangay 2. Barangay Kagawads 3. Lupon Tagapamayapa 4. BPSOs Regular Tanod 5. Sangguniang Kabataan Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter Request/Request Form</li> <li>2. Government Issued IDs</li> <li>3. Barangay Certification</li> <li>4. Birth Certificate</li> <li>5. Marriage Certificate</li> <li>6. Death Certificate</li> </ol>		BCRD Receiving Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <ol style="list-style-type: none"> <li>1. Receipt of Required Documents</li> <li>2. Processing of the request</li> <li>3. Issuance/Release of Certificate/Service Record</li> </ol> B. For Burial Benefits and Financial Request <ol style="list-style-type: none"> <li>1. Interview</li> <li>2. Evaluation of Request Document</li> <li>3. Recommendation to the City Treasurer</li> </ol>	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"> <li>• Receiving/Releasing Clerk</li> <li>• Encoder</li> <li>• In-charge of Burial/Financial request</li> <li>• Liaison</li> </ul>
<b>TOTAL:</b>		P 50.00		

# QUEZON CITY VETERINARY DEPARTMENT

## REDEMPTION OF IMPOUNDED ANIMALS

Impounded stray, feral, and confiscated animals within the territorial jurisdiction of Quezon City may be redeemed within three (3) days.

<b>OFFICE OR DIVISION</b>	City Pound Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	All residents of Quezon City			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination Card				
Identification Card		Any Government Issued ID		
Photo of Impounded Animal				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure a Gate pass to Enter City Pound Area	Issue a Gate pass for person/s redeeming their animal	None	2 minutes	Receiving Clerk
Identify caught dog / cat	Render assistance	None	5 minutes	City Pound Personnel
Payment	Collect Payment	P 500.00 per day per pet	1 minute	Office Clerk
Redeem animal at the City Pound Area	Release impounded animal to the owner	None	5 minutes	City Pound Personnel

## SURRENDER/PICK-UP 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.

<b>OFFICE OR DIVISION</b>		City Pound Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Surrender / Pick-up Form		City Veterinary Department		
Identification Card		Any Government Issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up Surrender / Pickup Form	Received Surrender / Pickup Form and interview the client	None	3 minutes	Receiving Clerk
Payment	Accept Payment	P 500.00	1 minute	Office Clerk
Wait for the scheduled pick-up of the surrendered animal	Schedule the date and time of pick-up of the surrendered animal	None	Within the week	City Pound Personnel



## MEAT HANDLERS ID

All meat handlers, meat cutting operators, dressers, cutters, vendors, processors, meat dealers, and butchers working or employed within the territorial jurisdiction of Quezon City are required to secure meat handlers license from the City Veterinary department.

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	Meat Handlers, Meat Cutting Operators, Dressers, Cutters, Vendors, Processors, Dealers and Butchers working and/or employed within the territorial jurisdiction of Quezon City			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meat Handlers ID Form		City Veterinary Department		
2 pcs. 1x1 ID Picture				
Completion of Meat Handlers and Butcher's Seminar		City Veterinary Department		
Old Meat Handlers ID (Renewal)		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 200.00	1 minute	Office Clerk
Attend Meat Handlers and Butchers Seminar	Conducts Seminar to the client regarding proper handling of meat	None	30 minutes	Office Clerk
Claim Meat Handlers ID	Release the Meat Handlers ID	None	2 minutes	Releasing Staff

## MEAT TRANSPORT VEHICLE STICKER

All Vehicle that delivers meat and meat products are required to secure Meat Transport Vehicle Sticker

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	All Meat Transport Vehicle that deliver meat and meat products to and from, and with the City.			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meat Transport Vehicle Form		City Veterinary Department		
LTO Registration		Land Transportation Office		
Picture of the Vehicle (Front, Side, Back, Inside)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 500.00	1 minute	Office Clerk
Claim Meat Transport Vehicle Sticker	Release the Meat Transport Vehicle Sticker	None	2 minutes	Releasing Staff

## VETERINARY CLEARANCE

All Business Establishments and other businesses involved in meat trade and other channels within the territorial jurisdiction of Quezon City are required to secure Veterinary Clearance from the City Veterinary Department

### MEAT RELATED ESTABLISHMENT

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	Wet Markets, Flea Markets, Rolling Stores, Meatshops, Lechon houses and Stands, Places frequented by ambulant vendors, Supermarkets, Groceries, Restaurants, Canteens, Eateries, Catering Services, Hotels, Apartelles and the like, Slaughterhouses, Cold Storages, Meat Processing Plants, Other similar business			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Veterinary Clearance Form		City Veterinary Department / QC Website		
Inspection Report Submitted by Meat Inspector		City Veterinary Department		
Meat Handlers ID		City Veterinary Department		
Old Veterinary Clearance (Renewal)		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 200.00	1 minute	Office Clerk
Claim Veterinary Clearance	Release the Veterinary Clearance	None	2 minutes	Releasing Staff

## VETERINARY CLINICS / HOSPITAL / GROOMING CENTER / PET SHOPS / PET BOARDING / PET CAFÉ / POULTRY SHOPS

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	Veterinary Clinics, Hospital, Grooming Center, Pet Shops, Pet Boarding, Pet Café, Poultry Shops			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Veterinary Clearance Form		City Veterinary Department / QC Website		
DTI/SEC Registration		DTI		
Barangay Clearance		Barangay		
PRC License and PTR of Veterinarian		PRC		
Identification Card		Any Government Issued ID		
Inspection Report Submitted by Meat Inspector		City Veterinary Department		
Old Veterinary Clearance (Renewal)		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 200.00	1 minute	Office Clerk
Claim Veterinary Clearance	Release the Veterinary Clearance	None	2 minutes	Releasing Staff

## VETERINARY HEALTH CERTIFICATE (SHIPPING PERMIT)

Transport of animals from Quezon City to any point of this country requires a shipping permit which can be obtained from the City Veterinary Department.

<b>OFFICE OR DIVISION</b>	Animal Care and Disease Control Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	All residents of Quezon City			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Veterinary Health Certificate Form		City Veterinary Department		
Resident of Quezon City				
Vaccination Record				
The Animal shall be vaccinated not more that 1 year, but not less than 14 days				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 50.00 / per animal	1 minute	Office Clerk
Claim Veterinary Health Certificate	Release the Veterinary Health Certificate	None	2 minutes	Releasing Staff

## VACCINATION AND REGISTRATION

Pet owners must submit their dogs to mandatory registration and anti-rabies vaccination given for free. The registration card contains the permanent dog tag number, physical characteristics including age, color, sex, breed, and distinguishing marks, and all rabies vaccinations conducted on the dog.

<b>OFFICE OR DIVISION</b>	Animal Care and Disease Control Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	All residents of Quezon City			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Any Government Issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring dogs / cats for anti-rabies vaccination	Render Assistance	None	1 minute	Receiving Clerk
Fill-up the record book	Check / Verify the record book	None	1 minute	Receiving Clerk
Submit dogs / cats for registration and dog tagging	Interview the pet owner about the health condition of the animal	None	5 minutes	Veterinarian
Wait until the dog is registered and tagged	Inject Anti-Rabies Vaccine	None	1 minute	Veterinarian

## SPAY AND NEUTER

Surgical sterilization of dogs and cats to control the population. It is a weekly program held in barangays.

<b>OFFICE OR DIVISION</b>		Animal Care and Disease Control Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Any Government Issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up Registration Form	Check / Verify the Registration Form	None	1 minute	Receiving Clerk
Bring dog/cat to the Veterinarian in charge	The Veterinarian will interview the pet owner about the health condition of the animal. If the dog/cat is physically fit the Veterinarian will weigh, inject anesthesia and conduct the surgery	None	30 minutes	Veterinarian
Wait until the dog/cat is spayed/neutered	Issue prescriptions and ensure that the dog/cat is in safe condition	None	10 minutes	Veterinarian

## ADOPTION OF ANIMALS

Impounded animals not claimed for three (3) days from capture, if qualified to be tame shall be open for adoption

<b>OFFICE OR DIVISION</b>		Animal Care and Disease Control Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Any Government Issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure gate pass from the front desk	Assist the applicant/client	None	1 minute	Receiving Clerk
Choose an animal at the impound site	Assess, evaluate, and determine the person's capability and fitness to adopt the animal	None	5 minutes	City Pound Veterinarian/Pound Keeper
Fill up the adoption form at the City Pound	Receive adoption form filled up by applicant and submitted to City Pound Veterinarian for final assessment	None	3 minutes	City Pound Veterinarian/Pound Keeper
Payment of adoption fee	Accept Payment	P 500.00	1 minute	Office Clerk
Claim Animal Adopted	Release of the animal along with the legal documents	None	5 minutes	City Pound Personnel



# MEAT INSPECTION

Conduct ante-mortem and post-mortem inspection of animals intended for slaughter to ensure a disease-free and wholesome meat that will be delivered to different markets and meat establishments.

## POST-ABATTOIR (MARKET)

### LOCAL MEAT

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>				
<b>WHO MAY AVAIL</b>	Market			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meat Inspection Certificate (MIC)		National Meat Inspection Service and City Veterinary Department		
Meat Handlers ID		City Veterinary Department		
Veterinary Clearance		City Veterinary Department		
Meat Transport Vehicle		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring carcass meat to single entry loading bay	Receive carcass meat	None	1 minute / head	Meat Inspector
Wait for the counter checking of meat	Counter check carcass meat	None	1 minute / head	Meat Inspector
Present Meat Inspection Certificate	Inspect and evaluate Meat inspection Certificate	None	1 minute / head	Meat Inspector

## IMPORTED MEAT

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>				
<b>WHO MAY AVAIL</b>	Market			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Meat Inspection (COMI)		National Meat Inspection Service and City Veterinary Department		
Meat Handlers ID		City Veterinary Department		
Veterinary Clearance		City Veterinary Department		
Meat Transport Vehicle		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring carcass meat to single entry loading bay	Receive carcass meat	None	1 minute / head	Meat Inspector
Wait for the counter checking of meat	Counter check carcass meat	None	1 minute / head	Meat Inspector
Present Meat Inspection Certificate	Inspect and evaluate Meat inspection Certificate	None	1 minute / head	Meat Inspector

## ABATTOIR (SLAUGHTERHOUSE)

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.

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>				
<b>WHO MAY AVAIL</b>	Slaughterhouse			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Shipping Permit		Bureau of Animal Industry		
Veterinary Health Certificate		City Health Department		
Meat Handlers ID		City Veterinary Department		
Meat Transport Vehicle Sticker		City Veterinary Department		
Veterinary Clearance		City Veterinary Department		
African Swine Fever Result		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present Shipping Permit and Health Certificate	Receive live animals and ask for the shipping permit and health certificate	None	1 minute / head	Meat Inspector
Present animal for Ante-Mortem Examination	Ante-Mortem Examination of animal	Ante-Mortem Fee/Permit Fee	3 minutes / head	Meat Inspector
Present slaughtered animal for Post Mortem Examination	Post-Mortem Examination of Slaughtered Animal	Post-Mortem Fee/Slaughter fee for public consumption	5 minutes / head	Meat Inspector
Present slaughtered animal for marking	Marking of the slaughtered animal	None	1 minute / head	Meat Inspector
Ask and receive Meat Inspection Certificate	Issue Meat Inspection Certificate	None	15 seconds / permit	Meat Inspector

# QUEZON CITY PUBLIC EMPLOYMENT SERVICE OFFICE

## 1. EMPLOYMENT FACILITATION

The Employment Facilitation program provides services to Quezon City and non-Quezon City residents with employment opportunities through job matching and referrals.

<b>Office or Division:</b>	Public Employment Service Office/ Public Employment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Quezon City Residents and Non-Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resume/ Bio Data		Applicant		
SRS Form		Public Employment Service Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. New Applicant</b>				
1. Submit resume and secure PESO/SRS form at Window 1	1. Check resume and provide PESO/SRS Form;	None	2 Minutes	Client Assistance Officer
2. Fill-out PESO/SRS form and submit to window 1	2. Receive, verify and encode the filled-out PESO/SRS form and resume	None	5 Minutes	Client Assistance Officer
	3. Job matching and referral;	None	5 Minutes	Client Assistance Officer
	4. Issuance of referral form.	None	3 Minutes	Client Assistance Officer
		Total	15 Minutes	
<b>B. Old Applicant</b>				
Present PESO ID and Submit Resume at Window 1	1. Update and validate applicant's record	None	3 Minutes	Client Assistance Officer
	2. Job matching and Referral;	None	5 Minutes	Client Assistance Officer

	3. Issuance of Referral Form.	None	3 Minutes	Client Assistance Officer
		Total	11 Minutes	

## 2. EMPLOYERS' ACCREDITATION

The Employers' Accreditation program conducts certification of employers or companies that offer job and training opportunities.

<b>Office or Division:</b>	Public Employment Service Office/ Public Employment Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Businesses (G2B)			
<b>Who may avail:</b>	Direct Companies and Manpower Agencies Local and Abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Permit BIR Certificate (If Non-QC) SEC/DTI Registration Company Profile Job Vacancies with qualification (for local employment) Job Order (for overseas employment) DOLE License (for local manpower agencies) POEA License (for overseas recruitment agencies) List of Clients (for local manpower agencies) PhilJobnet Registration Certificate of No Pending Case Letter of Intent addressed to PESO Head		Business Permit and Licensing Department Bureau of Internal Revenue Securities and Exchange Commission/ Department of Trade and Industry Applicant  Philippine Overseas Employment Administration Department of Labor and Employment  Philippine Overseas Employment Administration Applicant  Philjobnet.com Department of Labor and Employment – NCR-QCFO  Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements to Window 4	1. Checking of requirements	None	10 minutes	Labor and Employment Officer
	2. Evaluation and Verification of application		1 hour	Division Chief
	3. Approval of Accreditation		5 Minutes	PESO Manager
	4. Issuance of Certificate of Accreditation		3 Minutes	Client Assistance Officer
		Total	1 hour and 18 Minutes	

### 3. WORKERS HIRING FOR INFRASTRUCTURE PROJECTS (WHIP)

The Workers Hiring for Infrastructure Projects (WHIP) program requires construction companies, including the Department of Public Works and Highways and contractors for government-funded infrastructure projects, to hire 30% of skilled and 50% of unskilled labor requirements from the areas where the project is constructed/located.

<b>Office or Division:</b>	Public Employment Service Office/ Public Employment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Businesses (G2B)			
<b>Who may avail:</b>	Private Construction Companies (Contractor)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent address to PESO Department Head		Employer/ Company		
Notice of Award		Bids and Awards Committee		
Notice of Commence/Proceed		Business Permit and Licensing Department		
List of Labor Requirements		Employer/ Company		
Government Issued IDs of Workers		Government Agencies		
Skills Registry System (SRS) Form		Quezon City Public Employment Service Office		
Pictures of Publications posted in Three (3) Conspicuous Areas		Contractor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all necessary requirements.	1. Receive and check submitted requirements;	None	5 Minutes	Labor and Employment Officer
	2. Evaluate and verify application;	None	10 Minutes	Division Chief
	3. Issuance of Certificate of Compliance.	None	3 Minutes	Client Assistance Officer
		Total	18 Minutes	

#### 4. COMPETENCY ENHANCEMENT AND RETOOLING PROGRAM

This program aims to promote employment opportunities within its jurisdiction and to help in the employment goals of its constituents by providing training for competency enhancement and retooling as an employment intervention that will facilitate recruitment and job placement.

<b>Office or Division:</b>	Public Employment Service Office/ Special Project Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QCitizen ID		District Office / Barangay Hall / QCG Website		
Birth Certificate		Philippine Statistics Authority		
At Least Junior High School Diploma		School Last Attended		
<ul style="list-style-type: none"> <li>• Two (2) Original Copies of Biodata with 2x2 ID Picture</li> <li>• Extra Two (2) 2x2 ID Picture</li> </ul>		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b>1. Client/s will register online through a link provided in the Quezon City Public Employment Service Office Facebook page.</b></p> <p><b>2. Client/s will submit their physical requirements and answer specific assessments for the training.</b></p> <p><b>3. Client/s who are qualified will receive confirmation text/call.</b></p>	1. Contact the client/s for initial screening, submission of physical requirements, and assessment.	None	10 Minutes	<i>Frontline Focal Person</i>
	2. Validation of client's application, including the submitted requirements		5 Minutes	<i>Frontline Focal Person</i>
	3. Contact the client/s who are qualified with the schedule and venue of the orientation.		5 Minutes	<i>Frontline Focal Person</i>
		Total	20 Minutes	



## 5. MIGRATION RESOURCE CENTER HELP DESK

The Migration Resource Center Help Desk (OFW Help Desk) provides information on relevant programs for the migrant sector and facilitates intake, assessment, psycho-social first aid, and referral services for Overseas Filipino workers (OFWs) and their families to local and national programs.

<b>Office or Division:</b>	Public Employment Service Office/ Migration Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QCitizen ID		District Office / Barangay Hall / QCG Website		
OFW Profiling Form		Quezon City Migrants Resource Center		
Passport Information Page and arrival stamp		Department of Foreign Affairs		
Photocopy of Overseas Employment Certificate and/or Overseas Contract		Overseas Workers Welfare Administration/ Local Recruitment Agency		
For relatives of OFWs: Proof of Relationship with OFW (i.e., Birth Certificate, Marriage Certificate, etc.)		Philippine Statistics Authority or City Civil Registry Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Online OFW Registration and Help Desk:</b> 1. Client/s will visit the QC PESO Migrants Resource Center Facebook page and click on the message button to send an inquiry.  2. Client/s must finish the form and submit necessary requirements online.	1. Provide the client/s with an online registration link. Contact client/s through e-mail, call, or SMS for validation of information.	None	15 minutes	<i>OFW Help Desk Officer</i>
	2. Assess the client/s' needs and refer the client/s to appropriate agency as needed.		10 Minutes	<i>OFW Help Desk Officer</i>
		Total	25 Minutes	

<b>B. Walk-in OFW Help Desk:</b>  1. Client/s will directly visit the QCMRC - Help Desk and fill out OFW Profiling Form. . 2. Client/s must submit necessary requirements.	1. Conduct intake interview and assessment of client needs.	None	10 Minutes	<i>OFW Help Desk Officer</i>
	2. Provision of necessary information and/or psychosocial first aid for distressed clients.		10 Minutes	<i>OFW Help Desk Officer</i>
	3. Refer the client/s to appropriate agency as needed.		10 Minutes	<i>OFW Help Desk Officer</i>
		Total	30 Minutes	

## 6. QUEZON CITY TRIPARTITE INDUSTRIAL PEACE COUNCIL (QCTIPC)

The Quezon City Tripartite Industrial Peace Council (QCTIPC) is a program that involves the promotion of tripartite industrial peace council's formation, as well as industry tripartite councils, in the national and regional levels affecting labor and management.

Office or Division:	Public Employment Service Office - Labor Relations and Standards Division			
Classification:	Complex			
Type of Transaction:	Government to Private Companies / Labor Organizations			
Who may Avail:	Human Resources Managers and Labor Organizations (Officers)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement from Head / President / Officer of the Company or Labor Organization		President or Human Resources Manager / Labor Organization		
QC-TIPC Membership Form		QC-TIPC Secretariat / QCPESO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Fill - out the membership form provided by the QC-TIPC Secretariat;	1) Record the information found in the membership form;	None	15 minutes	<i>Client Assistance Officer</i>
2) Submission of endorsement letter from the President / Human Resources Manager of the company (for the management sector) or President of the labor organization (for the labor sector); and	2) Evaluate and verify the membership form that was submitted; and		3 days	<i>Labor and Employment Officer</i>
3) The filled-out membership form, endorsement letter and other necessary documents must be submitted to the QC-TIPC Secretariat or QCPESO.	3) Notify the client about the activities, meetings and other programs of the QC-TIPC.			<i>Labor and Employment Officer</i>
		TOTAL	3 days and 15 Mins	

## 7. WORKERS' WELFARE ASSISTANCE PROGRAM

The Workers' Welfare Assistance Program aims to help workers by providing legal consultations, referring them to other programs of QCPEO and referring them to other Departments and Offices.

Office or Division:	Public Employment Service Office - Labor Relations and Standards Division			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may Avail:	Quezon City Residents and Non-Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Workers' Welfare Assistance Program Form (for clients)			QCPEO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Fill out the Workers' Welfare Assistance Program Form (for clients); and  2) Submit the Welfare Assistance Program Form (for clients) along with other supporting documents.	1) Record and verify the details that were provided by the client through the Workers' Welfare Assistance Program Form (for personnel);  2) Conduct interview to the client; and  2) Provide the necessary assistance to the client.	None	30 minutes          30 minutes	<i>Client Assistance Officer</i>          <i>Labor and Employment Officer</i>
		TOTAL	1 hour	

## 8. SKILLED WORKERS' GUILD

This program aims to encourage workers to establish an association and refer them to different programs for their development.

Office or Division:	Public Employment Service Office - Labor Relations and Standards Division			
Classification:	Complex			
Type of Transaction:	Government to Workers' Organization			
Who may Avail:	Group of Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOLE Application Form		DOLE		
Name of the association officers and their addresses		Applicant		
Minutes of meetings and attendance sheets		Applicant		
List of members		Applicant		
Financial Report (if in existence for at least one year) if less than a year, and has not collected any amount, a certification to this effect		Applicant		
Constitution and by-laws accompanied by the names and signatures of ratifying members		Applicant		
Minutes of adoption or ratification of constitution and by-laws, date(s) when ratification was made and list of ratifying members		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Prepare and present the required documents; and	1) Review and verify the documents that were submitted then return it to the client(s) for notarization; and	None	1 day	<i>Client Assistance Officer</i>
2) Submit the notarized documents.	2) Submit the documents to the DOLE for registration.		1 day	<i>Client Assistance Officer</i>
		TOTAL	2 days	

# SMALL BUSINESS AND COOPERATIVES DEVELOPMENT AND PROMOTIONS OFFICE

## Pangkabuhayang QC

Pangkabuhayang QC is a livelihood training and capital assistance program that extends options for starting a business to displaced/resigned/reduced-salary employees, micro-entrepreneurs/vendors, PWDs, laid-off OFWs, unemployed solo parents and indigent residents of Quezon City. It started as an economic recovery program for the city but is now a full-fledged city ordinance and has been institutionalized as a permanent program of the Quezon City Government.

<b>Office or Division:</b>	QC-SBCDPO	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Quezon City residents 18 years old and above and physically able to work/start a business; specifically, unemployed solo parents, unemployed PWDs, laid-off OFWs, graduates of QCADAAC, displaced workers, microentrepreneurs/vendors, and indigent residents	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Approved QCitizen ID (2 copies)		Online thru <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> or in-person at Barangay Hall
2. Fully accomplished Pangkabuhayang QC Application Form (1 copy)		Online thru <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> or in-person at QC-SBCDPO
3. Valid government-issued ID (1 xerox copy)		c/o Client
4. Pangkabuhayang QC Certificate signed, sealed, and issued by the barangay of resident (1 original copy, 1 xerox copy)		Barangay Hall
<i>For Displaced and Reduced-Salary Employees:</i> Notice of Termination/Official Payslip (1 copy)		Previous/Current Employer
<i>For Microentrepreneurs/Vendors:</i> a. Valid Barangay Business Permit/Hawker's Permit (1 xerox copy) b. Pictures of inside and outside of physical store together with products with applicant in the center of each picture (2 pictures) or printed picture of online shop and proof of transactions		Barangay Hall (Barangay Business Permit) Market Development Administration Department (Hawker's Permit)  c/o Client
<i>For Laid-Off OFWs:</i> a. Valid Philippine passport (1 xerox copy)		c/o Client

b. Visa/proof of employment abroad (1 xerox copy)				
For Solo Parents: Valid Solo Parent ID (1 xerox copy)		Social Services Development Department		
For Indigent Residents: Certificate of Indigency (1 original copy, 1 xerox copy)		Barangay Hall		
For Graduates of QCADAAC: Certification from QCADAAC (1 original copy, 1 xerox copy)		Quezon City Anti-Drug Abuse Advisory Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to QC E-Services: <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	1. Website should allow client to access QC E-Services account	N/A	1 Minute	QC IT Department
2. Click Pangkabuhayang QC	2. Website should take Client to Application form page	N/A	2 Seconds	QC IT Department
3. Fill out the application form	3. Website to save client's data from application form	N/A	10 Minutes	QC IT Department
4. Once the form is <b>SUBMITTED</b> , a prompt will appear with the <u>supporting documents checklist</u> . Click <b>YES</b> to proceed to scheduling. Otherwise, the applicant cannot proceed	4. Website to show client supporting documents checklist  4.1 Website to show client available interview schedule	N/A	5 Minutes	QC IT Department
5. Schedule your interview and submission of requirements (100 slots per day). Only applicants with complete requirements will be accommodated	5. QC-SBCDPO to open interview slots through the help of the appointment system provided by the QC IT Department	N/A	5 Minutes	QC IT Department, QC-SBCDPO
6. The applicant will receive a confirmation email with instructions to print the application form and the confirmation email	6. QC-E Services to send a confirmation email to the applicant.	N/A	5 Minutes	QC IT Department

7. The applicant must bring the original supporting documents and proceed to the QC-SBCDPO during the scheduled date and time of interview	7. QC-SBCDPO to conduct daily face-to-face interviews for applicants	N/A	15 Minutes	QC-SBCDPO
8. Once the submission of documents and interview is done, the applicant will be given a receiving stub as a proof that he/she has been interviewed and that we have received his/her application	8. QC-SBCDPO to receive client's documents  8.1 QC-SBCDPO to interview client  8.2 QC-SBCDPO to release receiving stub to client	N/A	5-10 Minutes	QC-SBCDPO
9. Wait for update regarding application status	9. The applications will be segregated per category and will be shared among the other offices (SSDD, PDAO, City Vet, OCM, PESO, etc) for verification  9.1 Once those applicants on the list are verified in their given category, their applications will be screened and approved  9.2 QC-SBCDPO to schedule payout and send text update to client	N/A	1 Month	QC-SBCDPO and other offices involved
10. Undergo short training and receive capital assistance	10. QC-SBCDPO to facilitate training of client with Pangkabuhayang QC Partners  10.1 Payroll to release capital assistance to client	N/A	5-6 Hours	QC-SBCDPO, Pangkabuhayang QC Partners (for training), Payroll (for payout), District Action Offices and Barangays (for monitoring)



	10.2 QC-SBCDPO with the help of District Action Offices and Barangays to reach out to client after some time for monitoring purposes			
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# Cooperatives Development Unit

## QC Capability Building Program for Cooperatives

As home to the biggest population of cooperatives, Quezon City is at the forefront of cooperative development and training. In collaboration with the Cooperatives Development Authority, SBCDPO facilitates the process and management of the development of cooperatives in the city.

<b>Office or Division:</b>	Cooperatives Development Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Businesses			
<b>Who may avail:</b>	QC-based livelihood groups/organizations interested in becoming cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Pre-Registration Seminar	Cooperatives Development Authority (% QC-SBCDPO)		
2.	Application Forms (written and online)	Cooperatives Development Authority (% QC-SBCDPO)		
3.	Articles of Cooperation	Cooperative Development Authority (% QC-SBCDPO)		
4.	Bylaws of the Cooperative	Cooperative Development Authority (% QC-SBCDPO)		
5.	Treasurer Certification	Cooperative Development Authority (% QC-SBCDPO)		
6.	Surety Bond Application	Cooperative Development Authority (% QC-SBCDPO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit QC-SBCDPO and request to apply for the Capability Building Program	1. Accept requests for Capability Building Program	N/A	5-10 Minutes	Cooperatives Development Unit
2. Attend the Pre-Registration Seminar by the Cooperative Development Authority	2. Schedule Pre-Registration Seminar with Cooperative Development Authority	N/A	5-6 Hours	Cooperative Development Authority, Cooperatives Development Unit
3. Complete the application forms (written and online) and requirements and submit at the CDA	3. Cooperative Development Authority to accept documents	P750	1-4 Weeks	Cooperative Development Authority
4. Wait for CDA's decision if Cooperative is approved or rejected	4. Cooperative Development Authority to inform client about	N/A	1-2 Months	Cooperative Development Authority

	application status via email			
5. If approved, pass 4 hard copies of each of the documents to the CDA	5. Cooperative Development Authority to accept documents	N/A	1 Day	Cooperative Development Authority
6. Wait for the release of the Certificate of Registration from the CDA	6. Cooperative Development Authority to prepare Certificate of Registration	N/A	1-4 Weeks	Cooperative Development Authority
7. Attend scheduled turnover of the Certificate of Registration and oath-taking of the approved Cooperative	7. Schedule turnover and oath-taking with Cooperative Development Authority	N/A	5-6 Hours	Cooperative Development Authority, Cooperatives Development Unit

# Planning, Program Development, and Monitoring Division

## MFI Program

Through the MFI Program, QC-based entrepreneurs can partner with MFIs and seek financial assistance for their businesses; all of which would lead to the setting up of an SME financing ecosystem down the road.

<b>Office or Division:</b>	Planning, Program Development, and Monitoring Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Businesses			
<b>Who may avail:</b>	Micro and Small Entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Requesting for Financial Assistance for Business  *must include the purpose of the meeting, date, type of organization		Personal letter addressed to the head of office or personnel in-charge and email to <a href="mailto:SBCDPO@quezoncity.gov.ph">SBCDPO@quezoncity.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter requesting for financial assistance for business via email or in-person at QC-SBCDPO	1. Acknowledge receipt of letter	N/A	5-10 Minutes	Planning, Program Development, and Monitoring Division
2. Wait for feedback on eligibility for the program	2. Determine if client is eligible for the program	N/A	1-2 Days	Planning, Program Development and Monitoring Division
3. If approved, attend the program event as scheduled	3. Schedule the event  3.1 Inform client about approval/rejection	N/A	5-6 Hours	Planning, Program Development and Monitoring Division, MFI partners

## Community Savings Group

The Community Savings Group is an informal and self-help group bound by its members for loans and savings services, which promote community resiliency and alternative risk-transfer mechanisms.

<b>Office or Division:</b>	Planning, Program Development, and Monitoring Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Barangay, Civil Society Organizations, Associations, Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Requesting for Community Savings Group Training  *must include the purpose of the meeting, date, type of organization		Personal letter addressed to the head of office or personnel in-charge and email to SBCDPO@quezoncity.gov.ph		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter requesting for Community Savings Group training via email or in-person at QC-SBCDPO	1. Acknowledge receipt of letter	N/A	5-10 Minutes	Planning, Program Development, and Monitoring Division
2. Wait for feedback on eligibility for the program	2. Determine if client is eligible for the program	N/A	1-2 Days	Planning, Program Development, and Monitoring Division
3. If approved, attend the program event as scheduled	3. Schedule the event 3.1 Inform client about approval/rejection	N/A	5-6 Hours	Planning, Program Development, and Monitoring Division

## Business Resources Division

### QC Essentials Livelihood Training

This program provides livelihood opportunities for different vulnerable sectors in our community to be able to earn and start their own micro business. What started as an economic recovery program for the unemployed due to forced community restrictions, this program has expanded into our very own QC Brand - from everyday household essential products to boosting our local food processing industry. QC Essentials is proudly made in QC, made by QCitizens.

<b>Office or Division:</b>	Business Resources Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	QC-based solo parents and other marginalized sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client's inclusion to list of citizens who are qualified and interested in exploring livelihood opportunities through QC Essentials		At QC-SBCDPO or Barangay/Organization		
2. Distribution List provided by chosen sector		% barangay/organization		
3. Secured venue and transport for distribution of kits		% barangay/organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Express desire to take part in QC Essentials to Barangay	1. Include client to the list for QC Essentials to be endorsed to the QC-SBCDPO	N/A	1-7 Days	Barangay/Organization
2. Claim QC Essentials starter kit upon release to Barangay/Organization	2. Inform Barangay/Organization about the scheduled release of the starter kits	N/A	Depending on the availability of starter kits	Business Resources Division
3. Attend or watch QC Essentials training	3. Conduct in-person training or send the link to the tutorial video	N/A	20 Minutes (can be accessed on Youtube)	Business Resources Division, Barangay/Organization
4. Create QC Essentials products	N/A	N/A	1-2 Hours	c/o Client
5. Promote and sell QC Essentials products	5. Share QC Essentials creations on social media	N/A	Depending on the duration of the activity	Business Resources Division

## POP QC

POP QC showcases the artistry and innovation of city-honed products through trade shows, bazaars and exhibits. It aims to promote city-made products and provide a local market-access platform for MSEs and Cooperatives in Quezon City. This will serve as the official branding of QC-based products.

<b>Office or Division:</b>	Business Resources Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Businesses			
<b>Who may avail:</b>	Businesses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Brgy/ Mayor's Permit (Updated)		Barangay/ QC Business Permits and Licensing Office		
2. Letter of Intent from interested business owner expressing desire to be a part of POPQC.		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Letter of Intent for POP QC to QC-SBCDPO	1. Accept letter of intent for POP QC	N/A	5-10 Minutes	Business Resources Division
2. If accepted, wait for scheduling of POP QC event	2. Organize POP QC event	N/A	1 Week	Business Resources Division
3. Set up POP QC booth, promote and sell your products	3. Assist and promote client as part of POP QC	N/A	Depends on the duration of the activity	Business Resources Division

## Logistics Services Program with Grab

To support struggling QC tricycle drivers, food establishments, and other displaced workers, the partnership with Grab Philippines seeks to create job opportunities through the GrabFood and GrabExpress delivery services.

<b>Office or Division:</b>	Business Resources Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Qualified Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Professional Driver's License (Mandatory)		Land Transportation Office		
2. Drug Test Result (Mandatory)		Accredited Medical Clinics		
3. NBI or Police Clearance (Mandatory)		National Bureau of Investigation		
4. OR/CR		Land Transportation Office		
5. Motorcycle year model 2010 or later, 99-160cc		Motorcycle Companies		
<i>If not registered owner:</i>		c/o Client		
a. Borrowed-Motor Original Authorization letter with photocopy of the VALID ID of the owner				
b. Secondhand Notarized Deed of Sale				
c. Reacquire Motor-Repossession Certificate or any Certificate from Dealer				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Online Registration through provided link by QC-SBCDPO/Grab	1. Post registration link	N/A	5-10 Minutes	Business Resources Division, Grab
2. Apply at Grab driver application venue and submit required documents	2. Business Resource Division and Grab to organize driver application event  2.1 Grab to accept documents	N/A	1-2 Hours	Business Resources Division, Grab
3. Wait for Grab profile activation	3. Grab to approve and activate new riders	N/A	2-3 Days	Grab



## Various Entrepreneurial Trainings and Seminars

For QCitizens interested in becoming entrepreneurs, they may join the various trainings and seminars offered by the office to identify what resources/supplies they need, learn how to approach starting a business, and create plans for their businesses' sustainability.

<b>Office or Division:</b>	Business Resources Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Micro and Small Entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request/completed registration form from interested party to join training/seminars		% Client to submit to QC-SBCDPO		
2. Brgy Permit/Mayor's Permit/Hawkers Registration Permit (Updated)		Issued by the Quezon City Business Permits and Licensing Department and Market Development Administration Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for announcement from QC-SBCDPO for various training and seminars	1. Post the list of scheduled training and seminars	N/A	N/A	Business Resources Division
2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each training/seminar	N/A	5-10 Minutes	Business Resources Division
3. Client to attend said training/seminar	3. Conduct training/seminar with different partners	N/A	4-6 Hours	Business Resources Division

## Business Incubation Programs

The Business Incubation Programs of the QC-SBCDPO include the following:

- Livelihood skills training and industry matching for micro and small businesses
- Youth Entrepreneurship Program

<b>Office or Division:</b>	Business Resources Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Micro and Small Entrepreneurs, Youth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of intent addressed to SBCDPO to join Business Incubation Programs		% Client		
2. Barangay/ Mayor's Permit (Updated)		QC Business Permits and Licensing Department/Barangay		
3. QCitizen ID		QC E-Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for announcement from QC-SBCDPO for business incubation programs	1. Post the list of scheduled business incubation programs	N/A	N/A	Business Resources Division
2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each business incubation program	N/A	5-10 Minutes	Business Resources Division
3. Client to attend said business incubation program	3. Conduct business incubation program with different partners	N/A	4-6 Hours	Business Resources Division

## Small-Scale Entrepreneurship Programs

The Small-Scale Entrepreneurship Programs of the QC-SBCDPO include the following:

- Applying the farm-to-consumer model to enable farmers to keep all their profits and provide easy access to farm goods for consumers through QC Fresh Market
- Upscaling and organizing displaced vendors into one venue as an attractive night market through Sari-Sari Kyusi (Nov 2019 - Jan 2020)
- Compiling of one database of microentrepreneurs from our programs to disseminate information and update them about future events, programs, and opportunities that could help grow their businesses

<b>Office or Division:</b>	Business Resources Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Micro and Small Businesses, Farmers Cooperative, Producers Cooperative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Interest addressed to QC SBCDPO requesting their desire to join the various activities.		From the interested party		
2. Barangay/Mayor's Permit (Updated), Hawkers/Vendors Permit (Updated), or Certificate of Registration issued by the Cooperative Development Authority (For cooperatives)		Barangay, Quezon City Business Permits and Licensing Department, Market Development Administration Department, or Cooperative Development Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for announcement from QC-SBCDPO for small-scale entrepreneurship programs	1. Post the list of scheduled small-scale entrepreneurship programs	N/A	N/A	Business Resources Division
2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each small-scale entrepreneurship program	N/A	5-10 Minutes	Business Resources Division
3. Client to attend said small-scale entrepreneurship program	3. Conduct small-scale entrepreneurship program with different partners	N/A	4-6 Hours	Business Resources Division

# QUEZON CITY PLANNING AND DEVELOPMENT OFFICE

## 1. RECEIPT AND ENDORSEMENT OF INCOMING COMMUNICATIONS / CORRESPONDENCE

Receiving/processing of incoming communications from various agencies addressed to the City Planning and Development Officer.

<b>Office or Division:</b>	Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units City Councilors NGO/PO/CSOs National government agencies Local government units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip		None		
Attachment of supporting documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document/s to Receiving Area	1.1 Receives, classifies and encodes various submitted document/s/ communications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/ Control Number.	None	5 minutes	Assigned Staff Administrative Division
	Gives to Chief Administrative Officer, Administrative Division, for final			

	review of document classification.			
	1.2 Gives to CPDD Department Head for review of document classification.	None	2 minutes	Assigned staff (Administrative Division)
	1.3 Reviews / Assigns / Signs routing slip for handing over to concerned/assigned CPDD Sector		10 minutes	CPDD Head
2. Act on particular assigned task/s	2.1 Receives, records and checks completeness of submitted documents	None	1 min	Assigned staff (concerned Sector)
	2.2 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	None	2-5 days*	
	2.3 Submits report to CPDD Head for review and conformance			
	2.4 Approves/signs final revised action documents			
	2.5 Releases signed document/s to concerned city department/office/unit/entities concerned		5 mins	CPDD Head
		None	5 mins	

				Assigned Staff/Records Officer Administrative Division
Total			5 days* 28 minutes	

*Note: \* time may differ depending on the complexity of the request/proposal*

## 2. SECURING OF STATISTICAL DATA

Conduct of information exchange and research services

<b>Office or Division:</b>	Planning and Development Information Unit (PDIU), Special Projects Division (SPD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units City Councilors NGO/PO/CSOs National government agencies Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Research/Data Request Form (for students / researchers)</li> </ul>		PDIU, SPD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire on who and where to approach to get data or information on Socio-economic Profile and other Development Information of QC and its barangays	Receive and direct client to appropriate CPDO Sector, Unit, or personnel:  <b>Sectors:</b> Social Devt Planning Division (SDPD)  Economic Development Planning Division (EDPD)  Special Projects Division (SPD)  Land Use and Infrastructure Division (LUID)  Institutional Devt Planning Division (IDPD)	None	15 secs	Assistance Desk/Receiving Area
2. Convey and relate to concerned PPDO Personnel of his/her data	Confer with client and provide necessary form	None	2 mins	Client / Requesting Party

requirements (Accomplish Data Request Form)				
3. Submit accomplished form (Data Request Form) to PDI unit  Sign in the logbook indicating data availed of among others (State particulars of the data being availed of)	Provide Assistance to client . Determine the availability of the data	None	5 mins	Data Management Officer, SPD
1a. If data available is in soft copy, client provides CD or flash drive where data will be copied	Copy data to the CD or flash drive	None	3 mins	Data Management Officer, SPD
1b. If data available is in hard copy, client leaves ID with the Person Responsible and have the data photocopied	Instruct client on the photocopying of the data	None	20 mins	
1c. If data requires expertise in any subject of interest covering the 5 development sectors	Refer Client to concerned Planning Development Sector	None	3 mins	Sector/Unit Head and Staff concerned (including admin staff, where appropriate)
	Provide information on matters relating to the Division's areas of functional interest	None	10 -30* mins	Concerned planning sectors
Total			43 mins/3 secs*	

*Note: \* time may differ depending on the complexity of the request/proposal*



### 3. SPECIAL STUDIES/ RESEARCHES/ PROJECT PROPOSALS AND EVALUATION

Infrastructure projects Identification /Prioritization

<b>Office or Division:</b>	Land Use and Infra Division (LUID), CPDD			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units Barangay Officials Private entities NGO/PO/CSOs QC residents/citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Official request letter or B-1 (Basis 1) Form</li> <li>Photo copy of plans, program of works (<i>if applicable</i>)</li> </ul>		Request letter to be accomplished by the proponent Office of the Secretary to the Mayor (B-1 Form)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official letter request with plans / program of works (if applicable)	Receives, records request/project proposal	None	5 mins	Project Development Officer III, LUID
	Assign and schedule site inspection		1 day (varies depending on the site location)	Project Development Officer III, CPDD
2. Accompany project inspector (if needed) during site inspection and provide necessary information (if necessary) during ocular validation	Conduct on-site inspection, survey, interview on subject request/project proposal		2 hours	Project Development Officer I to III/ Planning Officer I to III, CPDD

	Identify and map/plot the site using GIS and make official request to General Services Department (GSD) and City Assessor's Office for property ownership status		25 mins.	Project Development Officer III, CPDD
	The GSD and City Assessor's Office sends back official property record ownership status		3 days	Department Head of GSD and City Assessor's Office
	Prepare photos and maps; Evaluate/study the proposal; Accomplish project inspection/validation report form; and Rates, prioritize and make design recommendation on the proposed project and accomplish Infra Form B-2 (Basis 2)			
	Infra Form B-2 check/review/ and signed by Division Chief		10 mins.	Project Development Officer V, Head LUID
	Signing of Infra Form B-2 by Department Head (CPDD)		5 mins.	Department Head, CPDD
	Endorse to the concerned department/office/committee (ex. City Engineering Dept./ Parks Development and Administration Dept./ INFRACOM/ others) for appropriate action		15 mins.	Project Development Officer III, CPDD
Total			4 days and 5 hrs.*	

Note: \* time may differ depending on the complexity of the request/proposal

#### 4. LAND / PROPERTY ACQUISITION PROGRAM

The acquisition of land and reserves for the city's future various infrastructure programs- An investment strategy employed by the QC government since 2004, land banking program involves the tedious task of assessing site's suitability thru title checks, status of ownership if vacant or open space, conduct of research, site inspection, evaluation of properties offered for sale to the city or properties which the city intends to buy

<b>Office or Division:</b>	Special Projects Division (SPD), CPDD			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units Barangay Officials Private entities QC residents/citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Official request letter or B-1 (Basis 1) Form</li> <li>Photo copy of plans, program of works (<i>if applicable</i>)</li> </ul>		Request letter to be accomplished by the proponent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official letter request with attached documents / plans / program of works (if applicable)	Receive, records request/project proposal	None	5 mins	Project Development Officer III, LUID
2. Negotiation with the owner for lot acquisition	Prepare letter of intent to buy the property (if viable) and/or letter denying the proposal, or counteroffer letter based on the evaluation of the proposal and deliberation by the City Appraisal Committee		15 mins	Department Head, CPDD  City Appraisal Committee
Pre-Acquisition Process	a) Preparation of the Appraisal resolution b) Request for the City Mayor's authority to			City Appraisal Committee  (City Council Resolution c/o

	<p>negotiate and enter into a contract to acquire the lot</p> <p>c) Preparation of the draft deed of sale for review by the proponent</p> <p>d) Request for appropriation in the acquisition of the property thru preparation of Work Financial Plan (WFP)</p> <p>e) Issuance of Advice of Allotment (AA)</p>			<p>Office of the City Secretary)</p> <p>CPDD, City Legal Dept.</p> <p>Department Head, CPDD &amp; City Budget</p> <p>c/o City Budget Dept. Head, City Mayor</p>
3. Signing of the Deed of Sale	Final draft deed of sale for signature by the proponent and of the City Mayor		1 hour	<p>Owner / proponent</p> <p>Hon. City Mayor (c/o City Legal Dept.)</p>
Acquisition Process	<p>1. Preparation of Obligation Request (AA + supporting documents) and Disbursement Voucher (DV)</p> <p>2. Issuance of Certificate of Availability of Funds (CAF) (OBR + AA + supporting documents) for pre/post audit</p> <p>3. Evaluation of OBR and DV</p>			<p>Department Head, CPDD &amp; City Budget</p> <p>c/o Fiscal Mgt. &amp; Control Unit, City Accounting Dept.</p> <p>To FCU for auditing; to City Treasurer's Office for Request of Obligation and</p>

				Allotment (ROA); DV for signature of the City Accountant, City Treasurer and the Hon. City Mayor
4. Initial payment (50%)	Issuance and release of check payment  Turn-over of the owner's duplicate of title to the City Government		10 days*	c/o Cash Division, City Treasurer's Office  Owner / proponent
5. Payment of taxes and fees (if the owner will pay taxes and fees based on deed of sale)	Payment of CGT & DST to BIR Issuance and release of Certificate Authorizing Registration (CAR) (O.R.+ supporting documents)  Owner to transmit		1 day	Owner / proponent
(If City will pay taxes and fees)	* Same process in the acquisition process			c/o City Budget Dept., City Accounting Dept., City Treasurer's Office, Office of the Mayor Liaison Officer, CPDD
Transfer Tax	Request to the City Treasurer's office in the Transfer Tax payment		15 mins.  5 working days	Department Head, CPDD  Transfer Tax Certificate of Exemption c/o City Treasurer's Office)
Payment of Registration Fee	Computation of Registration fee to Registry of Deeds + plus supporting documents		3-5 days*	Liaison Officer, CPDD

	* Same process in the acquisition process			c/o City Budget Dept., City Accounting Dept., City Treasurer's Office, Office of the Mayor
	Payment of Registration Fee to Registry of Deeds		1 day	Liaison Officer, CPDD
Issuance of New TCT	Issuance and release of New TCT in the name of QC Government			c/o Registry of Deeds
6. Final Payment (50%)	Same process in the initial payment (50%)		10 days*	c/o City Accounting Dept., City Treasurer's Office, Office of the Mayor
	Issuance and release of check payment		1 day	c/o Cash Division, City Treasurer's Office
Total			22 days and 1 hr and 20 mins.*	

*Note: \* time may differ depending on the complexity of the request/proposal*

## 5. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW @ QC eServices

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

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
	QC eServices website registration	<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
	Attachment of Supplemental Documents (whichever is applicable)			
	<ul style="list-style-type: none"> <li>Certificate of No Objection from HOA or Neighbors' Consent</li> </ul>	HOA		
	<ul style="list-style-type: none"> <li>Barangay Council Resolution</li> </ul>	Concerned Barangay		
	<ul style="list-style-type: none"> <li>Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP(City Council Resolution)</li> </ul>	DBO/ZAU		
	<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
	1. Register and log in to the QC eServices website and create an account			BPLD Technical Staff
	2. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements			BPLD Clerks/ Evaluators

<p>3. Submit the business permit application form online.</p>	<p><b>3.1.</b> Receive online the accomplished business permit application form.</p> <p>3.1.1 Encode the business information to the ZAU system to create a ZAU record and generate a ZAU transaction number.</p> <p>3.1.2 Evaluate the permissibility of the business activity and location based on the QC Zoning Ordinance.</p> <p>3.1.3 Go back to the QC e-Services system, (ZAU interface) copy the evaluation result, and validity period and submit it back to BPLD.</p> <p><b>3.1.4.</b> Printing of LC;  - BPLD flags for printing;  - Actual printing</p> <p><b>3.1.5.</b> Transmit LC to BPLD</p>	<p><i>Zoning Fee (integrated into the tax bill):</i>  ₱ 345.00  -Sari-Sari Store</p> <p>₱ 545.00- all other businesses</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Evaluators</p>
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4. Receive the printed copy of LC thru the Document Delivery System of BPLD				BPLD
<b>Total:</b>			30	<b>inutes</b>

## 6. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL @ QC eServices

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

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	<i>Simple</i>			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QC eServices website Registration		<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
Attachment of Supplemental Documents (whichever is applicable)				
<ul style="list-style-type: none"> <li>• Previous Locational Clearance</li> </ul>		ZAU		
<ul style="list-style-type: none"> <li>• Certificate of No Objection from HOA or Neighbors Consent</li> </ul>		HOA		
<ul style="list-style-type: none"> <li>• Barangay Council Resolution</li> </ul>		Concerned Barangay		
<ul style="list-style-type: none"> <li>• Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP (City Council Resolution)</li> </ul>		DBO/ZAU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and log in to the QC eServices website and create an account				BPLD Technical Staff
2. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements				BPLD Clerks/ Evaluators
	3.1 Receive online the accomplished		5 minutes	Evaluators

<p>3. Submit the business permit application form</p>	<p>business permit application form.</p> <p>3.2 . Check if the business has an existing record in the ZAU system; if none business will be treated as a new application.</p> <p>3.3 . If the application has an existing record, validate the business information in the application form and compared it to the encoded information in the LC.</p> <p><b>3.4.</b> Go back to the system (ZAU interface) copy the evaluation result, and validity period, and submit it back to BPLD.</p> <p><b>3.5.</b> Printing of LC; - BPLD flags for printing; - Actual printing</p> <p><b>3.6.</b> Transmit LC to BPLD</p>	<p><u>Zoning Fee</u> (integrated with the tax bill) ₱ 345.00: Sari-Sari Store;  ₱ 545.00:all other businesses</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	
<p>4. Receive the printed copy of LC thru</p>				

the Document Delivery System of BPLD				BPLD
<b>Total:</b>			<b>30 minutes</b>	

## 7. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: WALK-IN RENEWAL

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

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy Business Permit		ZAU		
Photocopy of previous Locational Clearance		ZAU		
Supplemental Documents (whichever is applicable)				
<ul style="list-style-type: none"> <li>• Certificate of No Objection from HOA or Neighbors Consent</li> </ul>		HOA		
<ul style="list-style-type: none"> <li>• Barangay Council Resolution</li> </ul>		Concerned Barangay		
<ul style="list-style-type: none"> <li>• Building Permit or Certificate of Occupancy</li> </ul>		DBO/ZAU		
<ul style="list-style-type: none"> <li>• If the Business activity is among the listed uses that require the ff:                             <ul style="list-style-type: none"> <li>▪ Special Use Permit (SUP)</li> <li>▪ Special Permit (SP)</li> <li>▪ Certificate of Exception (CEO)</li> <li>▪ Market Franchise</li> </ul> </li> </ul>		City Council thru a Resolution		
If Representative, photocopy and present the original of the ff:				
<ul style="list-style-type: none"> <li>• Duly notarized Authorization Letter/Special Power of Attorney</li> </ul>		Business owner		
<ul style="list-style-type: none"> <li>• Representative's Government issued Identification Card</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a printed Unified Online Business Permit Application (UOBPA) or fill out Unified Online Business Permit Application (UOBPA) with the required documents for initial assessment and verification	1.1. Receive, check the completeness of the documents, and verify the records of the application	None	5 minutes	Receiving Staff  Receiving Staff Evaluators
	1.1.1. Issue claim stub		2 minutes	
	1.2. Check the ZAU record and validate the previous evaluation, amend the LC (if permitted) or prescriptive notation in the LC (if conditional) and Notice of Action		10 minutes	

	(NOA); for disapproved application, prepare a letter to the owner.		5 minutes	Evaluators
	1.2.1. Print and affix initials in the LC with OIC, ZAU eSign and NOA (no eSign)		5 minutes	PDO V
	1.3. Review the printed LC and affix initials before releasing		5 minutes	OIC-ZAU
	1.4. Review/sign the printed NOA and letter to the owner		5 minutes	
1. Receive the LC	3.1 issue the LC/NOA to the Client		3 minutes	Releasing Staff
	<i>Total</i>		<i>35 minutes</i>	

## 8. REQUEST FOR MOTION FOR RECONSIDERATION

This request is made when an applicant, is not satisfied by the decision of the Zoning Official concerning the interpretation, administration or enforcement of the zoning ordinance.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A written request for reconsideration				
Accomplished Application Form and the issued Simplified Business Form indicating denial of the application				
Previous Locational Clearance/Bldg. Permit, SUP, COE (if any)		DBO/ZAU		
Affidavit of Undertaking (if applicable)				
Pictures of the structure (front view and inside view showing business area)				
Official Receipt as proof of payment of Motion or Letter of Reconsideration				
If Representative, photocopy and present the original of the ff:				
<ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney</li> </ul>		Business owner		
<ul style="list-style-type: none"> <li>Representative's Government issued Identification Card</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit a written request for reconsideration with the required documents	1. Receive, and check the completeness of the documents and issue order of payment.	Motion for Reconsideration Fee -P1,000.00	5 minutes	Receiving Staff
3. Pay MR fee at CTO and submit photocopy of OR	2. Receive photocopy of the Order of Payment and attach to the MR documents.		2 minutes	Receiving Staff
	3. Prepare routing slip with remarks and recommendations; Assigns staff to prepare letter of reply.		15 minutes	PDO III
	4. Check the letter of reply; if with revision			

	return to the staff assigned, if none forward to OIC-ZAU.			
	5. Assess the letter of reconsideration/ review/sign the letter of reply.		6 working days	OIC-ZAU
7. Receive the reply letter on the request	Release the reply letter to the applicant		3 minutes	Releasing Staff
6. Log-in to QC-eServices; Up-load approved letter for reconsideration and other documents (if any)	Re-evaluate application based on the letter signed by ZAU-OIC		15 minutes	PDO-II
	<i>Total</i>		<i>6 working days and 40 minutes</i>	



## 9. 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 a Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Developers, Property Lot owners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b><i>For Simple: 1 to 3 Storey Residential (1 unit), 2 Storey Commercial Bldg. and Warehouse /Interior renovation inside the mall</i></b>		
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the 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"> <li>● Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>	Registered Lot Owner	
<ul style="list-style-type: none"> <li>● Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	



	<p>Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code.</p> <p>3.2.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA).</p> <p>3.3. Final evaluation.</p> <p>3.3.1. Review the Project Evaluation Report and provide comments or approve the recommendation.</p> <p>3.3.2. Return the physical documents to DBO.</p> <p>3.4. Receive the physical file from DBO with printed LC (affixed eSignature of OIC, ZAU) and Order of Payment (OP); check, approve and affix initials to LC or NOA and Order of Payment for final billing.</p> <p>3.5. Receive LC from DBO to affix the QC seal.</p>	<p><i>Residential Processing Fee:</i> ₱ 3.00/m<sup>2</sup> of TFA</p> <p><i>Verification Fee :</i> ₱100.00</p> <p><i>Commercial Processing Fee:</i> ₱ 10.00/m<sup>2</sup> of TFA;</p> <p><i>Verification Fee:</i> ₱300.00</p>	<p>2- storey commercial and warehouse);</p> <p>30 minutes (Interior renovation)</p> <p>15 minutes</p> <p>5 minutes</p>	<p>PDO IV</p> <p>PDO IV</p> <p>Clerk</p>
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	<b>3.6.</b> Return the LC to DBO for release.		<b>5 minutes</b>	
4. Receive the copy of LC or NOA thru the releasing counter of DBO				Releasing Clerk DBO
<i>Total</i>			<b>2 hours, 30 minutes</b> (1-3 storey residential, 2-storey commercial & warehouse) and <b>1 hour</b> (interior renovation)	

## 10. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: NEW (REGULAR), RENOVATION, REPAIR, AND ADDITIONAL @ BUILDING REGULATION ONE-STOP-SHOP (BROSS)

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

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)	
<b>Classification:</b>	<i>Regular</i>	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Developers, Property Lot owners	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the 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"> <li>• Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>	Registered Lot Owner





	<p>Print LC and final billing for approved LC and affix initials.</p> <p><b>3.6.</b> Review/approve evaluation report/LC, sign OP.</p> <p><b>3.7.</b> Affix QC logo seal on LC</p> <p><b>3.8.</b> Transmit the physical file to DBO with LC and OP.</p>		<p><b>5 minutes</b></p> <p><b>30 minutes</b></p> <p><b>1 minute</b></p> <p><b>10 minutes</b></p>	<p>Evaluator</p> <p>OIC-ZAU</p> <p>Clerk</p> <p>Releasing Staff</p>
<p><b>Total</b></p>			<p><b>2 hours,46 minutes</b> <i>(1-3 storey residential, 2-storey commercial &amp; warehouse)</i> <i>and</i> <b>1 hour, 46 minutes</b> <i>(interior renovation)</i></p>	



## 11. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: CELL SITE @ BUILDING REGULATION ONE-STOP-SHOP (BROSS)

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

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)	
<b>Classification:</b>	<i>Simple</i>	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Telecoms Owners, Property Lot owners	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the 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
	Certification from lot owner that there is no Homeowners Association within the area	Building Owner
	HOA consent if within residential zone with HOA	HOA office
	Lot Plan (1 set signed & sealed)	Licensed Geodetic Engineer
	Certification that the proposed cell site is outside the CAAP Critical Areas	Licensed Geodetic Engineer
	Affidavit of Undertaking to Conduct Social Preparation	Telecom Owner
	Architectural Plan (2 sets signed & sealed) & PTR	Licensed Architect

For Representative				
<ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>		Registered Lot Owner		
<ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
Long Folder				
Supplemental documents: <ul style="list-style-type: none"> <li>DPWH Clearance if located along the national road (1 original, 1 photocopy)</li> <li>MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>Earthquake Hazard Assessment (1 original, 1 photocopy)</li> <li>Barangay Council Resolution (1 original, 1 photocopy)</li> </ul>		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. Register to log in to the QC eServices website and create an account				
2. Fill out the Online Building Permit Application and attach/upload documentary requirements				DBO

<p>3. Submit the accomplished application form</p>	<p><b>3.1.</b> Receive the physical file from DBO.</p> <p><b>3.1.1.</b> Transmit physical documents for evaluation.</p> <p><b>3.2.</b> For initial evaluation.</p> <p><b>3.2.1.</b> Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code.</p> <p><b>3.2.2.</b> Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA) with corresponding remarks.</p> <p><b>3.2.3.</b> Transmit the physical file for final evaluation</p> <p><b>3.3.</b> Final Evaluation.</p> <p><b>3.3.1.</b> Review the Project Evaluation Report and approves the recommendation.</p> <p><b>3.3.2.</b></p>		<p>5 minutes</p> <p>30 minutes</p> <p>1 hour</p>	<p>Receiving Staff</p> <p>Evaluators</p> <p>PDO IV</p>
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	<p>Returns approve LC to the Evaluator for stamping and signing of approved architectural plans.</p> <p><b>3.3.3.</b> Print Notice of Action (NOA) with corresponding remarks stating the conditions /justifications.</p> <p><b>3.4.</b> Print LC with OIC, ZAU eSignature, final billing for approved LC and affix initials.</p> <p><b>3.4.1.</b> Print NOA with OIC, ZAU eSignature and affix initial and return to receiving clerk for releasing.</p> <p><b>3.5.</b> Transmit documents (physical file) to OIC, ZAU for final approval.</p> <p><b>3.5.1.</b> Receive and record the documents.</p> <p><b>3.5.2.</b> Review/approve evaluation report/LC, sign OP.</p> <p><b>3.5.3.</b> Return LC with the physical file to receiving clerk.</p> <p><b>3.6.</b> Receive the documents.</p> <p><b>3.6.1.</b></p>	<p><u>Residential Processing Fee:</u> ₱ 3.00/m<sup>2</sup> of TFA;</p> <p><u>Verification Fee:</u> ₱100.00</p> <p><u>Commercial Processing Fee:</u> ₱10.00/m<sup>2</sup> of TFA;</p> <p><u>Verification Fee:</u> ₱300.00</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>20 minutes</p> <p>20 minutes</p>	<p>Clerk</p> <p>Evaluator</p> <p>Clerk/ PDO IV</p> <p>Evaluator</p> <p>Clerk</p> <p>Receiving Staff</p> <p>OIC-ZAU</p>
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	Affix QC logo seal on LC.  <b>3.6.2.</b> Transmit the physical file to DBO with LC and OP.		5 minutes  5 minutes  5 minutes  10 minutes	Releasing Clerk  Clerk  Clerk  Releasing Staff
4. Receive the copy of NOA with the evaluated documents (after 3.3.3. action)			5 minutes	Releasing Clerk ZAU
Receive the copy of LC thru the releasing counter of DBO together with other approved plans and related permits for building construction/renovation			5 minutes	Releasing Clerk DBO
<b>Total</b>			<b>3 hours, 15 minutes</b>	

## 12. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: SUBDIVISION FOR COMMUNITY MORTGAGE PROGRAM (CMP) ON REGULAR PROCESS

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

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	<i>Complex</i>			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Developers, Property Lot owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transfer Certificate of Title (1 Certified True Copy)		Land Registration Authority (LRA)		
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the 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)		
DHSUD Certificate (1 photocopy)		Department of Human Settlement and Urban Development (DHSUD)		
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"> <li>Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>		Registered Lot Owner		
<ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS,GSIS, Pag-Ibig		
<ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
Long Folder				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Receive the required documents and check		15 minutes	Receiving Staff

<p>1. Submit the required documents for initial assessment and verification</p>	<p>the completeness of the requirements.</p> <p><b>1.2.</b> Issue the Order of Payment for Application Fee</p>	<p>₱ 200.00</p>	<p><b>3</b> minutes</p>	<p>Receiving Staff</p>
<p>2. Pay the Application Fee at the CTO and submit the photocopy of OR</p>	<p>2.1. Check the OR and assign a control number.</p> <p>2.1.1. Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance.</p> <p>2.1.2. Verify compliance to line and grade and other architectural details based on the Local Building Code.</p> <p>2.2. Set the final evaluation and print the LC/NOA/FC with eSign.</p> <p>2.3. Print the Order of Payment.</p> <p>2.4. Sign the Order of Payment.</p> <p>2.5. Stamp and sign the Architectural Plan.</p>	<p><i>Residential Processing Fee:</i> ₱3.00/m<sup>2</sup> of TFA;</p> <p><i>Verification Fee :</i> ₱100.00</p>	<p><b>5</b> minutes</p> <p><b>30</b> minutes</p> <p><b>5</b> minutes</p> <p><b>10</b> minutes</p> <p><b>5</b> minutes</p> <p><b>5</b> minutes</p>	<p>Receiving Staff</p> <p>Evaluation Group</p> <p>Evaluation Group</p> <p>Clerk</p> <p>Clerk</p> <p>OIC-ZAU</p> <p>Evaluator and PDO IV</p>

3. Pay the Processing Fee at CTO and submit a photocopy of the Official Receipt	3.1 Check the Official Receipt		5 minutes	Releasing Staff
4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	3.1 Release the LC/NOA/FC and approved copy of Architectural Plans		5 minutes	Releasing Staff
<b>Total :</b>			<b>1 hour, 28 minutes</b>	



### 13. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: CERTIFICATE OF EXCEPTION (COE) ON REGULAR PROCESS

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

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)	
<b>Classification:</b>	<i>Highly Technical</i>	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Developers, Property Lot owners	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)	City Treasurer's Office (CTO)
	Proof of Lot Ownership (whichever is applicable)	
	<ul style="list-style-type: none"> <li>Transfer Certificate of Title (1 certified true copy)</li> </ul>	Land Registration Authority (LRA)
	<ul style="list-style-type: none"> <li>Lease contract (1 photocopy)</li> </ul>	Registered Lot Owner
	<ul style="list-style-type: none"> <li>Award Notice (1 photocopy)</li> </ul>	Registered Lot Owner
	<ul style="list-style-type: none"> <li>Deed of Sale (1 photocopy)</li> </ul>	Registered Lot Owner
	<ul style="list-style-type: none"> <li>Memorandum of Agreement (MOA) (1 photocopy)</li> </ul>	Registered Lot Owner
	<ul style="list-style-type: none"> <li>Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy)</li> </ul>	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"> <li>Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>	Registered Lot Owner
	<ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
	<ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig

Long Folder				
Mandatory Requirements for COE:				
<ul style="list-style-type: none"> <li>• Project Description (boundaries, nature of the operation or use; objectives to be achieved by the project; statement as to why the project cannot fulfill its objectives under the Zoning Regulations (1 original, 1 photocopy)</li> <li>• Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC)</li> <li>• Barangay Council Resolution</li> <li>• Traffic Impact Study for high-rise buildings</li> </ul>		Project Engineer/Architect  EMB-DENR  Concerned Barangay Project Engineer/Architect		
Supplemental documents:				
<ul style="list-style-type: none"> <li>• Neighbor's firewall consent (1 original, 1 photocopy)</li> <li>• HOA Approved plan (2 sets, blueprint of Architectural Plans)</li> <li>• DPWH Clearance if located along a national road (1 original, 1 photocopy)</li> <li>• MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>• Earthquake Hazard Assessment (1 original, 1 photocopy)</li> </ul>		Adjacent neighbor  HOA  Department of Public Works and Highways  Metro Manila Development Authority  Phivolcs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Apply for COE at the City Council thru the Chairman, Committee on City Planning, Building &amp; Zoning</p>	<p><b>1.1.</b> Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.</p> <p><b>1.2.</b> Evaluate the project based on the submitted mandatory requirements and present the findings as to the basis of the City Council for their decision to deny or approve the resolution.</p> <p><b>1.3.</b> Review the project evaluation report and recommend approval/disapproval of the application.</p>	<p>None</p>	<p>3 minutes</p> <p>4 hours</p> <p>8 hours*</p>	<p>Receiving Staff</p> <p>Evaluation Group</p> <p>OIC-ZAU</p>
<p>2. Attend the public consultations at the City Council for the approval of the City Council Resolution</p>			<p>3 readings</p>	<p>City Council</p>
	<p>5.1 Check and receive the documents.</p> <p><b>3.1.1.</b> Prepare the revised evaluation report &amp; recommend the issuance of the Locational Clearance/COE.</p>	<p><i>Residential Processing Fee:</i> <i>₱3.00/m<sup>2</sup> of TFA;</i></p> <p><i>Verification Fee:</i></p>	<p>1 hour</p> <p>1 hour</p>	<p>Receiving Staff</p> <p>Evaluation Group</p>

3. Submit the approved City Council Resolution & ECC and other documents	<b>3.1.2.</b> Prepare documents and recommend approval of the application.	<b>₱100.00</b>	<b>45 minutes</b>	PDO IV
	<b>3.1.3.</b> Approved and signed final evaluation.	<u>Commercial Processing Fee:</u> <b>₱10.00/m<sup>2</sup> of TFA;</b>	<b>30 minutes</b>	OIC-ZAU
	<b>3.1.4.</b> Print the LC/COE with e-sign & Order of Payment.	<u>Verification Fee:</u> <b>₱300.00</b>	<b>10 minutes</b>	Clerk
	<b>3.2.</b> Sign the Order of Payment.	<u>COE Processing Fee:</u> <b>₱ 150/m<sup>2</sup> of TFA subject to an exemption</b>	<b>5 minutes*</b>	PDO IV
	<b>3.3.</b> Stamp and sign the Architectural Plan.		<b>30 minutes</b>	Clerk and Evaluators
4. Pay the Processing Fee at CTO and submit the photocopy of the Official Receipt	4.1. Check the Official Receipt.		<b>5 minutes</b>	DBO
5. Receive the copy of COE and approved copy of Architectural Plans	5.1. Release the COE and approved copy of Architectural Plans		<b>5 minutes</b>	DBO
<b>Note:</b> * Subject to the completeness of requirements.				

## 14. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR SPECIAL USE PERMIT (SUP) ON REGULAR PROCESS

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code. The Special Use Permit is issued through a resolution approved by the City Council 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); *Temporary suspended due to Joint Memorandum Circular-01, Series of 2021*), Heliports/Helipads, Abattoir/Slaughterhouse, Cockpits/Race Tracks, Transport Terminals, Transport Garage, Cemeteries, Funeral Parlor/ Memorial Chapel/Mortuary, Crematorium/Columbarium.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)		
<b>Classification:</b>	<b><i>Highly Technical</i></b>		
<b>Type of Transaction:</b>	G2B		
<b>Who may avail:</b>	Developers, Property Lot owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)		City Treasurer's Office (CTO)	
Proof of Lot Ownership (whichever is applicable)			
<ul style="list-style-type: none"> <li>• Transfer Certificate of Title (1 certified true copy)</li> </ul>		Land Registration Authority (LRA)	
<ul style="list-style-type: none"> <li>• Lease contract (1 photocopy)</li> </ul>		Registered Lot Owner	
<ul style="list-style-type: none"> <li>• Award Notice (1 photocopy)</li> </ul>		Registered Lot Owner	
<ul style="list-style-type: none"> <li>• Deed of Sale (1 photocopy)</li> </ul>		Registered Lot Owner	
<ul style="list-style-type: none"> <li>• Memorandum of Agreement (MOA) (1 photocopy)</li> </ul>		Registered Lot Owner	
<ul style="list-style-type: none"> <li>• Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)</li> </ul>		Registered Lot Owner	
<ul style="list-style-type: none"> <li>• Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)</li> </ul>		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"> <li>• Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>		Registered Lot Owner	

<ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
Long Folder				
Mandatory Requirements for SUP:				
<ul style="list-style-type: none"> <li>Description of the project, its nature of the operation or use, location, boundaries, and size or volume of operation;</li> <li>Identification of the components which shall be affected by the project</li> <li>Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC)</li> <li>Barangay Council Resolution</li> </ul>		Project Engineer/Architect  EMB-DENR  Concerned Barangay		
Supplemental documents:				
<ul style="list-style-type: none"> <li>Neighbor's firewall consent (1 original, 1 photocopy)</li> <li>HOA Approved plan (2 sets, blueprint of Architectural Plans)</li> <li>DPWH Clearance if located along a national road (1 original, 1 photocopy)</li> <li>MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>Earthquake Hazard Assessment (1 original, 1 photocopy)</li> </ul>		Adjacent neighbor  HOA  Department of Public Works and Highways  Metro Manila Development Authority  PhiVolcs		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for SUP at the City Council thru the Chairman, Committee on City Planning, Building & Zoning	<b>1.1.</b> Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.	None	3 minutes	Receiving Staff
	<b>1.2.</b> Evaluate the project based on the submitted mandatory requirements and present the findings as to the basis of the City		4 hours	Evaluation Group

	<p>Council for their decision to deny or approve the resolution.</p> <p><b>1.3.</b> Review the project evaluation report; recommend approval/disapproval of the application</p>		8 hours*	OIC-ZAU
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><b>4.1.</b> Check and receive the documents.</p> <p><b>4.2.</b> Prepare the revised evaluation report &amp; recommend the issuance of the Locational Clearance/SUP.</p> <p><b>4.3.</b> Prepare documents and recommend approval of the application.</p> <p><b>4.4.</b> Approval and sign final evaluation</p> <p><b>4.5.</b> Print the LC/SUP with e-sign &amp; Order of Payment.</p> <p><b>4.6.</b> Sign the Order of Payment.</p> <p><b>4.7.</b> Stamp and sign the Architectural Plan.</p>	<p><i>Commercial Processing Fee: ₱10.00 /m<sup>2</sup> of TFA;</i></p> <p><i>Verification Fee: ₱ 300.00</i></p> <p><i><b>SUP</b> Processing Fee: ₱150/m<sup>2</sup> of TFA/LA subject to SUP</i></p>	<p>1 hour</p> <p>1 hour</p> <p>2 hours *</p> <p>30 minutes</p> <p>10 minutes</p> <p>5 minutes*</p> <p>30 minutes</p>	<p>Receiving Staff</p> <p>Evaluation Group</p> <p>PDO IV</p> <p>OIC-ZAU</p> <p>Clerk</p> <p>PDO IV</p> <p>Clerk &amp; Evaluators</p>

5. Pay the Processing Fee at CTO and submit the photocopy of the Official Receipt	<b>5.1.</b> Check the Official Receipt		<b>5 minutes</b>	DBO
6. Receive the copy of SUP and the approved copy of Architectural Plans	<b>6.1</b> Release the SUP and approved copy of Architectural Plans		<b>5 minutes</b>	BDO

**Note:** \* Subject to the completeness of requirements.



## 15. 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.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	<i>Simple</i>			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	real property lot owners/developers/students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transfer Certificate of Title (1 photocopy)		Land Registration Authority		
Sketch of Location (1 original)		City Assessor's Office/Google Map		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the up-up application form and submit the required documents at Counter 11	1.1. Check the required documents and completeness of requirements.		5 minutes	Receiving Staff
	1.1.1 Verify the zoning classification based on the QC Zoning Ordinance.	<u>Residential</u> ₱ 100.00;	30 minutes	Evaluation Group
	1.1.2 Print the Zoning Certificate.	<u>Commercial</u> ₱ 300.00;	5 minutes	Clerk
	1.1.3 Review/sign the Zoning Certificate.	<u>Institutional</u> ₱200.00	5 minutes	OIC-ZAU
	1.1.4 Issue /sign Order of Payment		5 minutes	Releasing Staff
2. Pay the verification fee at the City Treasurer's Office and	2.1.		5 minutes	

submit the photocopy of the Official Receipt	Check the Official Receipt			Releasing Staff
3. Receive the Zoning Certificate	3.1. Release the Zoning Certificate		3 minutes	Releasing Staff
<b>Total</b>			<b>58</b>	<b>minutes</b>

## 16. 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.

<b>Office or Division:</b>	Subdivision Administration Unit (SAU)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	HOA and Private Developers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Subdivision Plans, Eng'g. Plans and Topo Plan (4 sets original plans)</li> </ul>		Private Developer		
<ul style="list-style-type: none"> <li>Certified True Copy of TCT(1 original, 1 photocopy)</li> </ul>		Registry of Deeds - LRA		
<ul style="list-style-type: none"> <li>Locational Clearance (4 photocopies)</li> </ul>		Zoning Administration Unit (ZAU)		
<ul style="list-style-type: none"> <li>Certificate of Registration (CMP - BP 220) (4 photocopies)</li> </ul>		HLURB		
<ul style="list-style-type: none"> <li>SEC Registration (Open Market - PD 957) (4 photocopies)</li> </ul>		Security and Exchange Commission		
<ul style="list-style-type: none"> <li>MOA w/ Land Owner, Developer, or Originator (1 original, 3 photocopies)</li> </ul>		Registered Land Ownership		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Fill up and submit the application Form for CMP or PD 957</p>	<p>1.1 Check completeness of documents  1.1.1 Evaluate pertinent documents including Subdivision Plans and Engineering Plans  1.1.2 Conduct a site inspection and verify the conformity of plans in the project area  1.1.3 Prepare the evaluation report and recommendation report  1.1.4 Endorse the application with evaluation report and recommendation to the City Administration Office for legislation to the QC Council  1.1.5 Schedule on first reading followed by Committee hearing, agenda for the second reading, and third/final reading  1.1.6 Finalization of the Proposed Ordinance (PO No.)  1.1.7 Approved Ordinance  1.1.8 Prepares Order of Payment upon receipt of Approved Ordinance</p>	<p>None</p>	<p>15 minutes  1 day  1-day  2 hours  15 minutes</p>	<p>SAU Technical Personnel  Evaluation Group  SAU Technical Personnel  PDO IV  SAU Head  Quezon City Council  City Secretary's Office  Office of the City Mayor PDO IV</p>
<p>2. Pay at CTO and submit the photocopy of Official Receipt</p>	<p>2.1 Check the Official Receipt</p>		<p>3 minutes</p>	<p>PDO IV</p>
<p>3. Receives Development Permit</p>	<p>3.1 Release the Development Permit</p>		<p>5 minutes</p>	<p>Releasing Clerk</p>

	and Approved Subd. Plan			
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# INFORMATION TECHNOLOGY DEVELOPMENT DEPARTMENT

## NETWORK AND TECHNICAL MAINTENANCE DIVISION

### 1. Technical Assistance and Support

Provide necessary IT-related Technical Assistance and Support to various City Departments and Offices

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Office			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Official Request Letter 2. Job Service Report (Initial/Final) 3. ITDD Unified Service Form 4. ARTA Client Satisfaction Measurement Form			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call/Request technical assistance or Submits Official Request Letter	1.1. Receives Calls/Official Request Letter	None	10 Minutes	Clerical Staff
	1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office		10 Minutes	
	1.3. Prepare Job Service Report (Initial) and assigning of Technician to attend troubleshooting		10 Minutes	
	1.4. Provide technical assistance to Client's request		40 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)	10 Minutes		
<b>TOTAL</b>			1 Hour and 20 Minutes	

## 2. Job Service (Walk-in equipment repair)

Provide necessary repair service for brought-in IT Equipment

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Office			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Official Request Letter</li> <li>2. Job Service Report (Initial/Final)</li> <li>3. ITDD Unified Service Form</li> <li>4. ARTA Client Satisfaction Measurement Form</li> </ol>			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bringing of IT Equipment for repair	1.1. Receives brought-in IT Equipment and get information about the Technical Problem, Contact Person, Contact Number and Name of Office	None	10 Minutes	Clerical Staff
	1.2 Prepare Job Service Report (Initial) and assigning of Technician		10 Minutes	
	1.3 Inspection of equipment		20 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
	1.4 Conduct necessary action based on the output of the inspection		20 Hours	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
2.Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job service Report (Final) and Release of Equipment			10 Minutes
		<b>TOTAL</b>	20 Hours 50 Minutes	

### 3. Network and Internet Connectivity Services

Provision of network installation and internet access through physical and wireless connection

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Documentary Prescription (Official Endorsement by Immediate Officer) 2. Official Request Letter 3. Job Service Report (Initial/Final) 4. ITDD Unified Service Form 5. ARTA Client Satisfaction Measurement Form			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Official Request Letter	1.1. Receives Official Request letter. Reviews and validates the request	None	10 Minutes	ITDD Head/NTM Division Chief
	1.2 Once validated, forwards the service request to NTMD		10 Minutes	Clerical Staff
	1.3 Produces Job Service Report (Initial) and assigning of Technical Staff for surveying, network installation and/or troubleshooting		10 Minutes	Clerical Staff
	1.4 Check the availability of required materials		1 Day	Requesting Department/Office
	1.5 Network equipment installation, configuration and testing		1 Hour	NTMD Network & Connectivities Section / Technical Support Staff
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			10 Minutes
<b>TOTAL</b>			1 Hour 40 Minutes	



## 4. QCG Domain Network Access Request

Provide necessary network access credentials

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Documentary prescription (Official Endorsement by Immediate Officer)</li> <li>2. Letter Request duly signed by the Department/Office Head</li> <li>3. Job Service Report (Initial/Final)</li> <li>4. ITDD Unified Service Form</li> <li>5. ARTA Client Satisfaction Measurement Form</li> </ol>			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Official Request Letter	1.1 Receives Official Request Letter. Reviews and validates the request	None	10 Minutes	Clerical Staff
	1.2. Once validated, forwards the service request to NTMD		10 Minutes	
2. Creation Username and Password	1. Produces Job Service Report (Initial)		10 Minutes	
	2.1 Verifies user and generates Network Access Log-in Credentials	10 Minutes		
3. Network Access Log-in testing, then receives Job Service Report (Final)	3.1 Acknowledge Job Service Report (Final)	10 Minutes		
<b>TOTAL</b>			40 Minutes	

## 5. IT Equipment Specifications Recommendation

Provide the necessary specifications for proper IT Equipment based on the nature of work or function of requesting department/office.

<b>Office or Division:</b>	Network and Technical Maintenance Division				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G - Government to Government				
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions				
<b>CHECKLIST OF REQUIREMENT</b>				<b>WHERE TO SECURE</b>	
1. Purchase Request 2. Technical Specification Checklist				ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>		<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Purchase Request, Technical Specification Checklist	1.1. Receives Purchase Request, Technical Specification Checklist		None	15 Minutes	Clerical Staff
	1.2. Produces Job Service Report & Comments about PR, Technical Specification Checklist			2 hours	Clerical Staff NTM Division Chief / Technical Support Staff
2. Receives Comments about PR, Technical Specification Checklist	2.1. Releases Comments about PR, Technical Specification Checklist				20 Minutes
	<b>TOTAL</b>			2 Hours	35 Minutes

## 6. Maintenance of IT Equipment

Provide necessary troubleshooting and maintenance works will be conducted on an agreed schedule.

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Official Request Letter 2. Maintenance Schedule Report Form			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends official request letter	1.1 Receives official request letter. Reviews and validates the request	None	10 Minutes	ITDD Head / Clerical Staff
	1.2. Once validated, forwards the service request to NTMD		10 Minutes	Clerical Staff
	1.3 Performs all necessary maintenance works and provides equipment maintenance report on agreed schedule		20 Hours	ITDD – NTMD Technical Support Staff
	1.4 Forwards the equipment maintenance report to NTMD Head for signature		10 Minutes	NTM Division Chief / Receiving Staff
2. Receives Maintenance Schedule Report	2.1 Releases maintenance report to the concerned department/office		10 Minutes	Clerical Staff Requesting Department/Office
	<b>TOTAL</b>		20 Hours 50 Minutes	

# DATABASE MANAGEMENT DIVISION

## 1. Monitoring of In-Housed Production Databases

Monitor the existence of the in-house production databases in the production server.

<b>Office or Division:</b>	Database Management Division
<b>Classification:</b>	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Various City Departments and Office
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	
Database Checklist Form Management Division	ITDD Database
Console to execute the process	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Runs the database server file monitoring script on the SQL production server as part of the operational procedure.	None	1 Hour	ITDD-DMD  Database Maintenance & Monitoring Section Chief
	2. Processes the output report of the script into an excel format, presenting active databases			
	3. Provides a digital copy of the report to the immediate supervisor for review.			
	4. Safely preserves the report in accordance with the Department's compliance requirements.			
	5. Updates the DB Monitoring Checklist			

1 hour

	<b>TOTAL</b>	
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## 2. Provide Backup Measures and Security of In-Housed Production Databases

To create backup file of the ITDD in-housed and maintained production databases.

<b>Office or Division:</b>	Database Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Various City Departments and Office
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	
Console to execute the proces	ITDD Database Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Transfer database backup files from the production server to a secure Network Attached Storage (NAS) or an encrypted mobile HDD.	None	1 Day	ITDD-DMD Information Security Section Chief
	2. Provides a digital copy of the report to the immediate supervisor for review.			
	3. Make additional copies of the backup files from the NAS onto an encrypted portable hard drive or encrypted mobile HDD.			
	4. Updates the DB Backup Measures and Security of In-Housed Production Databases Checklist			
	5. Implement strict measures to ensure the safekeeping of the encrypted portable hard drive and any other backup media, including storing them in secure locations and restricting access to authorized personnel.			
	<b>TOTAL</b>		1 Day	

### 3. Creation of User Account for In-House Developed Application Users

Creates and grants user privilege identified by a password and giving them access to an in-house developed application software assigned to him/her

<b>Office or Division:</b>	Database Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Various City Departments and Office
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	
Approved Request Letter duly signed by the ITDD Database Management Division Department/Office Head (ITDD Service Request Form)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests the submission of a letter or email, signed by the Department/Office Head, as part of the required	1.1. 1.1 Receives a Request Letter that has been properly signed by the Department/Office Head and generates a Job Service Report accordingly.  1.2 Inputs the information provided in the Acknowledgment form into the user tables of the SQL production server, ensuring accurate encoding.	None	25 Minutes	ITDD-DMD Information Security Section Chief
2. Person requesting access supplies his/her password only known by him/her.	2.1. Provides guidance and instructions to the user regarding the procedural steps to be followed.  2.2 DMD ISC Chief provides console where the user supplies his/her password 2.3. Assists the user in testing their newly			ITDD-DMD Information Security Section Chief Person Requesting Access  ITDD-DMD

	encrypted password on the designated application for validation purposes.			Information Security Section Chief
	TOTAL		25 minutes	

#### 4. Control of Data Services in Conformity with the Data Privacy Act

Review of the validity of the request and the information being requested is being conducted. The approved letter is then forwarded at the Database Management Division for the extraction of the data/information needed by the concern head of the institution.

<b>Office or Division:</b>	Database Management Division
<b>Classification:</b>	Simple, Complex, Highly Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions
<b>CHECKLIST OF REQUIREMENT   WHERE TO SECURE</b>	
Approved request letter duly signed by the concerned Department/Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter/email request stating the data needed and its purpose	1.1 Reviews, approves, and indorses data service requests to ITDD.	NONE	3 working days for simple, 7 working days for complex and 20 working days for highly complex information processing (Based on DILG MC No. 2018-214)	Department/Office Head of Concerned
	1.2 Reviews and validates the authenticity and validity of the request.			ITDD Head
	1.3 Forwards the data service request to DMD			ITDD Receiving Staff
	1.4 Reviews and validates the received data service request.			DMD Information Processor
	1.5 Generates script to get the requested data and provides an encrypted soft copy of the requested data in compliance with the data privacy.			



	1.6 Forwards the encrypted data release documents to ITDD Head for signature.			
2. Receives requested information on encrypted format for files containing lists except for summaries and statistics	2.1 Releases the documents to the concerned Department.			ITDD Releasing Staff

# SYSTEM DEVELOPMENT MANAGEMENT DIVISION

## 1. Application Systems Design and Development

This process is part of the mandate of developing a Comprehensive IT Master Plan and to ensure that other computerization processes in the City Government are compatible with the plan. This is also being done in compliance with the providing of procedures and guidelines in the design and development.

<b>Office or Division:</b>	Systems Development and Management Division	
<b>Classification:</b>	Simple, Highly Technical, Complex	
<b>Type of Transaction:</b>	G2G, G2B	
<b>Who may avail:</b>	Various City Departments and Offices	
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>
1.1. Approved letter of request signed by the Department/Office Head/online or phone request		ITDD- Systems Development and Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New Service Application System.  Submits letter of request duly signed by the Department/Office Head request	Received letter request.  1. Evaluate and review received letter requests from the end user.  2. Coordinate with the end user to form a team working group (TWG) to streamline procedures and guidelines.  3. Official Endorsement by Immediate Officer.  4. Endorse to design and development team for mobilization of development.  5. Implementation and facilitation.	None	1. Evaluation, reviews, forming a team working group (TWG) and streamline procedure and guidelines (1) month. 2. Mobilization of system development base on approved procedures and guidelines a. Light – procedure and guidelines with simple routes process (2) months. b. Medium – procedure and guidelines with minimal route process (3) months. c. Heavy – procedure and guidelines with complex route process (4) months.  3. Quality assessment (QA), User acceptance test (UAT) simulation and training (1) month. 4. Deployment to live operation.	ITDD- SDMD Systems Development Section Chief
<b>TOTAL</b>			6 MONTHS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Maintenance and modification of existing Service application</p> <p>Submits letter of request duly signed by the Department/Office Head request</p>	<p>Received letter request.</p> <p>2. Evaluate and review received letter requests from the end user.</p> <p>3. Coordinate with the end user to form a team working group (TWG) to streamline procedures and guidelines.</p> <p>4. Official Endorsement by Immediate Officer.</p> <p>5. Endorse to design and development team for mobilization of development.</p> <p>6. Implementation and facilitation.</p>	<p>None</p>	<p>1. Evaluation, reviews and streamline procedure and guidelines (1) week.</p> <p>2. Mobilization of system development base on approved procedures and guidelines</p> <p>a. Light – procedure and guidelines with simple routes process (1) week.</p> <p>b. Medium – procedure and guidelines with minimal route process (2) week.</p> <p>c. Heavy – procedure and guidelines with complex route process (1) months.</p> <p>3. Quality assessment (QA), User acceptance test (UAT) simulation (1) week.</p> <p>4. Deployment to live operation.</p>	<p>ITDD- SDMD Systems Development Section Chief</p>
		<b>TOTAL</b>	2 MONTHS	

## 2. Application Systems Deployment

Assist in the mobilization of development and installation of the city's end users of the departments in relation to the Comprehensive IT Master Plan.

<b>Office or Division:</b>	Systems Development and Management Division
<b>Classification:</b>	Simple, Highly Technical, Complex
<b>Type of Transaction:</b>	G2G, G2B
<b>Who may avail:</b>	Various City Departments and Offices
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	
2.1 Approved letter of request signed by the Department/Office Development and Head/online or phone request	ITDD- Systems Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Submits letter of request duly signed by the Department/Office Head/online</p> <p>2. Duly accomplished ITDD's official service request form</p>	<p>1. Prepare installer, third party components (If any) and executable file; (window applications) create installer and executive file; (web application) prepare and upload compiled source code to web server.</p> <p>2. Official Endorsement by Immediate Officer.</p> <p>3. Pilot run application; Check and monitor issues and problems that would arise.</p> <p>4. documentary prescription</p> <p>5. Service job report output.</p>	<p>None</p>	<p>1. Light – package consolidation with no issue encountered and with close/in the vicinity of the compound range area (1) day.</p> <p>2. Medium – package consolidation with minimal issue encountered and out of range or outside the compound area (1) week.</p> <p>3. Heavy – package consolidation with issue encountered bulk deployment for both within and outside the vicinity range area (1) month.</p>	<p>ITDD- SDMD Systems Support Section Chief</p>
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	<b>TOTAL</b>	1 MONTH
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### 3. Application Systems Support

Ensure that operating systems are properly functioning and service that departments need when necessary. Conduct training for the user or personnel for the proper operation and management of the city's automated systems.

<b>Office or Division:</b>	Systems Development and Management Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	Various City Departments and Offices	
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>
3.1	Approved letter of request signed by the Department/Office Development and Head/online	ITDD- Systems Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Submits letter of request duly signed by the Department/Office Head/online</p>	<p>1. Prepares job order report  2. Official Endorsement by Immediate Officer.  3. Attend end user concerns; Investigate issues and problems that will arise; orient and guide end users.  4. Documentary prescription  5. Service job report output.</p>	<p>None</p>	<p>1. Light – Within close/in the vicinity of the compound range area (1) day.  2. Medium – out of range or outside the compound area (1) week.  3. Heavy – bulk deployment for both within and outside the vicinity range area (1) month.</p>	<p>ITDD- SDMD  Systems Support  Section Chief</p>
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	<b>TOTAL</b>	1 MONTH
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# PROJECT RESEARCH DEVELOPMENT DIVISION

## 1. Formulation of the Information System Strategic Planning (ISSP)

It is the City's 3-year digital roadmap of prioritizing and integrating proposed IT projects by various city offices clustered according to function aimed to attain efficiency on the delivery of services to the City's constituents and governance. It is also to technologically upkeep locally and globally with other cities for Smart Sustainable and Safe Cities initiatives. Preparation is in collaboration with the national agency, the Department of Information Communication Technology (DICT) for future interoperability and non-duplication of national IT projects.

<b>Office or Division:</b>	Project Research and Development Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	Various City Department and Offices
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	
Approved Request Letter duly signed by the Department/Office Head	ITDD Project Research and Development Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participates in the ISSP orientation of IT representatives of clustered city offices	1.1. ITDD presentation of operational, implemented, on-going previous 3-year ISSP projects	N/A	One (1) day per cluster group	ITDD —PRDD Chief
2. Clustered City Offices submits IT proposed projects	2.1. Receives request proposes IT project	N/A		Project Group Coordinator

3. Sets Meeting with IT Technical representatives of the clustered city offices	3.1. ITDD presents submitted projects and discusses prioritization, integration of systems and inclusion of proposed IT projects in the ISSP	N/A	Six (6) months	Project Group Team Leader
4. Prepares draft ISSP and consult DICT for guidance and review	4.1. ITDD crafts the ISSP based on DICT	N/A		Project Group Team Leader
5. Finalizes copy for Approval of the City Mayor	5.1. ITDD submits to the City Mayor for approval	N/A		ITDD, Department Head
6. Submits approved ISSP for city council resolution	6.1. ITDD submits approved ISSP to the city council for resolution sponsorship	N/A		ITDD, Department Head
	<b>TOTAL</b>		6 months and 1 day	

## 2. Review of IT Related Proposals

ITDD as part of the administrative support services and a technical office for IT matters, is also mandated to review, comment and recommend IT related project proposals submitted by solution providers/vendor to top management and individual city offices/departments. Evaluate and recommend proposed IT projects for system/infrastructure feasibility, interoperability with existing systems/infrastructure and aligned with the city's ISSP is one of its main goals. ITDO may demand presentations, or Proof of Concepts (POC) of the proposals.

<b>Office or Division:</b>	Project Research and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Various City Department and Offices			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter duly signed by the Department/Office Head	ITDD Project Research and Development Division			
2. IT Project Proposal				
3. Proponent Profile				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submits Endorsement Letter of Request for IT Project proposal (hard copy)	1.1. ITDD receives IT proposal hard copy	N/A	One (1) day	Receiving Clerk
	1.2. ITDD Head initially reviews IT proposal and assigns Special Project Group for review and comments	N/A	Two (2) weeks	ITDD, Department Head
	1.3. Project Group reviews IT proposal and consults with the System Development Network, Infrastructure and Database Divisions for specifications.	N/A		Project Group Team Leader
	<b>TOTAL</b>		2 weeks and 1 day	

### 3. Project Proposal via Email

Submit via email the proposed IT projects for system/infrastructure feasibility.

<b>Office or Division:</b>	ITDD - Project Research and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter duly signed by the Department/office Head 2. IT Project Proposal 3. Proponent Profile	ITDD Project Research and Development Division			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PROCESSING TIME</b>

1. Submits Endorsement Letter of Request for IT Project proposal (soft copy) via Email	1.1. Project Group Team receives IT proposal soft copy via email	None	One (1) day	ITDD, Department Head ; Team Leader
	1.2. Project Group Team initially reviews IT proposal to be forwarded to the ITDD Head 1.3. Project Group Team Leader will forward IT proposal to the ITDD Head for review and comments 1.4. ITDD Head provides feedbacks to the Project Group Team Leader		One (1) week	
	1.5. Projects Group Team Leader will consults with the System Development Network, Infrastructure and Database Divisions for specifications. 1.6. Project Group Team provides feedback/ comment to the project proponent via email		One (1) day	

	<b>TOTAL</b> 1 week and 2 days
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## Inspection of IT Equipment and Peripherals Delivery Based on PO or Contract

IT inspector will be responding to inspect and verify if the delivered IT equipment and peripherals delivery based on PO or contract is correct. The inspector will complete and secure a copy of the IT Equipment Inspection Report Form and give the original copy to the corresponding contractor/supplier

<b>Office or Division:</b>	Project Research and Development Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Request Letter of Inspection</li> <li>2. Advisory/Request from CGSD</li> <li>3. Unified Service Report</li> <li>4. Purchase Order, Contract, Terms of Reference / Schedule of Prices, Supply and Delivery Agreement &amp; TOR</li> <li>5. ARTA Client Satisfaction Measurement Form</li> </ol>	ITDD Project Research and Development Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Letter for Inspection (Including the Supporting Attachments)	<ol style="list-style-type: none"> <li>1.1. Receives Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD</li> <li>1.2. Produces Unified Service Report and assigning of Inspector</li> <li>1.3. Documents Verification and Notation by the division chief</li> <li>1.4. Conducts of inspection</li> </ol>	None	4 Hours	ITDD Head, Receiving Clerk, ITDD Inspection Team
2. Receives Complete and Original ITDD Inspection Report Form, Unified Service Report, and ARTA CSM Form	2.1. Releases ITDD Inspection Report Form	None		ITDD — PRDD Inspection Team
<b>TOTAL</b>			4 hours	



# QUEZON CITY YOUTH DEVELOPMENT OFFICE

## I. SERVICES FOR STUDENTS

### A. SCHOLARSHIP APPLICATION

The Quezon City Scholarship Program provides financial assistance to deserving students, especially underprivileged ones. The program has four (4) scholarship categories:

1. Scholarship for Senior High School Students
2. Scholarship for Tertiary Students
3. Scholarship for Post-Graduate Students
4. Scholarship for Vocational Courses Students

<b>Office or Division:</b>	Quezon City Youth Development Office (QCYDO)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen

<p><b>Who may avail:</b></p>	<p><b>General Qualifications:</b></p> <ul style="list-style-type: none"> <li>● Must be a Quezon City resident;</li> <li>● Must be enrolled / registered / accepted in a recognized educational institution at the time of scholarship application; and</li> <li>● Must not be a recipient of scholarship grant from another Local Government Unit.</li> </ul> <p><b><i>The applicant must also meet the qualifications for the scholarship category being applied for:</i></b></p> <p><b>1. SCHOLARSHIP FOR SENIOR HIGH SCHOOL STUDENTS</b></p> <ul style="list-style-type: none"> <li>● Must be a graduate of a public or private secondary school registered and located in Quezon City;</li> <li>● Must have completed Grade 10 with Academic Honors Overall Rank 1 to 10; and</li> <li>● Must maintain a General Weighted Average of at least 85% for the school year wherein the scholarship is given.</li> </ul> <p><b>2. SCHOLARSHIP FOR TERTIARY STUDENTS</b></p> <p><b>a. Academic Scholarship</b></p> <ul style="list-style-type: none"> <li>● Must be a graduate of a public or private high school registered and located in Quezon City;</li> <li>● Must graduate from high school with academic honors, with an overall Rank 1 to 10; and</li> <li>● Must maintain a General Weighted Average of at least 1.5 or its equivalent for Academic overall Rank 1 &amp; 2, and at least 1.75 or its equivalent for Academic overall from Rank 3 to 10 for the school term the scholarship was given.</li> </ul>
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**b. Economic Scholarship**

- Must be a graduate of a public or private high school registered and located in Quezon City;
- Must maintain a General Weighted Average of at least 3.0 or its equivalent for the school term wherein the scholarship is given; and
- Must belong to any of the following groups: indigent families, displaced/relocated families within Quezon City, PWDs, household helpers/kasambahays, ALS graduates, solo parents, children whose parents were found guilty with the finality in criminal cases, family members of tricycle drivers and operators, any other vulnerable or marginalized sector as determined by the Scholarship Screening Committee.

**c. Athletic and Arts Scholarship**

- Must be a graduate of a public or private high school registered and located in Quezon City;
- Must be a recipient of a top individual award/recognition for sports and cultural arts in the most recent school year / school term or playing season given by recognized institutions; and
- Must maintain a General Weighted Average of at least 2.5 or its equivalent for the school term wherein the scholarship is given.

**d. Youth Leaders Scholarship**

- Must be a graduate of a public or private high school registered and located in Quezon City;
- Must be a recipient of a leadership award given by the city or serve as Sangguniang Kabataan/Supreme Student Council member or as president/vice president of (or its equivalent) of Quezon City registered youth organizations; and
- Must maintain a General Weighted Average of at least 2.5 or its equivalent for the school term wherein the scholarship is given.

**e. Specialized Courses Scholarship**

- Must be a graduate of a public or private high school registered and located in Quezon City;
- Must be enrolled or registered in any of the priority courses / specializations/disciplines identified by the Commission on Higher Education (CHED), with priority on courses deemed necessary by the Quezon City Government. The list of Priority Courses shall be posted by the QCYDO before the start of the application period for the upcoming school year.
- Must maintain a General Weighted Average of at least 1.75 or its equivalent for the school term wherein the scholarship is given.

**3. SCHOLARSHIP FOR POST-GRADUATE STUDENTS**

- Must be enrolled in a Masters/Doctorate/Law/ Medicine or their equivalents in a recognized local and international educational institution;
- Must be employed for at least 1 year or occupy at least a Salary Grade Level 14 position or its equivalent, regardless of employment status; and

- Must maintain a General Weighted Average of at least 2.50 or its equivalent for the school term wherein the scholarship is given. For students taking up Law and Medicine, a GWA equivalent to PASSED is required.

**4. SCHOLARSHIP FOR VOCATIONAL COURSES**

- Must belong to any of the following groups: indigent families, displaced/relocated families within Quezon City, PWDs, household helpers/kasambahays, ALS graduates, solo parents, children whose parents were found guilty with the finality in criminal cases, family members of tricycle drivers and operators, any other vulnerable or marginalized sector as determined by the Scholarship Screening Committee.
- Must be enrolled in a TESDA-accredited training institution or other training institutions recognized by the Quezon City Government; and
- Must be enrolled in vocational courses designed to develop necessary workforce skills related to:
  - a. Service and Logistics
  - b. E-commerce
  - c. Business Start-up / Business Administration
  - d. Financial Literacy
  - e. Information and Communications Technology
  - f. Product/Service Development
  - g. Office Administration / Business Communication

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>General Requirements:</b>	
1. Copy of Grades / Transcript of Records / Form 137/ Form 138 for the previous semester or school year	School
2. Proof of school enrollment/registration/acceptance for the current school year/school	School
3. E-copy or photo of physical QCitizen ID	Client

4. Latest 1x1 photo with white background	Client
5. 3 Specimen handwritten signature with white background	Client
<b>Additional Requirements per Category</b>	
<b>1. <u>Scholarship for Senior High School Students:</u></b>	
<ul style="list-style-type: none"> <li>• Proof of Honor Received</li> </ul>	School
<b>2. <u>Scholarship for Tertiary Students:</u></b>	
<b>a. Academic Scholarship</b>	
<ul style="list-style-type: none"> <li>• Proof of Honor Received</li> </ul>	School
<b>b. Economic Scholarship</b>	

Any of the following documents to confirm parents' income:	
<ul style="list-style-type: none"> <li>• Latest ITR of parents</li> </ul>	BIR
<ul style="list-style-type: none"> <li>• Parents Affidavit of Non-filing of Income Tax Return</li> </ul>	Notary Public Office
<ul style="list-style-type: none"> <li>• Certificate of Tax Exemption from BIR</li> </ul>	BIR
<ul style="list-style-type: none"> <li>• Certificate of Indigency from Barangay or QC SSDD</li> </ul>	Barangay/ QC SSDD
<ul style="list-style-type: none"> <li>• Proof that the person is registered with SSS as <i>Kasambahay</i></li> </ul>	SSS
<ul style="list-style-type: none"> <li>• DepEd Certification of Equivalency for ALS Graduate</li> </ul>	DepEd
<ul style="list-style-type: none"> <li>• Solo Parent ID issued by QC / Certificate from SSDD</li> </ul>	SSDD/ DSWD

<ul style="list-style-type: none"> <li>• Court Certification that parents of applicants are found guilty with finality in criminal cases</li> </ul>	Regional Trial Court (RTC)/ Municipal Trial Court (MTC)
<ul style="list-style-type: none"> <li>• Latest copy of contract or Proof of Income for children of OFWs</li> </ul>	OFW Employer
<b>c. Athletic and Arts Scholarship</b>	
<ul style="list-style-type: none"> <li>• Proof of recent top individual award/recognition received from recognized institutions</li> </ul> <b>d. Youth Leaders Scholarship</b>	Recognized institution/ client
<ul style="list-style-type: none"> <li>• Proof of leadership position held from the organization</li> </ul>	DILG (SK); School (SSC); Organization (Yos/ YSOs)
<b>e. Specialized Courses Scholarship</b>	
<ul style="list-style-type: none"> <li>• Course Curriculum</li> </ul>	School
<b>3. <u>Scholarship for Post-Graduate Students</u></b>	
<ul style="list-style-type: none"> <li>• Certificate of Employment</li> </ul>	Employer/ HR
<ul style="list-style-type: none"> <li>• Recommendation from Unit/Dept/Office Head</li> </ul>	Unit/Dept/Office Head
<b>4. <u>Scholarship for Vocational Courses</u></b>	
<ul style="list-style-type: none"> <li>• Course/ Training Curriculum</li> </ul>	School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure a QCitizen ID through <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> .				Client
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2. Re-log in at QCeServices using the email address that you registered upon securing QCitizen ID. From the range of services provided, select "QC Scholars".				Client
3. Completely fill-out the information details, upload scanned copies of the initial documentary requirements, and provide the one-way interview video link through QCeServices.	Review and validate the completeness and correctness of scholarship application information, documents, and video interview	None	3 days	Scholarship Coordinator
4. Be notified once the initial application has been received and acknowledged. After that, proceed with providing further information and uploading scanned copies of any additional required documents related to your scholarship category, via QCeServices.	Validate uploaded additional requirements	None	3 days	Scholarship Coordinator

<p>5. Get an email notification from QCeServices regarding the scholarship application status, specifically regarding the approval by the Scholarship Screening Committee (SSC.)</p>	<p>Submit a recommendation for endorsement to the Scholarship Screening Committee (SSC)</p>	<p>None</p>	<p>10 days</p>	<p>Scholarship Screening Committee (SSC)</p>
<p>6. After obtaining approval from the SSC, proceed to download the Certificate of Scholarship through QCeServices.</p>	<p>Generate/Issue Certificate of Scholarship via QCeServices</p>	<p>None</p>	<p>2 days</p>	<p>Section Head</p>
<p>7. Get notified via email about the schedule for claiming the Maya card, as well as the signing of the Sworn Attestation and Undertaking and Scholarship Contract at the YDO Office.</p>	<p>Prepare Maya card and Sworn Attestation and Undertaking and Scholarship Contract</p>	<p>None</p>		<p>Client</p>



<p>8. After downloading the Certificate of Scholarship, click the "SCHOLARSHIP GRANT PROCESS" button.</p> <p>-If enrolled in a Private University/College, upload the Statement of Account (SOA), and click submit.</p> <p>-If enrolled in a State University/College, proceed by clicking the submit button.</p>	<p>Review and validate the completeness and correctness of the submitted document. Notify the applicant on the status of application via the QCeServices</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant / Payroll Officer</p>
<p>9. Receive email notifications for the release of scholarship grants.</p>	<p>Prepare and upload approved Disbursement vouchers to the portal</p>	<p>None</p>	<p>5 days</p>	<p>Budget Officer/ Administrative Staff Head</p>
	<p><b>TOTAL</b></p>	<p>None</p>	<p><b>24 days</b></p>	

## B. SCHOLARSHIP RENEWAL

All scholars (except Vocational Course scholars) must renew their scholarship every semester to assess if they consistently met the qualifications and the prescribed general weighted average (GWA) according to the scholarship category. In this process, scholars secure a new Certificate of Scholarship for the current semester.

<b>Office or Division:</b> Quezon City Youth Development Office (QCYDO)				
<b>Classification:</b> Simple				
<b>Type of Transaction:</b> G2C – Government to Citizen				
<b>Who may avail:</b> All Scholars (except scholars from Vocational Courses)				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of Grades of the previous semester or school year			School	
2. Proof of school enrollment/registration/acceptance for the current school year/school term			School	
3. Latest 1x1 photo with white background			Client	
4. Appeal form, for scholars who failed to meet the qualification to renew based on the scholarship guidelines (if applicable)			QC eservices portal	
5. Approved Leave of Absence (for scholars who did not enroll in the previous school year or school term)			School	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Go to <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>. Log-in using the email registered at QC eServices. Choose “QC Scholars” from the list of services. Click the “Scholarship Renewal” button.</p>				Client
<p>2. Completely fill-out the information details and upload scanned copies of the documentary requirements through QCeServices.</p>	<p>Review and validate the completeness and correctness of renewal application information and documents</p>	None	3 days	Scholarship Coordinator

<p>3. Get an email notification from QCeServices regarding the scholarship renewal application status, specifically regarding the approval by the Scholarship Screening Committee (SSC).</p>	<p>Submit a recommendation for endorsement to the Scholarship Screening Committee (SSC)</p>	None	10 days	Scholarship Screening Committee (SSC)
<p>4. After obtaining approval from the SSC, proceed to download the Certificate of Scholarship through QCeServices.</p>	<p>Generate/Issue Certificate of Scholarship via QCeServices</p>	None	2 day	Section Head

<p>5. After downloading the Certificate of Scholarship, click the "SCHOLARSHIP GRANT PROCESS" button.</p> <p>-If enrolled in a Private University/College, upload the Statement of Account (SOA), and click submit.</p> <p>-If enrolled in a State University/College, proceed by clicking the submit button</p>	<p>Review and validate the completeness and correctness of the submitted document. Notify the scholar on the status of submission via the QCeServices</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant / Payroll Officer</p>
<p>6. Receive email notifications for the release of scholarship grants.</p>	<p>Prepare and upload approved disbursement vouchers to the portal</p>	<p>None</p>	<p>5 days</p>	<p>Budget Officer/ Administrative Staff Head</p>
	<p><b>TOTAL</b></p>	<p>None</p>	<p><b>21 days</b></p>	

## **II. SERVICES FOR SANGGUNIANG KABATAAN (SK) COUNCILS**

### **A. REVIEW OF COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT PLAN (CBYDP)**

All Sangguniang Kabataan Councils must submit their Comprehensive Barangay Youth Development Plan as mandated by Department of Interior and Local Government Memorandum Circular- 2019-151, s-2019 and Department of Interior and Local Government Unit- Quezon City Field Office Joint Memorandum Circular - 2019- 01, S- 2019.

<b>Office or Division:</b> Quezon City Youth Development Office (QCYDO)					
<b>Classification:</b> Complex					
<b>Type of Transaction:</b> G2G – Government to Government					
<b>Who may avail:</b> All Sangguniang Kabataan Officials					
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Signed Comprehensive Barangay Youth Development Plan of the current year  If amended, duly signed Comprehensive Barangay Youth Development Plan of the previous year and current year  2. Resolution of the current Comprehensive Barangay Youth Development Plan			Sangguniang Kabataan Barangay    Sangguniang Kabataan Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	

<p>Submit the current year's Comprehensive Barangay Youth Development Plan and its corresponding resolution in the form of a physical copy. If any amendments have been made, submit the physical copy of the signed Comprehensive Barangay Youth Development Plan from the previous year.</p>	a. Receive the requirement	None	5 Minutes	Planning Officer// Project Development Officer
	b. Review the submitted document(s) and provide comment/ feedback through the official email address of the Policy Research, Program Development and Planning Division	None	3 days	
	c. Sign the Comprehensive Barangay Youth Development Plan	None	1 day	Office Head
	d. Transmit the signed Comprehensive Barangay Youth Development Plan to concerned agencies(DILG/ SK Pederasyon)	None	10 Minutes	Liason Officer
	<b>TOTAL</b>	<b>None</b>	<b>4 Days and 15 Minutes</b>	

**B. REVIEW OF ANNUAL BARANGAY YOUTH INVESTMENT PROGRAM (ABYIP)**

All Sangguniang Kabataan Councils must submit their Annual Barangay Youth Investment Program as mandated by Department of Interior and Local Government Memorandum Circular- 2019-151, s-2019 and Department of Interior and Local Government Unit Quezon City Field Office Joint Memorandum Circular -2019- 01, S-2019.

<b>Office or Division:</b> Quezon City Youth Development Office (QCYDO)				
<b>Classification:</b> Complex				
<b>Type of Transaction:</b> G2G – Government to Government				
<b>Who may avail:</b> All Sangguniang Kabataan Officials				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Signed Comprehensive Barangay Youth Development Plan of the current year			Sangguniang Kabataan Barangay	
2.Signed Annual Barangay Youth Investment Program of the current year			Sangguniang Kabataan Barangay	
3.Resolution of the Annual Barangay Youth Investment Program of the current year			Sangguniang Kabataan Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the current year's Annual Barangay Youth Investment Program and its corresponding resolution in the form of a physical copy.	a. Receive the requirements.	None	5 Minutes	Planning Officer/ Project Development Officer

	b. Review the physical copy of the Annual Barangay Youth Investment Program and provide comment/ feedback through the official email address of the Policy Research, Program Development and Planning Division.	None	2 days	
	c. Sign the Annual Barangay Youth Investment Program.	None	1 day	Office Head
	d. Transmit the signed Annual Barangay Youth Investment Program to concerned agencies(DILG/ SK Pederasyon).	None	10 minutes	Liaison Officer
	<b>TOTAL</b>	<b>None</b>	<b>3 Days and 15 Minutes</b>	



### **III. SERVICES FOR YOUTH AND YOUTH-SERVING ORGANIZATIONS**

#### **A. REGISTRATION OF YOUTH AND YOUTH-SERVING ORGANIZATIONS**

All Quezon City based youth and youth-serving organizations may register locally through the Quezon City Youth Development Office (QCYDO), and be assisted for the National Youth Commission's Youth Organization Registration Program, following the 2017 Revitalized Youth Organization Registration Program (YORP) Guidelines

<b>Office or Division:</b> Quezon City Youth Development Office (QCYDO)	
<b>Classification:</b> Complex	
<b>Type of Transaction:</b> G2G – Government to Government	
<b>Who may avail:</b> Youth Organizations/ Youth-Serving Organizations	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. QC Youth Organization Registration Form	Client
2. Youth Organization Profile Form	Client
3. Directory of Officers and Advisers	Client
4. Copies of valid identification cards of officers and advisers 5. List of Members in Good Standing	Client Client
6. Constitution and By-Laws	Client

<p>7. Endorsement/Certification from Appropriate Authority:</p> <p>a. For Community-Based Organizations: (any of the following)</p> <ul style="list-style-type: none"> <li>●Certification of Existence of Office</li> <li>●Barangay Certification of Residence of the President</li> <li>●Resolution of endorsement</li> </ul>	a. Barangay and/or Sangguniang Kabataan
<p>b. For School-Based Organizations:</p> <ul style="list-style-type: none"> <li>●Certificate of Registration or Recognition</li> </ul>	b. School Authority Supervising Student Affairs
<p>c. For Faith-based organizations:</p> <ul style="list-style-type: none"> <li>●Certificate of Registration or Recognition</li> </ul>	c. Head/pastor of congregation or parish priest
<p>d. For chapters of multi-level organizations:</p> <ul style="list-style-type: none"> <li>●Certificate of Registration or Recognition</li> </ul>	d. President of governing body
<p>e. For Consortium organizations:</p> <ul style="list-style-type: none"> <li>●Certification of Organizations Membership</li> </ul>	e. Secretariat/Board of Organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Register by accomplishing Youth Organization Registration Form at <a href="http://bit.ly/QCLYOreg">bit.ly/QCLYOreg</a> and upload the documentary requirements.</p>	<p>Review and validate the completeness and correctness of the information and documents before issuing a Submission Slip to the client.</p>	<p>None</p>	<p>20 minutes</p>	<p>Project Development Officer/ Youth Development Assistant</p>

<p>2. Answer to QC YDO's incoming phone call and respond to the verification inquiries.</p>	<p>Confirm the existence of the organization and validate the accuracy of the information and details provided in the registration documents.</p> <p>-In cases where the documents are found to be incomplete, lacking necessary information, or requiring correction, a Notice of Deficiency will be issued to the client.</p> <p>-After the verification of the organization, the client will be issued a Local Certification along with a unique Registration Number.</p>	<p>None</p>	<p>5 Days</p>	<p>Project Development Officer/ Youth Development Assistant</p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>5 days</b></p>	

# QUEZON CITY ANTI-DRUG ABUSE ADVISORY COUNCIL

## Main Office- Section Services

### SERVICES

#### 1. Request/Communications

Receive communications, answer queries, requests, and other information

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G, G2B			
<b>Who may avail:</b>	Walk-in clients, All Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated entries of profiled surrenderers		Concerned barangays or agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients have the option of coming to the office or to call for their concerns	1. Receive communications/answer queries, requests, and other information  2. Coordinate with the section/department concerned.  3. Assist walk-in clients prior to their inquiries regarding the processes for treatment and rehabilitation.	None	5 mins – 1 Day	Admin Staff/Officer (QCADAAC Admin)
<b>TOTAL</b>		<b>None</b>		

## 2. Profiling of Person Who Use Drugs (PWUDs)

### a. Collection of verified data of Surrenderers from the Barangay and Quezon City Police District (QCPD) and efficient management of the database system

<b>Office or Division:</b>	Integrated Drug Abuse Profiling System (IDAPS) Section			
<b>Classification:</b>	Highly Technical and Confidential			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Barangays in Quezon City, Partner Agencies (PDEA, PNP)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated entries of profiled surrenderers		Concerned barangays or agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay transmits validated entries of profiled surrenders through the Integrated Drug Abuse Profiling System	1. Validates entries on the IDAPS 2. Informs concerned Barangay of status of entries 3. Informs concerned Special Drug Education Center for the receipt of surrenderers who shall require corresponding treatment and rehabilitation	None	15 mins  1 day  1 day	IDAPS Administrators (QCADAAC IDAPS)
<b>TOTAL</b>		<b>None</b>		



### c. Provision of reports to partner agencies

<b>Office or Division:</b>	Integrated Drug Abuse Profiling System (IDAPS) Section			
<b>Classification:</b>	Highly Technical and Confidential			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	QCPD, PDEA, DDB, DOH			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request		Concerned agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Agency submits request for reports	1. Receipt of request 2. Review and approval of request 3. Preparation of reports	None	15 mins  1 day  1 day	IDAPS Administrators (QCADAAC IDAPS)
<b>TOTAL</b>		<b>None</b>		

### 3. Conduct of Drug Prevention Seminar

Provision of drug prevention education and raising awareness on the prevention of substance abuse

<b>Office or Division:</b>	Preventive Education Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Schools, Barangay, Youth Organization, TODA Officials and Members, NGOs, Private Organizations, National Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request indicating seminar topic and target participants		Provided by Requesting Party		
2. Availability of Schedule		QCADAAC - DAPE Team		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request letter to the QCADAAC Office or thru electronic mail for the conduct of any of the following topics: 1. Barkada Kontra Droga (Youth in School) 2. Barkada Kontra Droga sa Komunidad (OSY and street children) 3. Solid Legit Dabarakads 4. Drug-free Workplace for business establishments, private institutions, communities, Barangay, public transport associations, etc). 6. Other preventive education seminars	1. Receipt of letter request for the conduct of training/seminar	None	3-5 minutes	Admin Section or DAPE Team for emails
	2. Review and scheduling of the request		2-3 hours	DAPE Team
	3. Conduct of the lecture seminar.			DAPE Team
<b>TOTAL</b>		<b>None</b>	2-3 hours	



#### 4. Conduct of training/seminar to Barangay Auxiliary Team (BAT) and BADAC Committee on Operations

QCADAAC together with PNP-Philippine Drug Enforcement Unit (PNP-PDEG) conducts the seminar/training to orient and reorient the BAT and BADAC Committee on their roles and functions in their respective barangays.

<b>Office or Division:</b>	QCADAAC, PNP-Philippine Drug Enforcement Unit (PNP-PDEG)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	QC Barangays, Barangay Auxiliary Cluster, BADAC Committee on Operations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request indicating seminar and target date and participants		Provided by Requesting Party/barangay		
2. Availability of Schedule		QCADAAC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request letter to the QCADAAC Office or thru electronic mail for the conduct of the seminar/training.	1. Receipt of letter request for the conduct of training/seminar	None	3-5 minutes	Admin Section
	2. Review and scheduling of the request		1 day-2 days	QCADAAC
	3. Endorse the request letter to PDEG for scheduling of available resource speaker.			QCADAAC
	4. QCADAAC and PDEG will conduct the seminar.		1-2 hours	QCADAAC and PDEG
<b>TOTAL</b>		<b>None</b>	<b>2 days</b>	

## 5. Drug Test Program

Drug testing Program for CBDRP clients and in support of the drug-free workplace ordinance

<b>Office or Division:</b>	Drug Test Team			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Barangays Officials and Staff, TODA Officials and Members, Quezon City Hall Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request and list of clients		Provided by requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of request letter to the QCADAAC Office or thru electronic mail for the conduct of drug testing indicating the list of individuals.	1.Receipt of Request	None	3-5 Minutes	Drug Test Team
	2.Review and scheduling of conduct of drug testing.		1 day	Drug Test Team
2. Clients individually fills-out a Control Collection Form (CCF).	3.Acceptance of duly accomplished CCF form. 4.Collection of urine. 5.Labeling and sealing of urine. 6.Gathering of personal information/data including photograph, biometrics (IDTOMIS) 7.Transmission of collected urine to NRL for final procedure.		3 Days	Drug Test Team and National Reference Laboratory Team
<b>TOTAL</b>		<b>None</b>	4 Days	

## 6. Drug Clearing Program

A coordinated and collaborative effort with DILG, DOH, QCPD, PDEA and LGU for the verification of drug affectation and declaration of a Barangay as drug cleared.

a. Application for issuance of status as a drug cleared Barangay

<b>Office or Division:</b>	Drug Clearing Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Barangay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter of request for the conduct of one stop shop</li> <li>Request letter for certified PDEA/PNP Drug watchlist</li> <li>Presentation of a barangay color coded watchlist</li> </ol> Omnibus procedure requirements for application for a drug cleared barangay		1. Concerned Barangay, DILG, QCPD, PDEA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Submission of request letter for certified PDEA/PNP Drug watch list which shall be received and transmitted by QCADAAC</li> <li>Submission of request letter for the conduct of House-to-House Visitation or One Stop Shop.</li> </ol>	<ol style="list-style-type: none"> <li>Receipt of letter request</li> <li>Verification of color-coded watch list</li> <li>Coordination with the team and scheduling of the activity</li> <li>Conduct house to house visitation and conduct series of BADAC meeting with partner agencies and concerned barangay</li> <li>Review submitted documentary requirements</li> </ol>	None	3 Days	Drug Clearing Team (QCADAAC Drug Clearing)
<b>TOTAL</b>		<b>None</b>	3 Days	

## b. Conduct of House-to-House Visitation

<b>Office or Division:</b>	Drug Clearing Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Barangay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request for the conduct of House-to-House Visitation		1. Concerned Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of request letter for the conduct of House-to-House Visitation	1. Receipt of letter request	None	15 minutes	Drug Clearing Team (QCADAAC Drug Clearing)
	2. Review and approval of request		1 Day	
	3. Scheduling and coordination with the team		1 Day	
	4. Conduct house to house visitation.		1 Day	
<b>TOTAL</b>		<b>None</b>	3 Days	QCADAAC, Barangay, QCPD, PDEA

### c. Conduct of One Stop Shop

A One-Stop-Shop is an activity organized by QCADAAC in coordination QCPD and PDEA. The activity involves the conduct of House-to House Visitation in the Barangay to promote a drug-free lifestyle, screening of PWUDs through various tools (Alcohol, Smoking and Substance Involvement Screening Test (ASSIST), Drug Dependency Evaluation (DDE), etc.), orientation on the corresponding intervention and drug testing.

<b>Office or Division:</b>	Drug Clearing Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Barangay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request for QCADAAC, PNP and PDEA		1. Concerned Barangay, DILG, QCPD, PDEA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of separate request letter to QCADAAC, PNP and PDEA	1. Receipt of letter request	None	15 minutes	Drug Clearing Team (QCADAAC Drug Clearing)
2. Submission of request letter for the conduct of House-to-House Visitation or One Stop Shop.	2. Review and Approval of the request		1 Day	
	3. Coordination with the team and scheduling of the activity		1 Day	
	4. Conduct of One-Stop-Shop		1 Day	
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

## 7. Oplan Sagip Anghel

Campaign for Out of School Youth and street children

<b>Office or Division:</b>	Special Operations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Barangays in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Upon Request of 142 barangays in Quezon City, BCRD, and other concerned agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of request letter for the conduct of Oplan Sagip Anghel (Reach Out) Operation to QCADAAC or BCRD.	1. Receipt of letter or endorsement from BCRD for the conduct of Oplan Sagip Anghel (Reach Out) Operation. 2. Assembly of Task Force Sagip Anghel Team and conduct of briefing on the proper handling of minors during the actual operation. 3. Coordination with TAHANAN and SSDD for proper disposition and indorsement of minors assessed to have risk and involved with illegal substance use.	None	3-5 minutes  5-6 hours  1-2 hours	Special Operations Section Point Person (QCADAAC Admin)
		<b>None</b>	<b>8 Hours</b>	

## 8. Community Based-Treatment Program

A consolidated model of treatment in the community with services ranging from General interventions to relapse prevention.

<b>Office or Division:</b>	Special Drug Education Center (SDEC) and Outpatient Counseling			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Drug Offenders, Plea Bargainers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. IDAPS or Intake Forms 2. Certificate of Mental and DDE Form 3. Recommendation letter from IDAPS 4. Court Order for Plea Bargainers		QCADAAC  RTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





TOTAL	NONE		
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# ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL

## (ADMITTING UNIT)

### EMERGENCY ROOM CONSULTATIONS

Provides initial treatment for patients with a broad spectrum of illnesses and injuries that may be life-threatening and requires immediate attention.

<b>Office or Division:</b>	Emergency Room Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - for government services whose client is transacting public			
<b>Who may avail:</b>	All ER Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Card		Medical Records / Admitting Section		
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

FILL OUT FORMS	Filling-out forms. 1.ER Registration. 2.Health Declaration Form (HDF)  Issues lace (orange) lace for the relative or companion of patient.  Issues number to the patient.  Assists patient to be seated at the waiting area.	None	5 Minutes	Security Personnel  Patient or relative/ companion
<i>Note: All immediate and urgent cases are attended with priority.</i>				
Wait for the number to be called.	Vital signs taking while waiting to be called.  Interview by Emergency Room Officer about the Chief Complaint of the patient.  Triage patient to the department concerned.	None	5 minutes	Emergency Room Officer (ERO)  Nurse Associate
Patient/relative companion proceed to Admitting Section for Registration	Register in IHOMIS.  Issues Hospital card and ID tag for the patient.	None	3 minutes	Admitting Section

	Issue and give ER Chart to Triage nurse.			
Patient proceeds to the bed assignment	Patient is brought and accompanied to his/her bed assignment.	None	1-2 minutes	Head/ Triage Nurse Nurse Associate
Patient is attended by the Medical Officer for CONSULTATION	History taking Physical Examination Diagnosis Treatment Plan and Medical Intervention	None	1-2 hours	Medical Officer Nurse in charge Nurse Associate Pharmacy
Laboratory and diagnostic procedures	Request and facilitate for laboratory and diagnostic procedures.	None	1-2 hours	NURSE in charge Nurse Associate Pathology Radiology
Disposition	May go home (MGH) Admission Discharge Against Medical Advice (DAMA) Transfer to other Hospital (THOC)	None	10 minutes	Medical Officer Nurse in charge Nurse Associate

Payment of fees and charges / Clearance	Patient or relative - companion proceeds to Cashier Section for payment.  Issues clearance slips  Issues Official receipt for payments made.	Consultation fee P100.00  Procedural fees  Drugs and Medicines  Medical Supplies  Medical Legal Certificate  Other fees	10 minutes	Nurse in charge Nurse Associate  Cashier
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*Note:*

*1. In case patient avails financial assistance, proceed to Medical Social Service 2. Reference for charges: Ordinance # 2349, 2014. Unified rates and charges.*

Discharge of patient	Patient / relative companion brings the clearance slips and Official receipt to the Nurse in Charge.  Discharge instructions to the patient is given such as home medication, request for procedures (if any) and return visit to OPD.  Issues prescription to the patient.	None	10 minutes	Nurse in Charge Nurse Associate
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*Note: One copy of the clearance slip is attached to the chart; one copy is given by the patient to the Security Guard upon exit.*

# (OPERATING ROOM COMPLEX)

## OPERATING ROOM: ELECTIVE AND EMERGENCY PROCEDURES

<b>Office or Division:</b>	Operating Room Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>				
<b>Who may avail:</b>	All patients for Elective and Emergency Procedures			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Patient Chart</li> <li>- Wrist Tag</li> <li>- OR Elective/Emergency Proposal Form</li> </ul>		<ul style="list-style-type: none"> <li>- Admitting/OPD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>Submits OR Elective/Emergency Proposal from the Department of Surgery (GS, Orthopedics, ENT, Urology, Ophthalmology), OB Gynecology, IM (Gastroenterology)</p>	<p>1. Receives and validates patient data (Name, age, sex, Hospital Number) and Diagnosis.</p> <p>2. Checks the type of Procedure to be done, the Anesthesia Technique, the Surgeon, and the Anesthesiologist.</p> <p style="padding-left: 40px;">a. Elective case – Pre-op Visit</p> <p>Identifies patient and review of patient chart and record (Patient data, procedure, operative site, consent, and pre operative checklist)</p> <p style="padding-left: 40px;">b. Emergency Case</p> <p>Identifies patient and review of patient chart and record (Patient data, procedure, operative site, and consent)</p> <p>3. Checks OR materials needed for operation.</p>	<p>None</p>	<p>5 – 15 minutes</p> <p>30 minutes</p> <p>10 - 15</p> <p>minutes 15 –</p> <p>30 minutes</p>	<p>Department of Surgery (GS, Orthopedics, ENT, Urology, Ophthalmology), OB-Gynecology, IM (Gastroenterology) OR Nurse</p>
<p>In the Operating Room Complex</p>	<p>Prepares Operating Room, needed instruments, equipment, supplies, and OR pack.</p>	<p>None</p>	<p>15 minutes</p>	<p>OR Nurse</p>

The patient brought to the Operating Room Complex	Elective Case – Fetches and brings the patient to the OR (1 <sup>ST</sup> case), patient brought to the OR by the ward Nurse and NA.	None	15 – 20  minutes 10 –  15 minutes	OR Nurse and Nursing Attendant
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	Emergency – Ward/ER Nurse brings and endorses the patient to the OR with the Nursing Attendant.			Ward/ER Nurse and Nursing Attendant
In the Operating Room	<p>Intraoperative Care</p> <p>Setting up of sterile field by the Scrub nurse.</p> <p>Pre-counting of sponges, needles, and instruments by the scrub nurse and circulating nurse.</p> <p>Accomplish the Safety Surgical Checklist (Time out) by the circulating nurse.</p> <p>Start of procedure by the OR team.</p> <p>First and final counting of sponges, needles, and instruments complete and correct.</p> <p>Procedure ended.</p>	None	Case dependent	Anesthesiologist, Surgeon, OR Nurse, Scrub Nurse, Circulating Nurse



	Post-operative care Transfer to PACU	None	10 minutes	Anesthesiologist and PACU Nurse
In the PACU	Post-Operative Care Unit  Monitoring of Patients until transfer out	None	Variable	Anesthesiologist and PACU Nurse

# (HEALTH INFORMATION MANAGEMENT UNIT)

## BIRTH CERTIFICATE

This service is to record and provide official document of all live births.

<b>Office or Division:</b>	Health Information Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Newborn Babies delivered at RMBGH to include all admitted non institutional deliveries.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government Issued ID of Parents or Authorized Representative (1 original copy)		Any Government Agency		
If Authorized Representative present letter of Authorization (1 copy)		Parents		
Marriage contract or Affidavit to use Surname of the Father (AUSF) if not married (1 photocopy)		Philippine Statistics Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Preliminary Birth Certificate Form.	1. Check for the correctness of information. 2. Validate the documents required.	None	5 Minutes	<i>Medical Records Personnel</i>

*Note: Documents required are the following:*

- a. Marriage certificate for legitimate birth.*
- b. Two (2) valid government issued ID's for both parents of illegitimate birth.*
- c. Birth Certificate of both minor parents, if without any valid government issued ID's.*
- d. Residence Certificate for a separated mother reflecting maiden name.*

*\*\*\*Other documents deemed necessary.*

2. Submit required documents for processing of Birth Certificate to the Medical Records Office.	2. Receive required documents submitted for processing of Birth Certificate  2.1 Transfer Information to the official Birth Certificate Form.	None	10 Minutes	<i>Medical Records Personnel</i>
3. Check and approve the correctness of the entries in the Birth Certificate Form.	Print 4 copies of the official Birth Certificate Form.	None	10 Minutes	<i>Medical Records Personnel</i>
4. Sign and submit the printed official Birth Certificate Forms to the Medical Records	Receive and register to the Civil Registry	None	5 Minutes	<i>Medical Records Personnel</i>

*Notes:*

- 1. Registration process may take one (1) month for the City Civil Registry to issue the registered Birth Certificate.*
- 2. Notarization of birth certificate is required to all illegitimate births.*
- 3. Proceed to Step 4 to receive the registered birth certificate.*

4. Get Order of Payment from the Medical Records Office and proceed to Cashier for payment.	Issue Order of Payment and direct parent or authorized representative to the Cashier	P50.00	5 Minutes	<i>Collecting Officer</i>
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*Note: City Ordinance No. SP-2349, S-2014 for charges and other fees.*

5. Present the Official Receipt of payment to the Medical Records Office.	Release official Birth Certificate and log the official receipt number in the Birth Certificate Releasing Logbook.	None	5 Minutes	<i>Medical Records Personnel</i>
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## DEATH CERTIFICATE

This service is to provide document necessary for any claims needed by the family of the deceased patients.

<b>Office or Division:</b>	Health Information Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Authorized Representative of Deceased Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government Issued ID of Authorized Representative (1 original copy)		Any Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Medical Records Office to check the correctness of the filled-out death certificate form. <ul style="list-style-type: none"> <li>• Municipal Form 103 Certificate of death</li> <li>• Municipal Form 103A Certificate of Fetal death</li> </ul>	1. Receives validated Preliminary Death Certificate.  2. Transfer the data from the Preliminary Death Certificate to the official Death Certificate Form.	None	5 Minutes	<i>Medical Records Personnel</i>

2. Signs and submits the 4-copies of the official death certificates.	1. Check all the 4-copies of the death certificates for the signatures of the informant.  2. Prepare order of payment for the death certificate fee.	None	2 minutes	<i>Medical Records Personnel</i>
<i>Note: City Ordinance No. SP-2349, S-2014 for charges and other fees.</i>				
3. Proceed to the Cashier Office for payment of death certificate.	Release of official Death Certificate	None	1 Minute	<i>Medical Records Personnel Medical Records Office</i>
4. Present the Official Receipt of payment to the Medical Records Office.	Release 3 copies of official Death Certificates to the informant.	None	1 minute	<i>Medical Records Personnel</i>
5. Sign the death certificate logbook upon receipt of the death certificates.	File a copy of the official Death Certificate for records keeping.	None	1 Minute	<i>Medical Records Personnel</i>

## REQUEST FOR MEDICAL RECORDS

Patients with request for Medical Records (Medical Abstract, Medical Certificate, OR Record, Certificate of Confinement and other related Medical Records.)

<b>Office or Division:</b>	Health Information Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All RMBGH Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government issued ID for issuance (1 original copy)		Any Government Agency		
Hospital Card (1 original copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Medical Records receiving area and fill up the Medical Record request form	1. Provide request form to the patient/relative  1.1 Gives instruction and prepares medical information  1.2 Check and verify the correctness of data and request	None	3 Minutes	<i>Medical Records Staff</i> Medical Records Office
2. Wait for the issuance of Charge Slip	2. Issue Charge Slip to the patient.	None	3 Minutes	<i>Nursing Aide</i> Nursing Service Division

<p>3. Pay or settle bill at the Cashier</p>	<p>3. Receives payment and issue official receipt to the patient</p>	<p>Certificate of Confinement P50.00</p> <p>Medical Certificate P30.00</p> <p>Clinical Abstract P50.00</p> <p>Discharge Summary P50.00</p> <p>CTC Laboratory/Radiology Reports P50.00</p>	<p>5 Minutes</p>	<p><i>Collecting Officer</i> Cashier Unit</p>
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<p>4. Goes back to the Medical Records receiving area and submit Official Receipt to the Medical Record Staff</p>	<p>4. Encode the official receipt</p> <p>4.1 Informs the patient as to the date of release of Official Result</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Medical Records Staff</i> Medical Records Office</p>
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## (DENTAL UNIT)

### DENTAL SERVICE

The hospital Dental Department specializes and covers the following procedures Extraction, Restoration, Prophylaxis and Gum Treatment, Prophylaxis with Fluoride and Oral Examination.

<b>Office or Division:</b>	Dental Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All OPD Patients who needs Oral Care.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For New Patients: Any Valid Government issued ID for issuance of Hospital Card (1 original copy)		Any Government Agency		
For Old Patients: Any Valid Government issued ID (1 original copy) Hospital Card (1 original copy)		Any Government Agency  Dental Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to OPD Triage and accomplish Health Declaration Form	1. Registration of Patients' Data 1.1 Interview the patient for the needed Oral Care and perform vital signs	None	10 minutes	Nurse of duty Nursing aide Nursing service division
2. Proceed to patients waiting area	2. Outpatient Record received by Dental Aide, will call the patient for his/her consultation or treatment turn	None	5 minutes *Depends on the number of patients on queue	Dental Aide Dental Unit

3. Proceed to the Dental Clinic	3. Assess/ Evaluate patient medical history and vital signs and complete oral dental record of patient and formulate treatment 3.1 patient for dental service procedure, explain the procedure and ask to sign a consent form	None	10 minutes	Dentist Dental unit
4. Submit self for the Dental Procedure	4. advice patient about the operation process and procedure while relaxing patient before operation	None	5 minutes	Dentist Dental unit
5. submit self for Dental procedure	5. Perform Dental operation procedure	None	30 minutes *Depends on the patient's case.	Dentist Dental unit
6. Submit self for dental procedure	6. patient home care education after operation while on the dental chair for resting and stabilizing patient	None	5 minutes	Dentist Dental unit
7. Wait for issuance of dental charge slip	7. issue the charge slips to the patient	None	3 minutes	Dental aide Dental unit

<p>8. Pay or settle bill at Cashier</p>	<p>8. receives payment and issue Official receipt to the patient</p>	<p>Please see services listed below:  Tooth Extraction:  Simple Extraction – P50.00  Complicated Extraction – P130.00  Dental Anesthesia Carpule – P50.00  Tooth Restoration :  Temporary Filling – P50.00  Composite Filling with curing – P150.00  Oral Prophylaxis and Gum treatment per session  Mild Oral Prophylaxis – P50.00  Moderate – P75.00  Heavy – P100.00  with FLOURIDE APPLICATION – P100.00  DENTAL CONSULT WITH ORAL EXAMINATION – P60.00</p>	<p>5 minutes</p>	<p>Collecting officer Cashier unit</p>
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9. Goes back to the dental clinic and submit official receipt to the dental aide.	9. present Official receipt to dental aide and return hospital card and issued medical prescription if any.	None	3 minutes	Dental aide Dentist Dental unit
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# (MEDICAL SOCIAL SERVICE UNIT)

## ER-PATIENTS

For Indigent Patients needing medical and financial assistance

<b>Office or Division:</b>	Medical Social Service Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	ER-Patient needing financial and medical assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance (1 original copy)		Any Government Agency		
Request forms for Ancillary Procedures (1 copy)		Cost Centers		
Order of Payment (1 copy)		Cost Centers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Relative proceeds to Medical Social Service Department for interview and assessment	1. Receives copy of Request Slip for Ancillary procedures and/or Order of Payment  1.1 Assess and classify the patient based on their financial status	None	10 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit

<p>2. Wait for the issuance of Certificate of Medical Assistance with the discounted order of payment</p>	<p>2. Issue Certificate of Medical Assistance duly signed by the Social Worker</p> <p>2.1 Instruct the patient or relative to proceed to the cashier for settlement of bill</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Social Welfare Officer</i> Medical Social Service Unit</p>
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# REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR IN-PATIENTS

For Indigent In-Patients needing medical and financial assistance.

<b>Office or Division:</b>	Medical Social Service Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	For indigent In- patient needing financial and medical assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government issued ID or Barangay Clearance (1 original copy)		Any Government Agency		
Statement of Account (3 copies)		Billing and PhilHealth Department		
Barangay Indigency (1 original copy)		Barangay Hall		
Medical Certificate (3 copies)		Medical Records		
Medical Social Service Card (1 original copy)		Medical Social Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Relative proceeds to Medical Social Service Department for interview and assessment	1.Receives copy of Statement of Account  1.1 Assess and classify the patient based on their financial status	None	10 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit

<p>2. Submit the required documents needed for the medical/financial assistance.</p>	<p>2. Verify authenticity of submitted documents.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Social Welfare Officer</i> Medical Social Service Unit</p>
<p>3.Wait for the issuance of Certificate of Medical Assistance with the discounted charge slip</p>	<p>3. Issue Certificate of Medical Assistance duly signed by the Social Worker</p> <p>3.1 Instruct the patient or relative to proceed to the cashier for settlement of Bill</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Social Welfare Officer</i> Medical Social Service Unit</p>
<p>4. Proceed to Medical Social Service for provision of Medical Social Service Card (for new patient)</p>	<p>4. Issue Medical Social Service Card (for new patient)</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Social Welfare Officer</i> Medical Social Service Unit</p>



# REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR OUT-PATIENTS

For Indigent Patients needing medical and financial assistance

<b>Office or Division:</b>	Medical Social Service Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Out-Patient needing financial and medical assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance (1 original copy)		Any Government Agency		
Request Slip for Ancillary procedures (1 original copy)		Ancillary Departments		
Order of Payment (1 original copy)		Out-Patient Department		
Barangay Indigency Original (1 original copy)		Barangay Hall		
Medical Certificate (1 original copy)		OPD Doctor		
Medical Social Service Card (1 original copy) *for old patient		Medical Social Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Patient proceeds to Medical Social Service Department for interview and assessment	1. Receives copy of Request Slip for Ancillary procedures and/or order of payment  1.1 Assess and classify the patient based on their financial status	None	10 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
2. Submit the required documents needed for the medical/financial assistance	2. Verify authenticity of submitted documents	None	5 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
3. Wait for the issuance of Certificate of Medical Assistance with the discounted charge slip	3. Issue Certificate of Medical Assistance duly signed by the Social Worker	None	3 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
4. Proceed to the Cashier to settle bill	4. Issue Official Receipt	None	2 Minutes	<i>Collecting Officer</i> Cashier Unit
5.. Proceed to Medical Social Service for provision of Medical Social Service Card	5. Issue Medical Social Service Card.	None	2 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit

## REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR PHILHEALTH POINT OF SERVICE (POS)

PhilHealth Point of Service is a program to cover all Filipinos under the National Health Insurance Program specifically the unregistered and inactive registered members that are financially incapable. Health Care Institutions are directed to enroll their patients to register within 72 hours upon admission or within their admission period.

<b>Office or Division:</b>	Medical Social Service Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	For indigent In- patient needing to be enrolled to Point of Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government issued ID (1 copy)		Any Government Agency		
PSA issued Birth Certificate (1 photocopy)		Philippine Statistics Authority		
Marriage Contract (1 photocopy)		Philippine Statistics Authority		
Barangay Indigency Original Copy		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Upon admission of the patient; relative or companion proceeds to the Medical Social Service Department for interview and assessment of socio economic status of the patient.</p>	<p>1. Conduct interview and accomplish assessment tool form  2. Classify the patient based on their Socio economic status   3. Orientation of requirements that need to comply for enrolment to Point of Service</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Social Welfare Officer</i></p>
<p><i>Note: The following documents are required:</i></p> <ol style="list-style-type: none"> <li><i>1. One (1) valid government issued ID of the patient. (Photocopy)</i></li> <li><i>2. PSA issued Birth Certificate of the patient. (Photocopy)</i></li> <li><i>3. If married, Marriage Certificate is required. (Photocopy)</i></li> </ol>				

<p>2. Submit required documents for registration to Point of Service within 72 hours upon admission.</p>	<p>1. Assess and verify the authenticity of requirements.</p> <p>2. Receives and encodes information of the patient correctly to Point of Service Sponsored PhilHealth</p> <p>2.1. Transmit released PhilHealth number with POS certification to PhilHealth Department.</p> <p>2.2. The released POS certification will be forwarded to PhilHealth Section.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Social Welfare Officer</i></p>
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*Note:*

*1. Release of Point of Service (POS) certification may vary within three (3) to five (5) days. 2. Failure to comply the required documents within 72 hours upon admission may not be able to register to Point of Service.*

## (OBSTETRICS AND GYNECOLOGY UNIT) PROCEDURES IN AVAILING OBSTETRICS AND GYNECOLOGY ULTRASOUND SERVICES

RMBGH offers ultrasound, a diagnostic procedure of obstetrics and gynecology cases.

<b>Office or Division:</b>	Obstetrics and Gynecology Ultrasound Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	In-patients, OPD and ER			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (1 copy)		Physician		
Charge Slip (1 copy)		Diagnostic Assistance Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the Health Declaration Form	1. Issuance of Health Declaration Form	None	5 Minutes	<i>Information Desk Officer</i>
2. Proceed to Diagnostic Assistance Center and present Request Form.	2. Receives the request form and filled up Health Declaration Form for queuing.	None	5 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist</i>
3. Stay at the waiting area while waiting for your name or number to be called.	3. Calls the patient from the waiting area for the procedure.	None	30 Minutes *Depending on the case and number of patients	<i>Radiologic Technologist Aide/ Radiologic Technologist</i>

4. Proceed to the OB Gyn ultrasound room for the procedure.	4. Perform the requested procedure and encode data for official result.	None	30 Minutes  *Depending on the case and number of patients	<i>Ob Gyn Ultrasound Subspecialist or Perinatologist Section of OB – GYN Ultrasound</i>
5. Proceed to Diagnostic Assistance Center and wait for the issuance of Charge Slip.	5. Issue charge slip to the patient.	None	3 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist</i>
6. Proceed to the Cashier to pay the fees.	6. Receives payment and issue official receipt to the patient.	Transvaginal P1,200.00  Transrectal P1,200.00  Pelvic P1,200.00 BPS P1,200.00	5 Minutes	<i>Collecting Officer Cashier Unit</i>
7. Present the Official Receipt for documentation and claim the official	7. Release the official result.	None	5 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist</i>
result at the Diagnostic Assistance Center.				
8. Sign in the procedure Logbook to acknowledge receipt of the result.	8. Document in the Logbook the release of official result.	None	2 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist</i>

# (OUT-PATIENT DEPARTMENT)

## OPD CONSULTATIONS

Outpatient Department cater all ambulatory patients needing primary care and consultation from the different medical and dental departments.

<b>Office or Division:</b>	Out Patient Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Non-Emergent Care Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For New Patients: Any Valid Government issued ID for issuance of Hospital Card (1 original copy)		Any Government Agency /OPD Triage		
For Old Patients: Any Valid Government issued ID (1 original copy) Hospital Card (1 original copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to OPD for Triage and fill-out OPD Forms.	Verifies the data.  Triage the patient based on the chief complaint.  Take vital signs.	None	10 Minutes	<i>Nurse/Nurse Associate</i>



<p>2. Proceed to the designated waiting area.</p>	<p>1. Submit the OPD Forms to the Admitting Section for iHomis registration.</p> <p>2. Receives the patients' chart from the Medical Records.</p> <p>3. Advise the patient to proceed to the designated Medical Clinic for consultation.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Nurse/Nurse Associate</i></p>
<p>3. Proceed to the designated Medical/Dental Clinic for consultation.</p> <p>a. Family Medicine b. Internal Medicine c. Pediatrics d. Surgery e. Ob-Gyn f. Dental g. Specialty Clinics</p>	<p>1. The Doctor attends to the patient for consultation and examination.</p> <p>2. Prescribes medicines.</p> <p>3. Issues diagnostic and laboratory request.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Medical Officer/Medical Specialist</i></p>
<p><i>Note:</i></p> <p>1. The Doctor issues Inter-Department Referral Form, if the patient needs to be transferred to the Emergency Room.</p> <p>2. Medical Certificate is issued upon request by the patient.</p>				
<p>4. Wait for the Order of Payment to be issued by the designated OPD Clinic.</p>	<p>Prepares and issues Order of Payment to the patient.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Nurse/Nurse Associate</i></p>
<p>5. Proceed to the cashier for payment of fees.</p>	<p>Checks the issued Official Receipt from the patient.</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Nurse/Nurse Associate</i></p>
<p><i>Note: City Ordinance No. SP-2349, S-2014 / SP-2891, S-2019 for charges and other fees.</i></p>				

6. Receives discharge instruction.	1. Instructs the patient or relative for home instructions and follow-up checkup if needed.  2. Issues Hospital Card to the patient.	None	3 Minutes	<i>Nurse/Nurse Associate</i>
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## (PATHOLOGY UNIT)

### LABORATORY SERVICE (OUT-PATIENT SERVICES)

Laboratory services pertain to diagnostic analysis of blood, urine, feces, other body fluids, cells and tissues ordered by a physician.

<b>Office or Division:</b>	Pathology Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	For all OPD Patients who wants to avail laboratory services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Card (1 original copy)		OPD Triage		
Laboratory Request (1 original copy)		OPD Clinics and Emergency Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Laboratory Receiving Area and present request form	1. Receives request from patient	None	2 Minutes	<i>Lab Clerk/Aide/ Medical Technologist Pathology Unit</i>
2. Submit self for the procedure	2. Explanation of procedure 2.1 Blood Extraction 2.2 Specimen Collection	None	7 Minutes	<i>Medical technologist Pathology Unit</i>
3. Wait for the issuance of Charge Slip	3. Issue Charge Slip to the patient	None	2 Minutes	<i>Lab Clerk/Aide/ Medical technologist Pathology Unit</i>

<p>4. Proceed to the Cashier to settle bill</p>	<p>4. Receive payment and issue Official Receipt</p>	<p><b><u>HEMATOLOGY CBC-</u></b>          ₱180.00          Retics - ₱70.00          ESR ₱70.00          PBS - ₱75.00          CT - ₱65.00          BT- ₱65.00          PT - ₱200.00          PTT - ₱200.00</p> <p><b><u>CLINICAL MICROSCOPY</u></b>          Urinalysis –          ₱45.00          Fecalalysis -          ₱40.00 Ketone          - ₱30.00 FOBT          – ₱50.00          Prenancy Test-          ₱104.00</p> <p>Sperm Analysis          – 160.00</p> <p><b><u>BLOOD STATION</u></b>          Blood Typing-          ₱40.00          Crossmatchin          g- ₱1,315.00</p>	<p>5 Minutes</p>	<p><i>Collecting Officer Cashier Unit</i></p>
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DAT –  
₱1,315.00 IAT-  
₱1,315.00  
Antibody  
screening -  
₱607.00

**CHEMISTRY**

FBS/RBS -  
₱123.00  
Cholesterol  
- ₱183.00  
Triglycerides  
229.39  
HDL-₱364.00  
BUA- ₱135.00  
BUN- ₱122.00  
Creatinine-  
₱134.00  
SGOT-  
₱263.00  
SGPT-  
₱263.00  
ALP- 144.00  
Total Protein –  
142.00  
Albumin-  
₱167.00  
Bilirubin -  
₱401.00 Lipase  
– 160.00  
Amylase –  
160.00 OGTT  
75g-  
₱302.00  
LDH – 150.00  
Na -₱90.00  
K – ₱90.00  
Chloride -  
₱90.00 iCa -  
₱90.00  
Mg – ₱220.00  
Phos - ₱220.00  
CBG- ₱92.00  
HbA1c –  
₱909.00 CKMB  
– 1,100.00

**SEROLOGY**

Dengue Duo-  
₱600.00  
Dengue NS1 Ag  
– ₱900.00  
HBsAg-  
₱160.00 RPR-  
₱200.00  
Syphilis –  
₱350.00  
HIV -₱310.00



aHCV -

₱750.00

**IMMUNOLOG**

**Y**

FT3 -₱500.00

FT4 -₱ 500.00

TSH - ₱500.00

CEA -₱700.00

CA125 -  
₱1,000.00

CA 19-9 -  
₱1,400.00

CA 15-3 -  
₱667.00

B-HCG -  
₱1,100.00

PSA - ₱500.00

Procalcitonin-  
₱2,000.00

Ferritin -  
₱1,300.00

D-Dimer -  
₱1,500.00

Trop I -  
₱1,300.00

HBsAg -

₱800.00 aHBs-

₱1,000.00

HBeAg -

₱654.00 aHbe -

₱454.00

aHBcIgM -  
₱744.00

		aHCV- ₱1,300.00  HIV ₱1,100.00 <b>MICROBIOLOGY</b> Blood & Sterile Body fluids C/S - ₱3,083 Non-Sterile Body Fluids C/S- ₱575.00 AFB - ₱100.00 G/S – ₱100.00 KOH – ₱100.00		
5. Goes back to the Pathology and present Official Receipt to the Pathology Clerk	5. Encode the Official Receipt	None	2 Minutes	<i>Lab Clerk/Aide/ Medical technologist</i> Pathology Unit
6. Wait for the release of Official Result.	6. Processing of Specimen	None	2 Hours Variable (depending on the laboratory test/s requested)	<i>Medical Technologist</i> Pathology Unit
	6.1 Logging and encoding of result/s	None	5 Minutes	<i>Medical Technologist</i> Pathology Unit
	6.2 Verification and signing of Official Result/s	None	3 Minutes	<i>Medical Technologist/ Pathologist</i> Pathology Unit



7. Receives Official Result/s	7. Release Official Result/s	None	5 Minutes	<i>Lab clerk/Lab Aide</i> Pathology Unit
8. Sign in the Releasing Logbook to acknowledge receipt of the result	8. Document in the Logbook the release of Official Result	None	2 Minutes	<i>Lab clerk/Lab Aide</i> Pathology Unit

## RELEASE OF CADAVER

Facilitate immediate release of Cadaver and Certificate of Death upon issuance of clearance.

<b>Office or Division:</b>	Pathology Unit, Cashier Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Immediate Relative of Deceased Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government Issued ID of the authorized representative of the deceased (1 original copy)		Any Government Agency		
Discharge Clearance Slip		Cashier		
ID & calling card of Funeral Representative		Funeral		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the accomplished Clearance Slip, Statement of Account (SOA) for In-Patient and Order of Payment for ER-Patient	1. Receive and check the Clearance Slip, Statement of Account (SOA) or Order of Payment	None	3 Minutes	<i>Collecting Officer</i> Cashier Unit
2. Settle Bill at the Cashier	2. Receives payment and issue Official Receipt to the patient and Clearance Slip	None	2 minutes	<i>Collecting Officer</i> Cashier Unit

3. Proceed to Cadaver holding area and present the Clearance Slip	3. Check and validate Clearance Slip	None	2 Minutes	<i>Pathology Staff</i> Pathology Unit
4. Authorized Representative to confirm the identity of the deceased	4. Assist by showing the Identification Tag (for infectious cases) and the Identification Tag and face of the Cadaver (for non infectious cases)	None	1 Minute	<i>Pathology Staff</i> Pathology Unit
5. Relatives contact their funeral parlor	5. Verify the accreditation of the Funeral Parlor	None	2 Minutes	<i>Pathology Staff</i> Pathology Unit
6. Present Clearance Slip to the Guard on duty for signature	6. Check and validate the signed Clearance Slip  6.1 Validate the identity of the Funeral Parlor Representative  6.2 Release Cadaver	None	2 Minutes	<i>Pathology Staff</i> Pathology Unit / Security

## (PEDIATRICS UNIT)

### EXPANDED NEWBORN SCREENING

In compliance to RA 9288, also known as the Newborn Screening Act of 2004, all newborns delivered at RMBGH shall undergo the procedure at more than 24 hours of life or prior to discharge for the early detection and management of several genetic and metabolic disorders that may lead to mental retardation and death if left untreated.

<b>Office or Division:</b>	Pediatrics Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Newborn babies delivered at RMBGH to include non-institutional deliveries admitted at RMBGH.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Newborn Screening Filter Card (1 original copy)		Newborn Screening Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Mother will be informed of the importance and the details of the procedure of the Newborn Screening test	1. Newborn Screening Nurse will discuss the importance of the test and will explain the step-by-step procedure to the mother together with the Newborn Screening brochure	Covered by Philhealth	5 Minutes	<i>Newborn Screening Nurse Nursing Service Division</i>
2. Mother will give a verbal consent	2. Newborn Screening Nurse will obtain a verbal consent and answer concerns regarding the procedure		5 Minutes	<i>Newborn Screening Nurse Nursing Service Division</i>

3. Mother will answer and give details of the birth history and personal information as required	3. Newborn Screening nurse to validate and enter details on the newborn screening filter card		5 Minutes	<i>Newborn Screening Nurse Nursing Service Division</i>  *Register entry to the Expanded Newborn Screening Logbook
4. Mother may be asked to assist Newborn Screening Nurse to calm the baby	4. Newborn Screening Nurse will perform the Newborn Screening test in the Newborn Screening Room by obtaining a blood sample thru a heel prick test		10 Minutes	<i>Newborn Screening Nurse Nursing Service Division</i>  *Filter Card will be sent to Newborn Screening Center/National Institute of Health for analysis
5. Mother given instructions regarding the release of results	5. Newborn Screening Nurse will inform the mother that the result will be available within 2 to 3 weeks		3 Minutes	<i>Newborn Screening Nurse Nursing Service Division</i>  *Will send text message as soon as results are
				available and instruct mother to claim the official result at RMBGH

6. Mother receives results	<p>6. Negative Result: Newborn Screening Nurse will give the official result to the mother/authorized representative</p> <p>6.1 Positive Result: Will give the official result and instruct Mother to bring baby to a confirmatory facility and follow up at OPD with confirmatory result</p> <p>6.2 Invalid/ Insufficient Result: Newborn Screening Nurse to enter details on a new filter card</p>		3 Minutes	<p><i>Newborn Screening Nurse Nursing Service Division</i></p> <p>Log as Received in the Newborn Screening Logbook</p>
	<p>6.3 Baby will undergo a repeat Newborn Screening test (heel prick) Mother will be given instructions to as release of results</p>		10 Minutes	<p><i>Newborn Screening Nurse Nursing Service Division</i></p> <p>Log as Done Repeat Test in the Newborn Screening Logbook</p>

## NEWBORN HEARING SCREENING

In compliance to RA 9709, also known as the Universal Newborn Hearing Screening and Intervention Act, all newborns delivered in RMBGH shall undergo Newborn Hearing Screening by means of an Otoacoustic emissions test (OAE) after the 24<sup>th</sup> hour of life or before hospital discharge

<b>Office or Division:</b>	Pediatrics Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All newborns delivered at RMBGH to include non-institutional deliveries admitted at RMBGH.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Newborn Hearing Registry Card		Newborn Hearing Screening Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Mother will be informed of the importance and the details of the procedure of the Newborn Hearing Screening test	1. Newborn Hearing Screening Nurse will discuss the importance of the test and will explain the step-by-step procedure to the mother together with the brochure	Covered by Philhealth	5 Minutes	<i>Newborn Hearing Screening Nurse</i> Nursing Service Division
2. Mother will give a verbal consent	2. Newborn Hearing Screening Nurse will obtain a verbal consent and answer concerns regarding the procedure		5 Minutes	<i>Newborn Hearing Screening Nurse</i> Nursing Service Division
3. Mother will answer and give details of the birth history and personal information as required	3. Newborn Hearing Screening Nurse to enter details on the newborn hearing registry card		5 Minutes	<i>Newborn Hearing Screening Nurse</i> Nursing Service Division  Register entry in the Newborn Hearing Logbook

4. Mother and baby will be accompanied to the Newborn Hearing Room	4. Newborn Hearing Screening trained nurse will prepare the baby and the machine needed for the test		5 Minutes	<i>Newborn Hearing Screening Nurse Nursing Service Division</i>
5. Mother may be instructed to assist the Newborn Hearing Nurse to calm the baby	5. Newborn Hearing Screening Nurse will perform the otoacoustic emission test otoacoustic emission on the baby		10 minutes	<i>Newborn Hearing Screening Nurse Nursing Service Division</i>
6. Mother is informed of the otoacoustic emission test result	6. If the result is <b>PASS:</b>  Mother will receive a WHITE copy of the registry card and the official result of otoacoustic emission test		5 minutes	<i>Newborn Hearing Screening Nurse Nursing Service Division</i>  Doctor to sign official result  Log in as received at the

	6.1 If the result is <b>REFER:</b>  Mother will receive a WHITE copy of the registry card and the official result of otoacoustic emission test  6.3 NBH Nurse to give a schedule and instruct the mother to bring back the baby after 1 month for a repeat test		5 minutes	<i>Newborn Hearing logbook</i>  <i>Newborn Hearing Screening Nurse Nursing Service Division</i>  Log in as for Repeat test in the Newborn Hearing Logbook
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## (PHARMACY UNIT)

### PHARMACY SERVICES

Caters In-patient and Out-patient in providing high-quality, safe, and effective medicines. It promotes the rational use of drugs and offers patient counseling, thus, providing client-friendly pharmaceutical services.

<b>Office or Division:</b>	Pharmacy Unit			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail?</b>	Out-patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription (1 original copy)		RMBGH Medical Doctors		
Hospital Card (1 original copy)		Out-patient Department/ Admitting Unit		
For Senior Citizen and PWD: Any valid government-issued ID (1 original copy) Senior Citizen and PWD Booklet (1 original copy) Authorization letter from the patient for claiming relatives (1 original copy)		Any government agency  Office of the Senior Citizens Affair/Persons with Disability Affairs Office  Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to Pharmacy Reception Area and presents Prescription Requests • OPD: Out-patient	1. Receives prescription and checks the availability of medicine  * If unavailable, inform patient/relative. Record unavailable medicine for reporting.	None	3 minutes	<i>Pharmacist</i>

2. Wait for the issuance of Order of Payment	2. Issues Order of Payment and prepare the prescribed medicines.	None	5 minutes	<i>Pharmacist</i>
3. Pay or settle bill at the Cashier	3. Receives payment and issues Official Receipt to the patient.	Depends on the amount written in the Order of Payment	2 minutes	<i>Collecting Officer</i>
4. Goes back to the Pharmacy Reception Area and presents Official Receipt to the Pharmacist-on duty to receive the prescribed medicine/s.	4. Writes the receipt number to the Pharmacy Order of payment duplicate and dispense medicine/s by counter checking with the patient or relative.	None	5 minutes	<i>Pharmacist</i>

# (RADIOLOGY UNIT)

## CT SCAN PROCEDURES

<b>Office or Division:</b>	Radiology Unit: Diagnostic Section: <b>CT SCAN</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ER-Patient, Out-Patient and Admitted Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Out-patient: Hospital Card (1 original copy) Radiology Request Form (1 original copy)		Out-Patient Department		
For In-patient/ ER-patient: Patient's Chart (1 original copy) Radiology Request Form (1 original copy)		Emergency Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Diagnostic Assistance Center and present request form and secure schedule for the procedure • Out-patient: Patient • ER-Patient: NOD/NA • In-patient: NOD/NA	1. Receives request form  1.1 Gives verbal and written instructions for preparation prior to the procedure  1.2 Inform the Patient/NOD of the schedule	None	10 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist</i> Radiology Unit
2. Proceed to CT-Scan Room	2. Performs the procedure	None	60 Minutes	<i>Radiologic Technologist</i> Radiology Unit

3. Issuance of Charge Slip	3. Issue Charge Slip	None	3 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
4. Pay or settle bill at the Cashier	4. Receives Payment and issue Official Receipt	<b>CT SCAN (PLAIN)</b> HEAD/BR <u>AIN ₱ 3,500.00</u> HEAD WITH 3D RECONST <u>RUCTION ₱ 3,150.00</u>  <u>CHEST ₱ 3,500.00</u> CHEST <u>HR ₱ 4,000.00</u> CT ADRENAL <u>S ₱ 3,240.00</u> MANDIBL <u>E/NECK ₱ 4,000.00</u> MANDIBL E/NECK WITH 3D ₱ 3,600.00	5 Minutes	<i>Collecting officer Cashier Unit</i>

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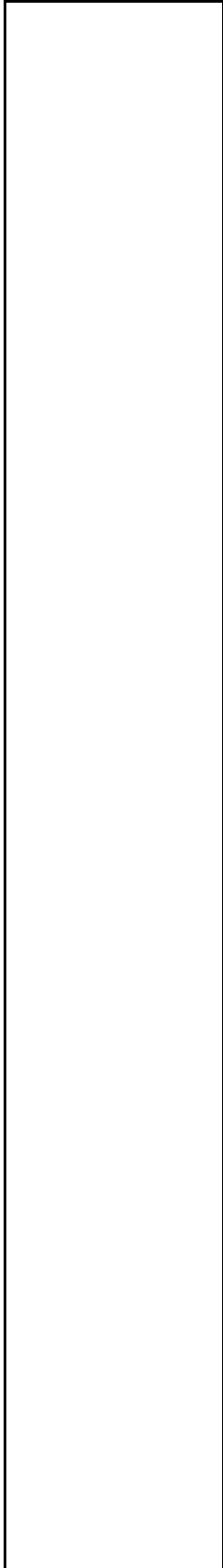
STONORGRAM	₱ 7,000.00
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RECONSTRUCTION	
ORBITS	₱ 4,000.00
PNS	₱ 3,000.00
TEMPORAL BONE	₱ 4,000.00
NASOPHARYNX	₱ 3,500.00
FACIAL BONE	₱ 4,500.00
FACIAL BONE WITH 3D RECONSTRUCTION	₱ 4,050.00
THORACIC SPINE	₱ 4,000.00
LUMBOSACRAL SPINE	₱ 4,000.00
WHOLE ABDOMEN	₱ 7,500.00
UPPER ABDOMEN	₱ 4,000.00
LOWER ABDOMEN	₱ 4,000.00
EXTREMITIES	₱ 3,500.00
PELVIS	₱ 4,000.00

**CT-SCAN (WITH CONTRAST)**

HEAD/BRAIN	₱4,000.00
CHEST	₱4,500.00
CHEST HR	₱5,000.00
MANDIBLE/NECK	₱5,000.00
ORBITS	₱5,000.00
PNS	₱4,000.00
TEMPORAL BONE	₱5,000.00
NASOPHARYNX	₱4,500.00
FACIAL BONE	₱5,500.00
THORACIC SPINE	₱5,000.00
LUMBOSACRAL SPINE	₱5,000.00
<b>WHOLE ABDOMEN</b>	

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		A. UNIPHAS I C	₱8,000.00		
		B. Bi./TRIP HA SIC	₱10,000.00		
		<b>UPPER ABDOMEN</b>			
		A. UNIPHAS I C	₱5,000.00		
		B. Bi./TRIP HA SIC	₱8,000.00		
		<b>LOWER ABDOMEN</b>			
		A. UNIPHAS I C	₱ 5,000.00		
		B. Bi./TRIP HA SIC	₱8,000.00		
		EXTRE MIT IES	₱5,500.00		
		PELVIS	₱5,500.00		
		UROGRAM	₱9,000.00		
		CTA HEAD	₱8,500.00		
		CTA PULMO NA RY	₱8,500.00		

		(CTA) THORAC IC /ABDOMI N AL AORTA	₱10,000.00		
5. Goes back to Diagnostic Assistance Center and present Official Receipt	5. Encode the Official Receipt  5.1 Informs the patient as to the date of release of Official Result	None		2 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
6. Proceeds to Diagnostic Assistance Center	6. Release of Official Result; Provide a digital copy (if requested)	None		In-Patient & ER: within 24 Hours, OPD: 3 working days	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>



## ULTRASOUND PROCEDURES

<b>Office or Division:</b>	Radiology Unit: Diagnostic Section: <b>ULTRASOUND</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ER-Patient, Out-Patient and Admitted Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Out-patient: Hospital Card (1 original copy) Radiology Request Form (1 original copy)		Out-Patient Department		
For In-patient/ ER-patient: Patient's Chart (1 original copy) Radiology Request Form (1 original copy)		Emergency Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Diagnostic Assistance Center and present Request Form  • Out-patient: Patient • ER-Patient: NOD/NA • In-patient: NOD/NA	1. Receives request form  1.1 Gives verbal and written instructions for preparation prior to the procedure  1.2 Inform the Patient/NOD of the schedule.	None	10 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
2. Proceed to Ultrasound Room	2. Performs the procedure	None	60 Minutes	<i>Radiologic Technologist Radiology Unit</i>
3. Issuance of Charge Slip	3. Issue charge slip	None	3 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>

4. Pay or settle bill at the Cashier	4. Receives payment and issue Official Receipt	1 ORGAN (INCLUDING RLQ)	₱800.00	5 Minutes	Collecting officer Cashier Unit
		2D ECHO	₱2,500.00		
		HBT	₱1,000.00		
		UPPER ABDOMEN	₱1,200.00		
		LOWER ABDOMEN (KUBP or KUB + PELVIC)	₱1,200.00		
		WHOLE ABDOMEN	₱2,400.00		
		TRANSRECTAL (PROSTA	₱1,500.00		

		TE or PELVIC)			
		KUB	₱1,000.00		
		BREAST (BILATERAL)	₱1,500.00		
		THYROID	₱1,200.00		
		NECK	₱1,500.00		
		CRANIAL	₱950.00		

		SCROTAL WITH DOPPLER	₱1,350.00		
		INGUINO SCROTAL WITH DOPPLER	₱1,500.00		
		FAST	₱1,500.00		
		CHEST	₱800.00		
		CHEST MAPPING UNILATERAL	₱1,200.00		
		CHEST MAPPING (BILATERAL)	₱1,700.00		
5. Goes back to Diagnostic Assistance Center Radiology Receiving Area and present Official Receipt	5. Encode the Official Receipt  5.1 Informs the patient as to the date of release of Official Result	None		2 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
6. Proceed to Diagnostic Assistance Center	6. Release of Official Result; Provide a digital copy (if requested)	None		In-Patient & ER: within 24 Hours  OPD: 3 working days	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>

## X-RAY PROCEDURES

Assess the patients' medical history, obtain consent, treatment plan and treat using various procedures.

<b>Office or Division:</b>	Radiology Unit: Diagnostic Section: <b>X-RAY</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ER-Patient, Out-Patient and admitted Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Out-patient: Hospital Card (1 original copy) Radiology Request Form (1 original copy)		Out-Patient Department		
For In-patient/ER-patient: Patient's Chart (1 original copy) Radiology Request Form (1 original copy)		Emergency Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Diagnostic Assistance Center and present Request Form  • Out-patient: Patient • ER-Patient: NOD/NA • In-patient: NOD/NA	1. Receive request form	None	2 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
2. Proceed to X Ray Room	2. Performs the procedure	None	15 Minutes  *Depends on the number of requested procedures.	<i>Radiologic Technologist Radiology Unit</i>

3. Issuance of charge slip.	3. Issue Charge Slip	None		3 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
4. Pay or settle bill at the Cashier	4. Receives payment and issue Official Receipt	CHEST PA	₱300.00	5 Minutes	<i>Collecting Officer Cashier Unit</i>
		CHEST PA/L	₱400.00		
		CHEST ALV/ CONED DOWN	₱250.00		
		CHEST LATERAL	₱250.00		
		CHEST AP/ LATERAL (PEDIA)	₱250.00		
		CHEST LATERAL DECUBITUS	₱250.00		
		CHEST (PORTABLE)	₱315.00		
		RIBS/THOR AC IC CAGE	₱400.00		
		SKULL (PA/L)	₱400.00		
		MANDIBLE	₱700.00		
		MASTOID	₱500.00		
		TMJ	₱600.00		
		WATER'S VIEW	₱300.00		
		PARANASAL SINUSES	₱450.00		

		SUBMENT OVERTEX/ TO WNES VIEW	₱250.00		
		ORBITS	₱450.00		
		NASAL BONES /SOFT TISSUE LATERAL	₱500.00		
		CERVICAL SPINE (AP/L)	₱450.00		
		CERVICAL SPINE (AP/L) + O	₱550.00		
		COCCYX	₱234.00		
		THORACIC SPINE	₱450.00		
		THORACIC SPINE OBLIQUE	₱468.00		
		LUMBOSA CR AL SPINE	₱450.00		
		LUMBOSA CR AL SPINE + OBLIQUE VIEW	₱550.00		
		SCOLIOTIC STUDY	₱900.00		
		ABDOMEN SUPINE AND 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		
		HUMEROUS (UNILATERAL)	₱350.00		

		FEMUR (UNILATERAL)	₱350.00		
		LOWER LEG (UNILATERAL)	₱350.00		
		HAND (UNILATERAL)	₱350.00		
		WRIST (UNILATERAL)	₱350.00		
		EXTREMITY (UNILATERAL)	₱750.00		
		SKULL SERIES (ADULT)	₱468.00		
		SCAPULAR Y	₱234.00		
		FOREARM (UNILATERAL)	₱115.00		

		HIP JOINT (UNILATERAL) ADULT	₱234.00		
		KNEE (UNILATERAL)	₱117.00		
		<b>(PEDIA)</b>			
		BABYGRAM	₱150.00		
		ABDOMEN (PEDIA)	₱350.00		
		SKULL SERIES (PEDIA)	₱500.00		
		ZYGOMA/C HE EK BONE	₱150.00		
		HIP JOINT (UNILATERAL) PEDIA	₱234.00		
5. Goes back to Diagnostic Assistance Center and present Official Receipt	5. Encode the official receipt  5.1 Informs the patient as to the date of release of Official Result	None		2 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
6. Proceed to Diagnostic Assistance Center	6. Release of Official Result; Provide a digital copy (if requested)	None		In-Patient & ER: within 24 Hours  OPD: 3 working days	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>



## (CASHIER UNIT)

### COLLECTION OF PAYMENTS (OPD)

This service refers to the cash collection of payments from patients for hospital treatment.

<b>Office or Division:</b>	Cashier Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Outpatient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment (2 copies)		- OPD Clinics - Pharmacy - Laboratory - Medical Records - Radiology		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Order of Payment to the Cashier.	1. Receives and validates the Order of Payment.  2. Informs the patient or relative the amount to be paid.	None	3 Minutes	<i>Collecting Officer</i>
2. Settle and pays the corresponding amount.	1. Collects payment.  2. Issues Official Receipt.	Depends on the service rendered to the patient.	2 Minutes	<i>Collecting Officer</i>

*Note:*

*1. City Ordinance No. SP-2349, S-2014 / SP-2891, S-2019 for charges and other fees for reference. 2. The patient or relative may avail the Medical Social Services, if necessary.*

## COLLECTION OF PAYMENTS (ER)

This service refers to the cash collection of payments from patients for hospital treatment and to clear patient accounts of any financial obligations before discharge.

<b>Office or Division:</b>	Cashier Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ER Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ER Statement of Account (SOA) (2 copies)		Cashier		
ER Clearance Slip (2 copies)		ER Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Cashier for payment of fees and other charges.	1. Calls the patient/relative upon receipt of the <b>validated</b> clearance slip.  2. Prints the ER - Statement of Account to be given to the patient/relative as basis of charges.	None	5 Minutes	<i>Collecting Officer</i>

2. Settle and pay the bill accordingly.	1. Collects payment.  2. Issues Official Receipt.  3. Signs and release Clearance Slips (2 copies) to the patient.	Depends on the service rendered to the patient	20 to 25 Minutes	<i>Collecting Officer</i>
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*Note:*

- 1. City Ordinance No. SP-2349, S-2014 / SP-2891, S-2019 for charges and other fees for reference. 2. The patient or relative may avail the Medical Social Services, if necessary.*
- 3. Clearance Slips must be surrendered to the nurse-in-charge of the patient.*

## COLLECTION OF PAYMENTS (In-Patient)

This service refers to the cash collection of payments from patients for hospital treatment and to clear patient accounts of any financial obligations before discharge.

<b>Office or Division:</b>	Cashier Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	In-Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
In-patient Statement of Account (SOA) (2 sets of carbonized copies)		Billing		
In-patient Clearance Slip (2 copies)		Ward Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Cashier with the validated Statement of Account and Clearance Slip (2 copies)	1. Receives validated Statement of Account and Clearance Slips  2. Informs the patient or relative the amount to be paid.	None	5 Minutes	<i>Collecting Officer</i>

<p>2. Settle and pay the bill accordingly.</p>	<p>1. Collects payment.</p> <p>2. Issues Official Receipt.</p> <p>3. Signs and release Clearance Slips (2 copies) to the patient.</p>	<p>Depends on the service rendered to the patient</p>	<p>20 to 25 Minutes</p>	<p><i>Collecting Officer</i></p>
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*Note:*

- 1. City Ordinance No. SP-2349, S-2014 / SP-2891, S-2019 for charges and other fees for reference.*
- 2. The patient or relative may avail the Medical Social Services, if necessary.*
- 3. Clearance Slips must be surrendered to the nurse-in-charge of the patient.*

## (BILLING AND CLAIMS UNIT)

### PHILHEALTH BENEFIT

Verification and recording all hospital procedures, services, medical supplies, drugs and medicines incurred by patients. This includes claims, fees and use of facilities to process discharging of patient.

<b>Office or Division:</b>	Billing and Claims Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	In-patients (Philhealth Member)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Government issued Valid ID Official Receipt of Monthly/ Quarterly Contribution * (1 photocopy)		Government Agency		
Members Data Record / Philhealth Benefit Eligibility Form* (1 photocopy)		Philhealth Office		
Philhealth Certification (CE1/Sponsored) (1 photocopy)		Philhealth Office		
4P's ID (for 4P's Member) (1 photocopy)		Barangay Hall		
Birth Certificate *(1 photocopy)		Philippine Statistics Authority		
Marriage Certificate *(1 photocopy)		Philippine Statistics Authority		
Senior Citizen ID (1 photocopy)		Any Office of the Senior Citizens Affairs		
*As needed				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Patient or Relative shall proceed to Philhealth and Billing Section, submit the requirements and give the filled-up Philhealth Benefit Eligibility Form</p>	<p>1. Verifies eligibility from Philhealth portal to produce the Philhealth Benefit Eligibility Form</p> <p>1.2 Print the Philhealth Eligibility Form</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Philhealth Clerk</i> Billing and Claims Unit</p>
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## PROCESSING AND RELEASE OF FINAL BILL FOR IN-PATIENT

The processing of final bills are series of action that validates the final financial obligation of the admitted patient.

<b>Office or Division:</b>	Billing and Claims Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patient or Authorized Representative of Patient for discharge			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Discharge Clearance Slip (1 original copy) Claim Signature Form (1 original copy) Claim Form 2 (1 original copy) Claim Form 3 (1 original copy) Claim Form 4(1 original copy)		Clinical Wards		
*If representative(non-relative): Authorization letter from Patient Any Government Issued I.D of the Patient and Representative in compliance to R.A 10173 (Data Privacy Act)		Any Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. The relative and or the ward clerk gives the requirements for discharge to the Billing and Philhealth Section</p>	<p>1. The Philhealth Clerk receives the requirement submitted</p> <p>1.2 The Clerk checks the completeness of CSF, CF2, CF3 and CF4 if applicable</p> <p>1. 3 Deducts Philhealth benefits</p> <p>1.4 Forwards to Billing the Philhealth Forms and requirements for final bill preparation</p> <p>1.5 Compute and print the Statement of Account (SOA)</p>	<p>Covered by Philhealth</p>	<p>25 Minutes</p>	<p><i>Philhealth Clerk</i> Billing and Claims Unit</p> <p>Billing Clerk Billing and Claims Unit</p>
<p>2. Receive and sign the Statement of Account (SOA)</p>	<p>2. Release the Statement of Account (SOA) and advice to proceed to Cashier Section for settlement.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Billing Clerk</i> Billing and Claims Unit</p>

# NURSING SERVICE

## DISCHARGE OF IN-PATIENT

This service is to provide a systematic and organized discharging of all In-patients

<b>Office or Division:</b>	Nursing Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All In-Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Philhealth Form		Philhealth Section		
Certificate of Employment for Government Employees (1 original copy)		Government Agency where patient/parent is employed		
Any Valid Government Issued ID (1 original copy)		Any Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Hospital Bill	1. Carry out Doctor's Discharge Order and  1.1 Issue Discharge Clearance Slip	None	3 Minutes	<i>Nurse/ Nursing Service Division</i>
2. Seek Clearance from different department concerned	2. Validate and sign Discharge Clearance Slip	None	20 Minutes	<i>All concerned Departments</i>

3. Presents Discharge Clearance Slip to Philhealth and Billing Section	3. Validate and issue Statement of Account (SOA)	None	15 Minutes	<i>Billing and Philhealth Clerk</i> Billing and Philhealth Section
4. Settle hospital Bill at the Cashier	4. Receives payment and issue Official Receipt (OR) and Clearance Slip	None	2 Minutes	<i>Collecting Officer</i> Cashier Unit

5. Presents to the Nurse Station the accomplished Discharge Clearance Slip and Official Receipt	<p>5. Explain and provide a copy of the Discharge instruction to patient/parents</p> <p>5.1 Provide Prescription and Ancillary Request as needed</p> <p>5. 2 Provide Customer Feedback Form</p> <p>5.3 Issue two (2) copies of the signed Discharge Clearance Slip</p>	None	10 Minutes	<i>Nurse/</i> Nursing Service Division
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# CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY DEPARTMENT

## 1. GENERAL INQUIRIES, REQUESTS FOR MEETINGS AND ORIENTATIONS AND OTHER COMMUNICATIONS

<b>OFFICE OR DIVISION:</b>		CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY DEPARTMENT		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C, G2G		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>For Physical receiving of Letter of Request, Communications: 2 copies, 1 for client, 1 for Department</p> <p>For emails, please send to: climatechange@quezoncity.gov.ph</p>			Letters and Communications to be provided by the requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>For physical receiving at the Office:</p> <p>1. 1. File request at the Receiving Desk of the Department</p>	<p>1. Receiving Clerk to stamp receive the document and give feedback as to when they can follow-up</p>	None	1 minute	Receiving Clerk

	2. Receiving Clerk to route the document to the Office of the Head for instructions		2 minutes	Receiving Clerk
	3. Office of the Head to give instructions to the concerned Division/Section		1 day	Department Head/ Assistant Department Head
	4. Division/Section to coordinate with the requesting party		2 to 3 days	Division/Section Chief
	TOTAL		3 to 4 days	
<p>For requests/communications sent through email:</p> <p>None</p> <p>1. Client will send letter or communication through email</p>	1. Office of the Head will acknowledge receipt of email and provide feedback as to whom the task has been assigned to	None	1 day	Receiving Clerk
	<p>2. For urgent concerns, Receiving Clerk will print and route the document for instructions by the Office of the Head</p> <p>For all other communications, Office of the Head will give instructions to the concerned Division/Section via email</p>		1 to 2 days	Receiving Clerk or Department Head/ Assistant Department Head

	3. Division/Section to coordinate with requesting party		2 to 3 days	Division/Section Chief
	TOTAL		4 to 5 days for urgent documents 5 to 6 days for all other communications	

For simple transactions- not more than 3 days  
For complex transactions – not more than 7 days  
For Highly technical – not more than 20 days

#### TYPES OF TRANSACTIONS

<b>SIMPLE</b>	All transactions that are not classified as complex and highly technical
<b>COMPLEX TRANSACTIONS</b>	Evaluation of proposals, comments on proposed bills, ordinances/resolutions, drafting of PPAs, Technical data and information and other similar documents.
<b>HIGHLY TECHNICAL</b>	Formulation of Plans, Conduct of Feasibility Studies and other similar undertakings



# EDUCATION AFFAIRS UNIT

## PROVISION OF FINANCIAL ASSISTANCE TO QUEZON CITY PUBLIC SCHOOL STUDENTS' PARTICIPATION IN REGIONAL, NATIONAL, AND INTERNATIONAL COMPETITIONS

The Quezon City Government recognizes the importance for elementary and secondary school students to participate in regional, national, and international competitions to further harness their skills and knowledge. As such, financial assistance is given to the qualified applicants to ease them from the financial costs that often accompany such competitions.

<b>Office or Division:</b>		Education Affairs Unit (EAU)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Schools Division Office – Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for financial assistance addressed to the Schools Division Superintendent (1 original, 1 photocopy)		School Head's Office – School Head		
DepEd Advisory (1 original, 1 photocopy)		Department of Education website		
Event invitation, identifying the name of the participant, date, time, and venue (1 original, 1 photocopy)		Event host		
Travel Itinerary (1 original, 1 photocopy)		Transportation Service Provider		
Endorsement of SDO addressed to the City Mayor (1 original, 1 photocopy)		Schools Division Office – Schools Division Superintendent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIBL E</b>

<p>1. Submit the required documents at the receiving area. Endorsements must be submitted by the SDO to the EAU no later than nine (9) weeks before the date of the competition.</p>	<p>1. Log the received documents and submit to the Unit Head for review</p>	<p>None</p>	<p><b>5 minutes</b></p>	<p><i>Staff</i> Education Affairs Unit</p> <p><i>Head</i> Education Affairs Unit</p>
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	<p>2. After careful review, the EAU shall request from the City Budget Department a certificate of availability of funds per request for financial assistance.</p>	<p>None</p>	<p><b>5 days</b></p>	<p><i>Staff</i> Education Affairs Unit</p>
	<p>3. The EAU shall submit to the Office of the City Mayor its recommendation</p>	<p>None</p>	<p><b>5 days</b></p>	<p><i>Staff</i> Education Affairs Unit</p>

<p>2. The Schools Division Office shall be responsible in informing the requesting party of the status of its request.</p>	<p>4. The EAU shall inform the Schools Division Office of the status of requests upon endorsement from the Office of the City Mayor.</p>	<p>None</p>	<p><b>1 day</b></p>	<p><i>Staff Education Affairs Unit</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p><b>11 days and 5 minutes</b></p>	

## PROVISION OF CASH INCENTIVES TO PUBLIC SCHOOL STUDENTS REPRESENTING QUEZON CITY FOR OUTSTANDING PERFORMANCE IN COMPETITIONS.

The Quezon City Government provides cash incentives in recognition of the excellent performance of students in regional, national, and international competitions.

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Schools Division Office – Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for cash incentive addressed to the Schools Division Superintendent (1 original, 1 photocopy)		School Head's Office – School Head		
DepEd Advisory/Memorandum (1 original, 1 photocopy)		Department of Education website		
Proof of Award (1 original, 1 photocopy)		Event host		
Information about the competition and the award received (1 original, 1 photocopy)		Event host		
Endorsement from the SDO (1 original, 1 photocopy)		Schools Division Office – Schools Division Superintendent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Submit request with complete requirements to the Education Affairs Unit no later than four (4) weeks after the date of the competition.</p>	<p>1. Log the received documents and submit to the Unit Head for review</p>		<p><b>5 minutes</b></p>	<p><i>Staff</i> Education Affairs Unit</p> <p><i>Head</i> Education Affairs Unit</p>
	<p>2. After careful review, the EAU shall request from the City Budget Department a certificate of</p>		<p><b>5 days</b></p>	

	<p>availability of funds per request for cash incentive.</p>			
	<p>3. The EAU shall submit to the Office of the City Mayor its recommendation</p>		<p><b>5 days</b></p>	
<p>2. The Schools Division Office shall be responsible in informing the requesting party of the status of its request.</p>	<p>4. The EAU shall inform the Schools Division Office of the status of requests upon endorsement from the Office of the City Mayor.</p>		<p><b>1 day</b></p>	
<p><b>TOTAL:</b></p>		<p>None</p>	<p><b>11 days and 5 minutes</b></p>	

## HOW TO REQUEST FOR LGU'S ACKNOWLEDGEMENT IN COMPLIANCE WITH CHED MEMORANDUM NO. 63, SERIES OF 2017

The Quezon City Government recognizes the importance of continuing education, including school sanctioned out-of-school curricular and non-curricular activities (i.e. educational tours/field trips, participation in sports activities, volunteer work, etc.) of higher education institutions (HEI). As required by the Commission on Higher Education (CHED)'s Memorandum No. 63, Series of 2017, HEIs are required to coordinate with the local government unit (LGU) concerned. An acknowledgement from the LGU shall be provided subject to the following process:

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to General Public			
<b>Who may avail:</b>	Public and Private Higher Education Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent			Higher Educational Institution	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Private and Public Higher Education Institutions or tour agencies (applicant) are to submit a letter of intent through email to this email address, education@quezoncity.gov.ph</p> <p>- Letter of intent addressed to the Mayor, requesting acknowledgment for their school's students to undergo an off campus curricular or non-curricular activity (as</p>	<p>1.Receive and acknowledge the email from the client.</p>	<p>None</p>	<p><b>5 minutes</b></p>	<p><i>Staff</i> Education Affairs Unit</p>
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<p>stated in CMO No. 9, Series of 2017) at an institution located at Quezon City</p>				
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	<p>2. EAU to transmit via email to the applicant, the City's acknowledgment</p>	<p>None</p>	<p><b>2 days</b></p>	<p><i>Staff</i> Education Affairs Unit</p>
<p>Total:</p>	<p>None</p>	<p><b>2 days and 5 minutes</b></p>		



# OFFICE OF THE CITY ASSESSOR

## 1. ISSUANCE OF NEW TAX DECLARATION

**Tax Declaration** is a document that reflects the value of the real property whether Land, Building/Improvement, or Machinery for purposes of Real Property Tax collection, 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. Tax Declaration can also be issued for transactions such as:

### 1.1. Transfer of ownership

To accommodate the request of property owners who shall transfer real property ownership to another, in compliance with Section 202 in relation to Section 208 or RA 7160. It shall be the duty of all persons, natural or juridical, owning or administering real property, including the improvements therein, within a city or municipality, or their duly authorized representative, to prepare, or cause to be prepared, and file with the Office of the City Assessor within sixty (60) days from the issuance of its Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT), as the case may be, otherwise shall be imposed a Php2,000 penalty for late filing in accordance with Ordinance No. SP-2361 s-2014.

### 1.2. Consolidation/Segregation

This transaction involves the request of property owners for consolidation and/or subdivision of their lot.

### 1.3. New Assessment

Both persons acquiring real property or making improvements thereon and the Office of the City Assessor has to make a declaration of real property, as provided by law. This particular service is requested by the declarant/owner for the issuance of a new tax declaration for his/her newly constructed building and/or newly installed machinery.

### Reassessment/Reclassification

Reassessment/Reclassification on existing assessments are services requested by a property owner for purposes of declaring additional area introduced or marking alteration to existing building/improvement, and the predominant use of his/her property.

It may be noted that Assessment/Reassessment can be at the instance of the real property owner (Sec. 203) or by the City Assessor (Sec. 204) of the Local Government Code.

### 1.4. Correction / Updating of Entry/ Revision

The clientele can avail of this kind of service in case there are specific entry/ies they feel to be corrected or updated in their tax declarations. Common transaction for correction of entry involves updating of address, correction of misspelled names, correction in the technical description, typographical errors, brought about by wrong entries on TCTs/CCTs, correction of Property Index Number (PIN) and many others.

### 1.5. Declaration of New/Undeclared Land (Titled Property)

Section 5(B) of the Manual on Real Property Appraisal and Assessment Operation (MRPAAO), provides the requirements in declaring Titled Properties for the first time.

Sometime in October, 2019 there had been a standing policy that regardless of area involved for issuance of new tax declarations, applications/requests must first be cleared by the City Assessor before processing. This procedure intends to provide a system of control so as to ensure that common land conflicts or disputes, e.g.,

multiple claimants, overlapping and such other issues are strictly validated, particular on this specific type of transaction.

**Processing Period:** Seven (7) or Twenty-one (21) days depending on the number of parcels/real property units (RPUs) involved and the complexity of Transaction/s involved.

Transaction’s processing period may also be affected by the following factors:

1. Volume/bulk of incoming transactions
2. System down time
3. Mis-sending of documents for compliance
4. Evaluation findings require completion of real property tax payment, validation of continuity of ownership based on TCTs/CCTs on record, incomplete transfer tax payment, unplotted properties subject for tax map validation, and many other issues.
5. Please take note that processing of transactions commences only upon submission of complete documents. Incomplete requirements submissions will not be processed and will be discarded 15 working days after notification if there is no compliance.

<b>Office or Division:</b>	<b>OFFICE OF THE CITY ASSESSOR</b>	
<b>Classification:</b>	Complex, Highly Technical	
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and duly authorized parties of interest	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Mandatory Requirements:</b> 1. Properly Filled-out Application Form (All fields with (*) are required to be filled) <ul style="list-style-type: none"> <li>● <b>Transfer of ownership</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.01</li> </ul> </li> <li>● <b>Consolidation/Segregation</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.02</li> </ul> </li> <li>● <b>New Assessment/Reassessment/Reclassification</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.03</li> </ul> </li> <li>● <b>Correction/Updating of Entry</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.04</li> </ul> </li> <li>● <b>Declaration of New/Undeclared Land (Titled Property)</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.05</li> </ul> </li> </ul>		Quezon City Website: <a href="https://quezoncity.gov.ph/department%20s/city-assessors-department/">https://quezoncity.gov.ph/department s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO’s Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>

1. Certified True Copy/Electronic Certified copy of New Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) <i>(To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from Registry of Deeds, if necessary).</i>  <ul style="list-style-type: none"> <li>• Photocopy of Previous TCT/CCT (to establish continuity) <i>(Certified True Copy of the previous TCT/CCT will only be required, if deemed necessary).</i></li> </ul>	Register of Deeds
3. Deed of Conveyance (e.g. Deed of Sale)	Property Owner/Seller/Buyer
4. Transfer tax receipt (original or certified copy from CTO & photocopy) and Tax Bill	City Treasurer's Office
5. BIR Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy <i>(AO 186, s-2007)</i>	Bureau of Internal Revenue
6. Latest Picture of Property (3"x5" colored, photo paper) – frontage/facade showing full view of structure	Property Owner/Authorized Representative
<b>Additional requirements for:</b> <b>1. Segregation/Consolidation</b> <ul style="list-style-type: none"> <li>• Approved Subdivision Plan</li> </ul>	Land Registration Authority
<b>2. New Assessment</b> <ul style="list-style-type: none"> <li>• Approved Building Permit (for improvement)</li> <li>• Approved Building Plan (for improvement)</li> <li>• Occupancy Permit (if any)</li> <li>• Mechanical Permit (if any), for Machinery</li> <li>• Sales Invoice, Official Receipt and Date of installation of machinery</li> <li>• Supplier Contract Agreement, if necessary (for Machinery)</li> </ul>	Department of Building Official  Owner/Declarant  Owner/Declarant
<b>3. Transfer of ownership</b> For TCT/CCT released in the year 1999 and below, in case any of the mandatory requirement/documents are no longer available please submit: <ul style="list-style-type: none"> <li>• Certification from Land Registration Authority</li> <li>• Notarized Affidavit of Loss executed by the Registered Owner</li> <li>• Affidavit of actual possession/ownership</li> <li>• Affidavit of Undertaking, if warranted</li> </ul>	
<b>Other Requirements:</b> Secretary's Certificate is required if the seller is a Corporation.	Corporate Secretary of the company
Duly notarized Authorization Letter or Special Power of Attorney from the owner, and government-issued IDs (both owner and representative)	Property owner/Authorized representative
Seller's Business Tax Receipt/Business Permit (original & photocopy, if seller is a Corporation)	City Treasurer's Office
Updated Real Property Tax payment/receipt (photocopy of latest year full payment)	City Treasurer's Office

**Note: Additional documents other than stated above may be required if found necessary after evaluation.**

*Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>1. ONLINE:</b></p> <p>1.1 Submit thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) properly Filled-out Application Form (All fields with (*) are required to be filled)</p> <ul style="list-style-type: none"> <li>● <b>Transfer of ownership</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.01</li> </ul> </li> <li>● <b>Consolidation/ Segregation</b> <ul style="list-style-type: none"> <li>○ Form No. QCG. CAO.CAO.F.02</li> </ul> </li> <li>● <b>New Assessment/ Re-assessment/ Reclassification</b> <ul style="list-style-type: none"> <li>○ Form No. QCG. CAO.CAO.F.03</li> </ul> </li> <li>● <b>Correction/Updating of Entry</b> <ul style="list-style-type: none"> <li>○ Form No. QCG. CAO.CAO.F.04</li> </ul> </li> <li>● <b>Declaration of New/Undeclared Land (Titled Property)</b> <ul style="list-style-type: none"> <li>○ Form No. QCG. CAO.CAO.F.05</li> </ul> </li> </ul> <p>1.2 Receive an automatic email reply acknowledging receipt of the request.</p>	<p>• <b>Receiving of application form and documentary requirements</b></p> <p><b>1.1. ONLINE:</b></p> <p>1.1.1. Receive e-mail.</p> <p>1.1.2. Automatic email reply sent.</p> <p>1.1.3. Check on all attachments submitted.</p> <p>1.1.4. Forwards e-mail to RRE for review and evaluation and control.</p>	None	15 mins (Pre-receiving/ Intermediary stage)	Receiving Clerk/Email Administrator (Administrative Division)

<p>2. Wait for notification, if with lacking requirements.</p> <p>3. Wait for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided.</p>	<p><b>1.2. Receiving, Review &amp; Evaluation of Application Form and Documentary Requirements</b></p> <p>1.2.1. Receives the forwarded email application and Documentary Requirements and records transaction at RRE Transaction Monitoring Board for control purposes and print all attachments.</p> <p><b>(For ON-PREMISE transaction, this is the No. 1 Step)</b></p> <p>1.2.2. Review and evaluate the authenticity, completeness, and substance of the documents submitted.</p> <p>1.2.2.1 Notify the requesting party to submit the lacking documents, if there are any.</p> <p>1.2.3 Final review of request form and documentary requirements.</p> <p>1.2.4 Encode transaction and assign Control No. using the Transaction Document Tracking System.</p> <p>1.2.4.1 Notify the requesting party through email/SMS that the request is approved for processing and provide the transaction Control No.</p> <p>2.5 Transmits transactions to Station 1</p>	None	1 day	<p><b>RRE Unit</b></p> <p>Receiving clerks</p> <p>Local Assessment Operations Officer/ Evaluators (RRE Unit)</p> <p>LAOO I/ Evaluators</p> <p>LAOO I/ Evaluators</p> <p>LAOO I/ Evaluators</p> <p>Receiving clerks (RRE Unit)</p>
<p><b>Note:</b> Compliance to any of the lacking requirements is considered, back to the first stage.</p>				

	<p><b>2. Retrieval of records &amp; Preparation of FAAS</b></p> <p>2.1. Receives the tracked transactions, retrieves RPATS Record, and confirms TD at ARMD, if necessary, retrieves and prints e-FAAS from CAO FAAS-TD Module</p> <p>2.2. Verifies PIN, confirms subclass, property location, and boundaries accurately, and applies corrections if necessary.</p>	None	15 mins.	<p><b>Station 1</b></p> <p>Data Controller</p> <p>Tax Mapper I</p>
	<p><b>2.3 Additional steps for:</b></p> <p><b>2.3.1. Segregation and consolidation of land:</b></p> <p>2.3.1.1 Issuance of new PIN based on the approved plan</p> <p>2.3.1.2 Plots subdivided or consolidated land in the tax map based on the submitted approved subdivision plan</p> <p>2.3.1.3 Checks if subdivided or consolidated land has been plotted accurately and the tax map has been updated on time</p>		1-2 days or more depending on the number of parcels	<p>Tax Mapper I</p> <p>Tax Mapper I</p> <p>Tax Mapper V</p>

	<p><b>2.3.2 For New improvements and machinery</b></p> <p>2.3.2.1 Prepares the FAAS with accurate value computation and sketch the floor plan</p> <p>2.3.2.2 Reviews the prepared Manual FAAS for accuracy of assessment information and pre-approves</p> <p>2.3.2.3 Signs and approved the Manual FAAS.</p> <p>2.4 Checks and confirms PIN, Sub-class, property location, and boundaries in the FAAS for land</p> <p>2.5 Updates the status at the tracking module and transmits the transaction to Station 2</p>		<p>1-2 days or more depending on the number of parcels and appraiser's load</p>	<p>LAOO I/II</p> <p>LAOO III</p> <p>LAOO V/PAD Division Head</p> <p>Tax Mapper III</p> <p>Draftsman II</p>
	<p><b>3. Encoding and Printing of FAAS</b></p> <p>3.1 Receives transaction documents from Station 1</p> <p>3.2 Validates/verifies property records, checks payment, encodes data in the TD-FAAS module based on the documents submitted and prints the same.</p>	<p>None</p>	<p>1 day</p>	<p><b>Station 2</b></p> <p>Receiving Clerk</p> <p>Data Encoder</p>
	<p>3.3 Records &amp; updates the status at the tracking module</p> <p>3.4 Prints transmittal listing to be signed by the Section Chief</p>			<p>Data Encoder</p> <p>Data Encoder</p>

	3.5 Transmits transaction to Station 3			Data Encoder
	<p><b>4. Review and Approval of Printed FAAS</b></p> <p>4.1 Receives transaction documents from Station 2</p> <p>4.2 Reviews the accuracy of the information in printed/encoded FAAS and recommends editing (if necessary)</p> <p>4.3 Signs and approve the printed eFAAS</p> <p>4.4 Records &amp; updates the status at the tracking module then transmits to Station 4</p>	None	4 hrs.	<p><b>Station 3</b></p> <p>Assessment Clerk I/Office Aide</p> <p>LAOO III/ Section Chief</p> <p>LAOO V</p> <p>Assessment Clerk I/Office Aide</p>
	<p><b>5. Printing of Notice of Assessment &amp; Tax Declaration</b></p> <p>5.1 Receives transaction documents from Station 3</p>	None	4 hrs.	<p><b>Station 4</b></p> <p>Receiving Clerk</p>



	<p>5.2 Assigns TD Number, encodes annotation, attachments, co-owners, prints and generates NOA and TD then records &amp; updates the status in the tracking module.</p> <p>5.2.1 Prints transmittal listing</p> <p>5.2.2 Signs transmittal listing</p> <p>5.2.3 Transmits transactions to Station 5.</p>			<p>Data encoder</p> <p>Data encoder</p> <p>Section Chief/Asst. Division Head</p>
	<p><b>6. Pre-Approval of Notice of Assessment and Tax Declarations</b></p> <p>6.1 Receives transactions from Station 4</p> <p>6.2 Pre-approves and affixes initials on printed NOA and TD</p> <p>6.3 Records &amp; updates the status at the tracking module and then transmits to Station 6</p>	<p>None</p> <p>None</p>	<p>1 hr.</p>	<p><b>Station 5</b></p> <p>ACA for Operation Secretary</p> <p>Assistant City Assessor for Operation</p> <p>ACA for Operation Secretary</p>
	<p><b>7. Approval of Tax Declarations and NOA/Posting of approved TDs</b></p> <p>7.1 Receives transactions from Station 5</p>	<p>None</p>	<p>2 hrs.</p>	<p><b>Station 6</b></p> <p>Computer operator</p>

	<p>7.2 Signs and approves all printed NOAs and TDs</p> <p>7.2.1 Posts approved tax declarations in the RPATS database and transmit the same to the Property Declaration Section of ARMD for release and all other attachments, if any to PVSD</p>			<p>City Assessor</p> <p>Computer operator</p>
<p>4. Requesting party receives an email/text message informing them of the schedule of the release.</p> <p>5. Proceed to Counter and present the email/text notification for the schedule of release together with the Special Power of Attorney/ Authorization and Valid ID.</p> <p>6. Write name and affix signature in the original copy of tax declaration and receive the owner's copy.</p>	<p><b>8. Releasing of New Tax Declaration / Notice of Assessment</b></p> <p>8.1 Receives approved tax declarations and sorts for easy retrieval</p> <p>8.2 Notifies the requesting party through email and text messages of the schedule of the release of the new TD</p> <p>8.3 Releases new tax declarations to the requesting party, as scheduled.</p>	None	<p>2 hrs.</p> <p>30 mins</p> <p>15 mins</p>	<p>Assessment Records Management Division</p> <p>Assessment Clerk</p> <p>Assessment Clerk</p> <p>Assessment Clerk</p>

	<b>TOTAL:</b>		5 days 5 hrs. 15 mins (7 days for complex and 21 days for highly technical)	
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*Note:*

- 1. Unclaimed Owner's copy of Tax Declarations shall be forwarded to the Record's Section for mailing within 5 days after the scheduled release.*

## **2. ISSUANCE OF CERTIFIED TRUE COPIES OF REAL PROPERTY ASSESSMENT RECORDS & RELATED CERTIFICATIONS**

### **2.1 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION**

The Office of the City Assessor 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.

### **2.2. CERTIFIED COPY OF TAX MAP**

A tax map can be requested to identify the particular location of a property based on the latest Tax Mapping Record, whether manual or Geographical Information System (GIS), and for other purposes. However, this particular certification cannot be used as evidence for setting boundary disputes.

### **2.3 CERTIFICATION OF ADJOINING LOT OWNERSHIP**

Certificate of Adjoining Lot Ownership is also issued for purposes of stating the exact location and nearby lot owners within the boundaries of a particular property requested by the owner.

### **2.4 CERTIFICATE OF PROPERTY LOCATION**

Certificate of Property Location is also issued for the purpose of stating the exact location of property based on records available, as part of their due diligence before purchasing a property, land disputes, and for other purposes.

### **2.5 CERTIFICATION FOR PROPERTY HOLDINGS/ NO/WITH IMPROVEMENT**

The Office of the City Assessor 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 the existing database.

### **2.6 PRINT-OUT OF REAL PROPERTY ASSESSMENT RECORDS**

This is a fast lane service that provides readily available real property information instead of a certified true copy of tax declaration which may be used for paying their real property tax to the Office of the City Treasurer and for other uses it may serve.

Transaction's processing period may also be affected by the following factors:

1. Volume/bulk of incoming transactions
2. System down time
3. Mis-Sending of documents for compliance
4. Requests can also be made through a formal communication on which case, receipt, and release are coursed through the Records Section.
5. Lastly, requests for Certified True Copy of TD BIR Estate Tax Settlement are considered more complex

- and will take a longer time for the necessary record verification, considering the time of death, etc.
6. Please do note that it takes 2-3 days except Saturday, Sunday and Holidays for us to read all forwarded emails from [CityAssessor@quezoncity.gov.ph](mailto:CityAssessor@quezoncity.gov.ph), thus, we have to stick to the first in-first out policy.
  7. Complex transactions will take a longer time for necessary verification if Tax Declaration has issues such as overlapping, disputes, old series, with annotation of encumbrances, forfeited etc.,

<b>Office or Division:</b>	<b>OFFICE OF THE CITY ASSESSOR</b>
<b>Classification:</b>	Simple, Complex
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and duly authorized parties of interest

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Mandatory Requirements:</b> 1. Properly Filled-out Application Form (All fields with (*) are required to be filled) <ul style="list-style-type: none"> <li>● <b>Certified True Copy of Tax Declaration</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.ARMD.F.01</li> </ul> </li> <li>● <b>Certified Copy of Tax Map</b> <ul style="list-style-type: none"> <li>○ Form No. QCG. CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification of Adjoining Lot Ownership</b> <ul style="list-style-type: none"> <li>○ Form No. QCG. CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification of Property Location</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification for Property Holdings/ No/With Improvement</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.EDP.F.01</li> </ul> </li> <li>● <b>Print-Out of Real Property Assessment Record</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.EDP.F.01</li> </ul> </li> </ul>	Quezon City Website: <a href="https://quezoncity.gov.ph/department_s/city-assessors-department/">https://quezoncity.gov.ph/department_s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
2. Special Power of Attorney or Authorization, for Authorized representative	Property Owner
3. Photocopy of valid government issued ID of both the Authorized representative & Property Owner	Presenter/Applicant & Owner
<b>Other requirements:</b>	
1. Proof of ownership such as Deed of Conveyance/General Information Sheet/Secretary's Certificate for Company	Owner/Representative
2. Documentary references for property identification such as Photocopy of Title/TD or Current Realty Tax Clearance/ real property tax receipt and others	Owner/Representative

3. Request letter (for those falling under 5,000sqm and above) 4. Death Certificate (for Deceased property owner)	Property Owner/Applicant
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**Note: Additional documents other than stated above may be required if found necessary after evaluation.**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. ONLINE:</b> 1.1 Submit properly filled-out Application Form (All fields with (*) are required to be filled) thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) <ul style="list-style-type: none"> <li>● <b>Certified True Copy of Tax Declaration</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.ARMD.F.01</li> </ul> </li> <li>● <b>Certified Copy of Tax Map</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification of Adjoining Lot Ownership</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification of Property Location</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification for Property Holdings/ No/With Improvement</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.EDP.F.01</li> </ul> </li> <li>● <b>Print-Out of Real Property Assessment Record</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.EDP.F.01</li> </ul> </li> </ul> 1.2 Receive an automatic email reply acknowledging receipt of the request.	<b>Receiving of application form and documentary requirements</b>  <b>1.1 ONLINE:</b> 1.1.1 Receive email. 1.1.2 Automatic email reply sent. 1.1.3 Check on all attachments submitted. 1.1.4 Forwards email to Process Owner / Division concerned. 1.1.5 Forwards email to Admin Division - Records Section for routing and communication (Requests containing with an area of 5,000 sqm and above, legal cases and disputes, bulk requests, and other special cases) 1.1.6 Notify applicant through email/SMS of lacking requirements, if any	None	5 mins	CAO Email Administrator

<p>1.3 Applicant receives an official acknowledgement thru email acknowledging receipt or denial (as the case may be). Advise on lacking requirements, if any.</p> <p>1.4 Receives notice of non-availability of TD requested</p> <p><b>2. ON-PREMISE</b></p> <p>2.1 Submit properly filled up application form at the respective counter.</p>	<p>1.1.7 Notify requesting party to submit the lacking documents, if there are any</p> <p>1.1.8.Final review of request form and documentary requirements.</p> <p><b>1.2 ON-PREMISE</b></p> <p><b>Counter A (Basement)</b> ARMD- CTC Requests</p> <p><b>Counter 1 (Priority Lane) and 3 TMD</b> - CTC of Tax Maps, Certifications of Adjoining Lot Ownership, Certification of Property Location.</p> <p><b>Counter 7 &amp; 8 (EDP)</b> - Certification for Property Holdings, Certification of No Improvement or with Improvement.</p>	<p>None</p>	<p>10 mins</p>	<p>Receiving Clerk (Process Owner/ ARMD/ EDP/ TMD)</p>
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	<p><b>2. Verification of Assessment Records</b></p> <p><b>2.1 CTC Request:</b> Verification of Tax Declaration subject for issuance of CTC in the RPATS database and Tax Payment Query Module.</p> <p><b>2.2 Property Verification and Certification of Property Holdings/No/With improvement:</b> Verification of Property Records subject for issuance of certifications.</p> <p><b>2.3 Certification of Tax Map/ location Request:</b> Verification and retrieves data on adjoining lots, tax maps and location maps thru the e-tax map module</p>	None	45 minutes or more depending on the number of RPUs & applicants on queue	<p>Assessment Clerk (ARMD Division)</p> <p>Computer Operator (EDP Division)</p> <p>Tax Mapper</p>
<p><b>3. (ON-PREMISE)</b> Receives order of payment and pays corresponding fees at the City Treasurer's Office</p>	<p><b>3. Issuance of Order of Payment (For ON-PREMISE transaction)</b></p> <p>3.1 Issues OP indicating the correct amount to the requesting party.</p> <p>3.2 Receives original receipt and attached to the request form.</p> <p>3.3 Records transaction and assign control number.</p>		10 mins	Process Owner/ Receiving Clerk



	<p><b>4. Retrieval and preparation of Requests for CTC of Assessment Records and Certifications</b></p> <p>4.1 <b>ARMD</b> - (Manual) Retrieves original Tax Declaration from files and photocopies the same. - stamps the photocopied TD with CTC - (eCTC) retrieves and prints correct eCopy of TD records from RPATS database with watermark "Certified True Copy"</p>	<p>Php 50/ copy for general purposes Php 70/ copy for BIR purposes</p>	<p>15 mins</p>	<p>Assessment Clerk (ARMD)</p>
	<p>4.2 <b>EDP</b> - Prepares and prints Certification depending on the request, based on the verified records from the RPATS database.</p>		<p>10 mins</p>	<p>Computer Operator / Data Control (EDP)</p>
<p><b>EDP Schedule of Fees:</b>  <i>Certification of No Improvement - P 70.00/property</i>  <i>Certification of With Improvement - 90.00 Property Holding - 90.00+20.00/add'l property</i>  <i>No Property - 90.00</i>  <i>Certification for medical social service/hospitalization - free of charge</i></p>				
	<p>4.3 <b>TMD</b> - Prints Certifications of verified adjoining lots, tax maps, location maps</p>	<p>Php 200.00/ Parcel</p>	<p>10 mins</p>	<p>Tax Mapper (TMD)</p>
	<p><b>5. Pre- approval of requested CTC of Assessment Records/ Certifications</b></p>	<p>None</p>	<p>30 mins</p>	<p>Section Chief of concerned Division</p>

	<p><b>6. Approval and signing of requested CTC of Assessment Records/ Certifications</b></p> <p>6.1 <b>ARMD</b> -Approves and signs CTC</p> <p>6.2 <b>EDP</b> - Approves and signs Certification.</p> <p>6.3 <b>TMD</b> - Approves and signs Certified Copies of Adjoining lots, Tax Map, and property location.</p>	None	30 mins	<p>ARMD Head Division / Alternate Signatory</p> <p>EDP Head Division / Alternate Signatory</p> <p>TMD Head Division / Alternate Signatory</p>
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<p>4. Receives email for Order of Payment and Schedule of release or pick-up.</p> <p>5. Pay corresponding Secretary's Fees at the</p>	<p><b>7. Releasing of requested CTC Assessment Records/ Certifications.</b></p> <p><b>7.1 Online:</b> 7.1.1 Send Order of payment and notify requesting party of the schedule of release.</p> <p><b>7.2 On- Premise: 7.2.1</b> Announces the name of the requesting party of approved assessment records.</p> <p><b>7.3 Counter 12 (ARMD) -</b> Provides security seal in the prepared CTC of TD prior to releasing;</p> <p><b>7.4 Counter 7 (EDP) -</b> Provides security seal in the Certification ( Property Holdings, Certification of No Improvement or with improvement) and scans the same prior to releasing the original copy;</p> <p><b>7.3 Counter 3 (TMD)</b> Provides security seal in the Certification (Certified Copy of Tax Maps, Certification of Adjoining lots and property location) and scans the same prior to releasing the original copy;</p>		<p>10 mins</p>	<p>Email Controller</p> <p>Releasing Clerk</p> <p>Releasing Clerk (ARMD)</p> <p>Releasing Clerk (EDP)</p> <p>Releasing Clerk (TMD)</p>
<p>5. Owner pays the corresponding fee</p>	<p>8. Window 5-18 Miscellaneous Fees Section, City Treasurer's Office</p>	<p>Php 50.00/ copy</p>	<p>15 minutes</p>	<p>Office of the City Treasurer, Billing/Cashier Officer</p>
<p><i>Additional Php 20.00 for BIR purposes (certification/stamp of SFMV)</i></p>				
<p>6. 5. Receives the requested certified true copy or certifications</p>	<p>9. Release of requested CTC/ Certifications.</p>		<p>15 minutes</p>	<p>Releasing Clerk</p>

	<b>TOTAL</b>	PHP 50/ page	3 days (Online Transaction)  2-3 hours (On Premise transaction)	
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### 3. CANCELLATION OF ASSESSMENT OF RECORDS

Notice of Cancellations are issued to cancel existing assessments, for reasons such as demolition, razed by fire, duplication of assessment, retirement of machinery, retirement or closure of business establishments, and other valid reasons.

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

<b>Office or Division:</b>	<b>OFFICE OF THE CITY ASSESSOR</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Properly filled-up Application Form 106 (QCG.CAO.CAO.F.06)	Quezon City Website: <a href="https://quezoncity.gov.ph/departments/city-assessors-department/">https://quezoncity.gov.ph/departments/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
2. Letter-request specifying property and reason for cancellation of assessment	Property Owner
3. Demolition Permit (in case of demolition)	Department of Building Official
4. Photocopy of Current year Real Property Tax payment	City Treasurer's Office
5. Certification (If razed by Fire)	Bureau of Fire
<b>Other Requirements:</b>	
6. Barangay Certification (if necessary)	Barangay
7. Picture of Property (3"x5" colored, photo paper)	Property Owner
8. Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative	Property Owner
9. Photocopy of valid ID of the property owner or authorized representative	Property owner or Authorized representative

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Submits thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) properly Filled-out FORM 106(QCG.CAO.CAO.F.06) inclusive of clear copy of all required documents.</p> <p>1.2 Receives an automatic email reply acknowledging receipt of the request.</p> <p>2 . Waits for notification, if with lacking requirements.</p>	<p><b>1. Receiving of application form and documentary requirements</b></p> <p><b>ONLINE:</b></p> <p>1.1 Receives e-mail; check on all attachments submitted.</p> <p>1.1.1 Forwards e-mail to Admin Division - Records Section for review and evaluation and control</p> <p>1.2 Receives e-mail; checks completeness of requirements submitted, and prints all attachments.</p> <p>1.2.1 Notify the requesting party of lacking requirements, if any.</p> <p><b>ON-PREMISE:</b></p> <p>1.3 Receives &amp; checks completeness of requirements submitted.</p>	<p>None</p>	<p>5 mins</p>	<p>CAO Email Administrator</p> <p>Admin Div.-Records Section receiving clerk</p> <p>Admin Div.-Records Section receiving clerk</p>
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3. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided	<b>2. Recording and routing of request</b>	None	5 mins	Records Clerk (Records Section/ Administrative Division)
	2.1 Encode transaction and assign Control No. using the Transaction Document Tracking System.			Records Clerk (Records Section/ Administrative Division)
	2.2 Notify the requesting party through email/SMS that the request is approved for processing and provide the transaction Control No.		5 mins	Records Clerk (Records Section/ Administrative Division)

	2.3 Recorded transaction will be transmitted to the Office of the City Assessor for instruction and disposition	None	15 mins	Records Clerk (Records Section/ Administrative Division)
	2.3.1 Receives the transaction and updates the Document Tracking System and records in the Logbook		5 mins	Receiving Clerk (Mezzanine)
	2.3.2 Reviews the request and provides instruction for the division concern on the routing slip.		1 hour	City Assessor
	2.3.3 Forwards to Property Appraisal Division		30 mins	Receiving Clerk (Mezzanine)
	<b>3. Review and Evaluation of requirements and documentary requirements</b>	None	15 mins	Local Assessment Operations Officer





	<p><b>6. Review and Approval of Printed ARF (Station 3)</b></p> <p>6.1 Verifies printed ARF and recommend editing (If necessary);</p> <p>6.2 Final review and approval of printed ARF</p> <p>6.3 Transmit to Station 4</p>	None	<p>15 mins</p> <p>15 mins</p> <p>10 mins</p>	<p><b>Station 3</b></p> <p>PAD Section Chief</p> <p>PAD Division Chief</p> <p>PAD Clerk</p>
	<p><b>7. Printing of Notice of Cancellation</b></p> <p>7.1 Assigns NOC Number, prints and generates NOC; records and updates status tracking module</p> <p>7.2 Transmits to Station 5</p>	None	30 mins	<p><b>Station 4</b></p> <p>PAD Clerk</p>
	<p><b>8. Pre Approval of NOA and TD</b></p> <p>8.1 Final review and pre-approval and affixes initial on printed NOC.</p> <p>8.2 Records and updates status at tracking module; transmits to Station 6</p>	None	15 mins	<p><b>Station 5</b></p> <p>Assistant City Assessor for Operations</p>
	<p><b>9. Approval of NOC</b></p> <p>9.1 Approves and signs NOC</p> <p>9.2 Posts NOC in the Database</p>	None	<p>1 hour</p> <p>5 mins</p>	<p><b>Station 6</b></p> <p>City Assessor</p> <p>Computer Operator</p>
4. Waits email for the schedule of pick-up/release of Notice of Cancellation (NOC)	<p><b>10. Releasing of Notice of Cancellation</b></p> <p>10.1 Sorting of approved NOCs</p> <p>10.2 Notifies requesting party thru email of the schedule of release.</p>	None	<p>30 minutes</p> <p>5 minutes</p>	<p>ARMD or Records Section</p> <p>Assessment Clerk</p>

5. Receives owner's copy of NOC through pick-up upon presentation of the received message for schedule of release and valid ID together with Special Power of Attorney for authorized representative.	10.3 Releases NOC at Counter 6 to the requesting party, as scheduled.	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative Division
	<b>TOTAL</b>		3 days	

#### 4. ANNOTATION OF ENCUMBRANCES (WARRANT OF LEVY, LEIN, MORTGAGE, ETC)

Another vital service of the Office of the City Assessor, for property owners and other interested parties having legal claim/s over a property, that includes: Warrant of Levy/Tax Lien, Notice of Lis Pendens, Adverse Claim, and Mortgage and other encumbrances. Except for tax liens, these are the annotations made on the Title which should be carried over on Tax Declarations for legal purposes and which may also be canceled anytime, based on the court decision and the like.

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

<b>Office or Division:</b>	<b>OFFICE OF THE CITY ASSESSOR</b>		
<b>Classification:</b>	SIMPLE		
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens		
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter-request of the requesting party specifying requested annotation	Owner/Authorized Representative		
2. Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative	Property Owner		
3. Photocopy of valid IDs the Principal and Presenters	Presenter/Applicant		
4. Valid annotation on TCTs/CCTs (Notice of Lis Pendens, Adverse Claim, and Mortgage and other encumbrances - authenticated/certified copy from RD	Registry of Deeds		
5. Copy of Notice/Lifting of Levy from BIR	Bureau of Internal Revenue		
6. Copy of original Cancellation of Warrant of Levy with transmittal from CTO	City Treasurer's Office		

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Submits thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) duly signed letter request</p> <p>1.2 Receives an automatic email reply acknowledging receipt of the request.</p> <p>2 . Waits for notification, if with lacking requirements.</p>	<p><b>1. Receiving of application form and documentary requirements</b></p> <p><b>1.1 ONLINE</b></p> <p>1.1.2 Receives email; checks on all attachments submitted.</p> <p>1.1.3 Forwards e-mail to Admin-Records for recording, control no. assignment and routing</p> <p>1.1.4 Checks the completeness of documentary requirements submitted, and prints all email attachments.</p> <p>1.1.4.1 Notify requesting party to inform of lacking requirements, if there are any.</p> <p><b>1.2 ON-PREMISE</b></p> <p>1.2.3 Receives the request for annotation at the Admin-Records Section counter and checks the completeness of documentary requirements submitted.</p>	None	5 mins	CAO Email Administrator
<p>NOTE: Incomplete requirements submissions will not be processed and will be voided 15 days after notification if there is no compliance.</p>				

3. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided	<b>2. Recording and routing of request for Annotation</b> 2.1 Records and encodes the request for annotation in the Communication database and Document Tracking System, respectively, then generate the communication number.	None	5 mins	Records Clerk (Records Section/ Administrative Division)
	2.2 Transmits recorded request to the Office of the City Assessor for instruction and disposition.		15 mins	Records Clerk (Records Section/ Administrative Division)
<i>Note: Compliance to any of the lacking requirements is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i>				
	<b>3. Instruction and disposition of the City Assessor</b> 3.1 Receives the transaction, Updates the Document Tracking System and records in the Logbook	None	5 mins	Receiving Clerk (Mezzanine)
	3.2 Reviews the request and provides instruction for the division concern on the routing slip.		1 hr	City Assessor
	3.3 Transmits to Assessment Records Division for processing.		10 mins	Receiving Clerk (Mezzanine)

	<p><b>4. Processing of Annotation in Tax Declaration.</b></p> <p>4.1 Receives the communication and updates the Document Tracking System</p> <p>4.2 Encodes and prints the annotation, then retrieves the original tax declaration of the subject property and pastes the annotation on the front page of TD.</p> <p>4.3 Checks the accuracy and signs the pasted annotation on the tax declaration</p> <p>4.4 Pre-approves the CTC of Annotated Tax Declaration.</p> <p>4.5 Approves/signs the certified true copies of annotated tax declaration, and issues order of payment if necessary</p> <p>4.6 ARMD updates the status of Communication for annotation of TD in the Document Tracking System</p>	None	<p>5 mins</p> <p>30 mins</p> <p>10 mins</p> <p>10 mins</p> <p>10 mins</p> <p>15 mins</p>	<p>Assessment Clerk</p> <p>Assessment Clerk</p> <p>ARMD Division Chief</p> <p>Records Control Section Chief</p> <p>ARMD Division Chief</p> <p>Releasing Clerk(ARMD)</p>
	<p><b>5. Final instruction of the City Assessor</b></p> <p>5.1 Checks the processed request for annotation from ARMD and provides final instruction for the Administrative Division Head.</p>	None	1 hr	City Assessor

	<p><b>6. Preparation of letter reply and transmittal</b></p> <p>6.1 Assigns the correspondence/ communication to the Administrative Officer for preparation of reply and transmittal.</p> <p>6.2 Pre approves/ countersigns the prepared letter reply and transmittal.</p> <p>6.3 Forwards the transmittal to the City Assessor for final approval.</p> <p>6.4 Approves and signs the letter reply and transmittal.</p>	None	<p>1 hr</p> <p>15 mins</p> <p>10 mins</p> <p>30 mins</p>	<p>Admin Division Chief</p> <p>Admin Division Chief/ Alternate Signatory</p> <p>Administrative Clerk</p> <p>City Assessor</p>
<p>4. Waits email for the schedule of pick up/release of Tax Declaration with order of payment, if there is any</p> <p>5. Pay the corresponding Secretary's fee at the City Treasurer's Office</p> <p>6. Present the Official Receipt and receives certified copy of annotated Tax Declaration through pick- up, e-mail, or by mail</p>	<p><b>7. Releasing of requested annotation in Tax Declaration / Letter Reply</b></p> <p>7.1 Notifies requesting party thru email of the schedule of release of annotated tax declaration together with the order of payment, if there is any</p> <p>7.2 Releases certified copy of annotated Tax Declaration together with the annotation, to requesting party</p>	None	<p>5 mins</p> <p>5 mins</p>	<p>Releasing Clerk (Admin Division)</p> <p>Records Clerk (Admin Division)</p>
	<b>TOTAL</b>		3 days	

## 5. ROUTING OF COMMUNICATION/ CORRESPONDENCE

The Office of the City Assessor ensures accurate recording and timely release or dispatch of outgoing communications/correspondence from the Office of the City Assessor, and other Divisions concerned.

<b>Office or Division:</b>	RECORD'S SECTION, ADMINISTRATIVE DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
<b>Who may avail:</b>	OCA Officials and Process Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Basic Communication inclusive of whatever attachments			Office of the City Assessor or any of its Officials	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submits thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>)</p> <p>1.2 Receives an automatic email reply acknowledging receipt of the request.</p> <p>2. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided</p>	<p><b>1. Receiving of application form and documentary requirements</b></p> <p><b>ONLINE transaction:</b></p> <p>1.2 Receives email; check on all attachments submitted.</p> <p>1.3 Forwards email to Admin Division -Records Section for review and evaluation and control</p> <p><b>ON Premise transaction:</b></p> <p>1.4 Receives communication/ correspondence at the counter and checks the completeness of the documentary submitted and prints all email attachments.</p> <p>1.5 Notify the requesting party to inform regarding lacking requirements, if there are any.</p>	None	<p>5 mins</p> <p>5 mins</p>	<p>CAO Email Administrator</p> <p>Receiving Records Clerk assigned.</p>



	<p><b>2. Recording and routing of request</b></p> <p>2.1 Records and encodes correspondence/ communications in the Communication database and Document Tracking System, generates the communication no. and date of receipt.</p> <p>2.2 Correspondence/ communications are being scanned.</p> <p>2.3 Recorded transaction will be transmitted to the Office of the City Assessor for instruction and disposition</p>	None	30 mins	Receiving Records Clerk assigned
	<p><b>3. Instruction and disposition of the City Assessor</b></p> <p>3.1 Receives the transaction, Updates the Document Tracking System and records in the Logbook</p> <p>3.2 Reviews the request and provides instruction for the division concern on the routing slip.</p>	None	5 mins  1 hr	Receiving Clerk (Mezzanine)  City Assessor
	<p>3.3 Transmits to the concerned Division for processing.</p>		10 mins	Receiving Clerk (Mezzanine)

	<p><b>4. Processing of Requested transaction</b></p> <p>4.1 Receives the communication and updates the Document Tracking System;</p> <p>4.2 Analyzing the correspondence then processes the requested transaction and prepares a letter reply, if necessary.</p> <p><b><i>Refer to the processes listed below for the related procedures:</i></b></p> <ul style="list-style-type: none"> <li>● QCG.CAO.CAO.P.01 - Issuance of New Tax Declaration Procedure</li> <li>● QCG.CAO.CAO.P.02 - Issuance of Certified True Copies of Assessment Records and Certifications Procedure</li> <li>● QCG.CAO.CAO.P.03 - Cancellation of Assessment Procedure</li> <li>● QCG.CAO.CAO.P.04 - Annotation of Encumbrances Procedure</li> </ul> <p>4.3 Order of Payment will be issued, if necessary.</p> <p>4.4 Updates the status of the communication/correspondence in the Document Tracking System and routes back to the City Assessor for final instructions and preparation of reply.</p> <p>4.5 Checks the processed request for annotation from ARMD and provides final instruction for the Administrative Division Head.</p>	None	<p>10 mins</p> <p>1 hr</p> <p>15 mins</p> <p>5 mins</p> <p>1 hr</p>	<p>Receiving Clerk (Process Owner/ Concerned Division)</p> <p>Division Chief</p> <p>Receiving Clerk (Process Owner/ Concerned Division)</p> <p>City Assessor</p>
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	<p><b>5. Preparation of letter reply and transmittal</b></p> <p>5.1 Assigns the correspondence/ communication to the Administrative Officer for preparation of reply and transmittal.</p> <p>5.2 Pre approves/ countersigns the prepared letter reply and transmittal.</p> <p>5.3 Forwards the transmittal to the City Assessor for final approval.</p>	None	<p>1 hr</p> <p>15 mins</p> <p>10 mins</p>	<p>Admin Division Chief</p> <p>Admin Division Chief/ Alternate Signatory</p> <p>Administrative Clerk</p>
	<p><b>6. Approval and signing of written letter reply.</b></p> <p>6.1 Approves and signs the letter reply and transmittal.</p> <p>6.2 Updates the Document Tracking system and transmits the correspondence/communication with an approved reply letter and transmittal to the Admin- Records Section.</p>	None	<p>1 hr</p> <p>15 mins</p>	<p>City Assessor</p> <p>Receiving Clerk (Mezzanine)</p>
<p>3. Waits email for the schedule of pick up/release of Tax Declaration</p> <p>4. Receives communication/ letter reply through pick- up, e-mail, or by mail</p>	<p><b>7. Releasing of requested annotation in Tax Declaration / Letter Reply</b></p> <p>7.1 Notifies requesting party thru email of the schedule of release of communication/ letter reply.</p> <p>7.2 Releases communication/ letter reply upon presentation of SPA/ Authorization letter and IDs from the requesting party.</p>	None	<p>15 mins</p>	<p>Releasing Clerk (Admin Division)</p>

	7.2.1 For Inter-Office communications, requested documents or letter replies will be transmitted to the requesting offices/ departments.		30 mins	Administrative Aide
	7.2.2. For mailing documents will be placed in an envelope, provided with barcode, recorded and encodes in the mailing database and sends to Philpost		5 mins	Administrative Aide
	7.3. Logs all released communication/correspondence in the Document Tracking System and updates the status as "released"		5 mins	Administrative Aide
	7.4 Sorting and Scanning all the acted correspondence/ communications with all attachments and stores them in the Records Document Management System		1 hr	Administrative Aide
	<b>Total</b>	None	3 days	

- *Processing time is per transaction*
- *Farming out of all received communications shall be '9am-12pm-3pm distributed to all concerned*
- *Urgent communications shall be delivered immediately upon request.*

# QUEZON CITY UNIVERSITY

## UNIVERSITY REGISTRAR'S DIVISION

### 1. QCU COLLEGE ADMISSION TEST APPLICATION

This procedure applies to all applicants of the Quezon City University College Admission Test.

<b>Office or Division:</b>	Registrar and Admissions Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Incoming Freshmen and Transfer Student Applicants
<b>CHECKLIST OF REQUIREMENTS</b> <b>**Digital and Hard Copy**</b>	<b>WHERE TO SECURE</b>
Fully Accomplished QCU Admission Application Form	QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>
<b>For SHS Students</b> <ul style="list-style-type: none"> <li>● Original SF9 (Grade 11 &amp; 12 1<sup>st</sup> – 3<sup>rd</sup> Quarter) - For SHS Graduating this July</li> <li>● Original SF9 (Grade 11 &amp; 12) - For SHS Graduates</li> </ul> <b>For High School Graduate (Old Curriculum)</b> <ul style="list-style-type: none"> <li>● Form 138- High School Report Card</li> </ul> <b>For ALS Passer for College</b> <ul style="list-style-type: none"> <li>● Alternative Learning System Certificate</li> </ul> <b>For Transferee Students</b> Transcript of Records (For Evaluation Purposes) duly signed by the Registrar	High School or Previous University
Original Certificate of Good Moral Character	High School or Previous University
Original PSA Birth Certificate with PSA Official Receipt	Philippine Statistics Authority
Original Marriage Certificate (for married female applicants)	Philippine Statistics Authority
Original and recent Barangay Certificate of Residency	Barangay Hall of your Place of Residence
One (1) colored 2x2 picture (White background with name tag)	Any photo studio
<b>Additional Requirements:</b> <b>IF APPLICANT WILL QUALIFY FOR ADMISSION</b> <b>(QCUCAT PASSERS)</b>	

<b>For SHS Students</b> <ul style="list-style-type: none"> <li>● Photocopy of SHS Diploma (to present original)</li> </ul> <b>For High School</b> <ul style="list-style-type: none"> <li>● Photocopy of HS Diploma (to present original)</li> </ul> <b>For Transferee Students</b> <ul style="list-style-type: none"> <li>● Original Honorable Dismissal</li> <li>● Original Certificate of Transfer Credentials (CTC)</li> </ul> Original Subject Course Description (for accreditation of subjects)		High School or Previous University		
Latest Certification of Employment (if currently employed)		Employer		
Medical Clearance		University Physician		
Long Brown Envelope in a Plastic Envelope with students Last Name, First Name, Middle Name				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and upload digital copies of requirements in the QCU College Admission Test link before the deadline using:  Gmail Account with this format: <a href="mailto:lastname.firstname.middlename@gmail.com">lastname.firstname.middlename@gmail.com</a>	1.1 Evaluate submitted document	None	10 minutes  *Applicants are evaluated based on their date and time of registration.	Admission Staff
	1.2 Forward list of students with complete application requirements to Guidance and Counselling Unit for schedule of examination.	None	15 working days	Admission Staff
2. Applicant receives the confirmation email on the schedule of the QCU College Admissions Test	2. Guidance and Counselling Unit will send test permit through email to the applicant.	None	10 working days	Guidance and Counselling Unit Staff

3. Applicant to appear on their schedule of examination	3.1 Facilitate the QCU Admission Test.	None	1 hour	Guidance and Counselling Unit Staff
	3.2 Evaluate and forward list of QCUCAT passers to College Dean for interview.	None	10 working days	Guidance and Counselling Unit Staff
	3.3 College Dean to notify student thru email the schedule of interview.	None	5 working days	College Dean
4. Successful examinees receive the confirmation email for their scheduled date of interview	4.1 Interview the applicant	None	15 minutes	College Dean / Program Chair
	3.2 College Deans forward list of qualified students for admission to Admissions Office.	None	10 working days	College Dean / Program Chair
	3.3 Post names and schedule of submission of documentary requirements of qualified applicants for Admission.	None	5 working days	Admissions Staff
5. Visit the QCU Official Page: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a> schedule of submission of documentary requirements for Admission		None		
		<b>TOTAL</b>	55 working days 1 hour and 25 minutes	

\*Might vary depending on the bulk of applicants to be evaluated.

\*Only those with complete requirements will be qualified for QCUCAT.

## 2. APPLICATION FOR RE-ADMISSION (Returnee)

This service is given to **approved returning students** (old students of QCU who were Officially Dropped (OD) on the previous semester and those who were not enrolled last semester and who wish to return this coming semester) and submitted complete readmission requirements.

<b>Office or Division:</b>	Registrar and Admissions Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<p>OLD students of QCU who were OFFICIALLY DROPPED (OD) in the previous semester.</p> <p>OLD students who were NOT enrolled in the previous semester.</p>			
<b>CHECKLIST OF REQUIREMENTS</b> <b>**Digital and Hard Copy**</b>			<b>WHERE TO SECURE</b>	
Fully Accomplished Re-Admission Form			QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>	
Clearance from Accounting, OSAS, and Guidance			Respective Offices	
Program of Study			Registrar's Office	
Original PSA Birth Certificate with attached PSA only official receipt if you entered QCU from 2017 and below (2017, 2016, 2015... QCU student number we must begin with 2017 or lower)			Philippine Statistics Authority	
Original and recent Barangay Certificate of Residency			Barangay Hall of your place of Residence	
One (1) colored 2x2 picture (white background with name tag)			Any photo studio	
Medical Clearance – issued by the University Physician			University Clinic	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Register in the Returnee Link using your Gmail account intended for QCU concerns only.</p> <p>Follow this format: (lastname.firstname.middlename@gmail.com).</p> <p>You may use your previously registered Gmail account with the same format if it is still active.</p>	1.1 Verify and evaluate student application.	None	<p>10 minutes</p> <p>*Applicants are evaluated based on their date and time of registration.</p>	Admission Staff



	1.2 Forward application to College Dean for evaluation and approval.	None	1 working day	Admission Staff
	1.3 College Dean evaluate and approve or disapprove the application.	None	1 working day	College Dean / Program Chair
	1.4 College Dean to forward application to the admissions office	None	1 working day	College Dean/ Program Chair
	Notify student of the status of application and schedule of submission of requirements	None	10 minutes	Admission Staff
2. Returning student should coordinate with the following offices for clearance:  Accounting Office Student Affairs Unit Guidance Office	2.1 Offices to issue clearances	None	5-10 minutes per office	Accounting Office Student Affairs Unit Guidance Office
3. Applicant receives notification via email or call and submit hard copy of requirements		None	10 minutes	Admission Staff
	<b>TOTAL</b>		3 days and 30 minutes	

### 3. ENROLLMENT FOR FRESHMEN STUDENTS

This service is given to incoming college students who passed the QCUCAT and the interview of their respective College Deans.

<b>Office or Division:</b>	Registrar and Admission Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Freshmen Students who are qualified for Admission and submitted the complete admission requirements			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Cleared from Admission Office  Fully Accomplished QCU Admission Application Form (printed back to back on one single sheet of paper) with 2x2 colored picture white background with name tag and affix student's signature on the space below the form. Original SF9 -Grade 12 for BSIT, BS ENTREP, BSIE students and with Certified True Copy of Grade 11 for BSA, BSECE, BECED students or Form 138- High School Report Card or Alternative Learning System A&E Certificate of Rating if ALS passer eligible for College Original Certificate of Good Moral Character Original PSA Birth Certificate (Attach PSA Official Receipt) Original – Recent Barangay Certificate of Residency Two (2) colored 2x2 pictures (White Background with Name Tag) Senior High School / High School / ALS Diploma (to present original) Latest Certificate of Employment (if currently employed) Marriage Certificate (for Female Married students) Medical Clearance – Issued by the University Physician Long Brown Envelope in a Plastic Envelope with students' Last Name, First Name, Middle Name clearly indicated at the UPPER LEFT CORNER on the FLAP of the brown envelope.			Admission Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Successful applicants eligible for admission to receive confirmation via email of their scheduled date of enrollment	1.1 Admission Office to forward List of students for enrollment to the Registration Officer	None	5 working days	Admission Staff
	1.2 Registration Officer to enlist and officially enroll Students	None	2 working days	Registrar Officer

	1.3 Send Registration Form to officially enrolled students	None	5 working days	ICTO
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form.		None		
	<b>TOTAL</b>		12 working days	

#### 4. ENROLLMENT FOR TRANSFER STUDENTS (ONLINE)

This service is given to transfer students who passed the QCUCAT and submitted complete admission requirements, and have successfully undergone the interview of their respective College Deans.

<b>Office or Division:</b>	Registrar and Admission Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Transfer students who are qualified for Admission and submitted the complete admission requirements			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Cleared from Admission Office  Fully Accomplished QCU Admission Application Form (Printed back to back on one single sheet of paper) with 2x2 colored picture white background with name tag and affix student's signature on the space below the form. Original Transcript of Records (For Evaluation Purposes) Original Certificate of Good Moral Character and Honorable Dismissal Original PSA Birth Certificate (Attach PSA Official Receipt) Original – Recent Barangay Certificate of Residency			Admission Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request crediting form for accreditation of subjects	1.1 Forward crediting form, TOR and Subjects Course Description to the College Dean for Accreditation of Subjects	None	1 working day	Admission Staff
	1.2 Evaluate and sign crediting form	None	1 working day	College Dean / Program Chair
	1.3 College dean to forward approved crediting form to the Admission Office	None	1 working day	College Dean / Program Chair
	1.4 Admission office to post credited subjects on the system	None	1 working day	Admission Staff
	1.5 Forward list of students for enlistment to concern colleges	None	1 working day	Admission Staff

	1.6 College Enlistment Officer to evaluate and enlist subjects to be enrolled	None	1 working day	College Enlistment Officer
	1.7 Registration Officer to officially enroll student	None	1 working day	Registrar Officer
	1.8 Send Registration Form to officially enrolled students	None	3 working days	ICTO
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form		None	10 minutes	
	<b>TOTAL</b>		10 days and 10 minutes	

## 5. ENROLLMENT FOR RETURNEE STUDENTS

This service is given for approved returning students and submitted complete readmission requirements.

<b>Office or Division:</b>	Registrar and Admission Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Returning students who submitted complete readmission requirements			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Cleared from Admission Office			Admission Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request updated program of study.	1.1 Send updated program of study to Student and College Enlistment Officer for Enlistment	None	1 working day	Admission Staff
	1.2 College Enlistment officer to enlist subjects to be enrolled.	None	5 working days	College Enlistment Officer
	1.3 Registration Officer officially enrolled student	None	1 working day	Registration Officer
	1.4 Send Registration Form to Officially Enrolled Students	None	3 working days	ICTO
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form			10 minutes	
	<b>TOTAL</b>		10 working days and 10 minutes	

## 6. ENROLLMENT FOR CONTINUING OLD STUDENTS

This service is provided for old students of the various colleges who were enrolled or who were Unofficially Dropped (UD) last semester.

<b>Office or Division:</b>	Registrar and Admission Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	OLD students who were enrolled in the previous semester.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Registration at the pre-enrollment link			QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>	
Clearance from Accounting, OSAS, and Guidance			Respective Offices	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the pre-enrollment link posted at <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a> before the deadline.	1.1 Evaluate registered student if Regular or Irregular	None	1 working day  *Students are evaluated based on their date and time of registration.	Registrar Staff
	1.2 Enroll Regular Student	None	1 working day	Registration Officer
	1.3 Enlist Irregular Student of subjects to be enrolled	None	1 working day	College Enlistment Officer
	1.4 Enroll enlisted irregular student	None	1 working day	Registration Officer
2. Receive official registration form via registered Gmail account	2.1 Send registration form	None	2 working days	ICTO
	<b>TOTAL</b>		6 working days	

## 7. REQUEST FOR TRANSCRIPT OF RECORD (TOR)

The transcript of records of the student is released upon the student's request and payment of the TOR upon clearance by the university.

<b>Office or Division:</b>	Registrar and Admission Division			
<b>Classification:</b>	Highly Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Undergraduate and Graduate Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance from all accountabilities (Clearance Request Form) 1 Valid Identification Card with Signature Special Power of Attorney (SPA) and ID card with picture of requestor and representative			Registrar and Admission Division QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a> Government Agency Notary Public	
Proof of payment for TOR			Student	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Accomplish the request form and send it to the assigned email address for the specific courses:</p> <ul style="list-style-type: none"> <li>● BS Industrial Engineering and BS Electronics Engineering and Bachelor of Early Childhood Education - <a href="mailto:urd.bseng@qcu.edu.ph">urd.bseng@qcu.edu.ph</a></li> <li>● BS Entrepreneurship - <a href="mailto:urd.bsentrep@qcu.edu.ph">urd.bsentrep@qcu.edu.ph</a></li> <li>● BS Information Technology - <a href="mailto:urd.bsit@qcu.edu.ph">urd.bsit@qcu.edu.ph</a></li> <li>● BS Accountancy and BS Management Accounting - <a href="mailto:urd.bsa@qcu.edu.ph">urd.bsa@qcu.edu.ph</a></li> <li>● General Education Units (phased-out) - <a href="mailto:urd.gened@qcu.edu.ph">urd.gened@qcu.edu.ph</a></li> <li>● Technical Vocational (phased-out) - <a href="mailto:techvoc.urd@qcu.edu.ph">techvoc.urd@qcu.edu.ph</a></li> <li>● Senior High School (phased-out) - <a href="mailto:urd.shs@qcu.edu.ph">urd.shs@qcu.edu.ph</a></li> </ul>	Acknowledge receipt of the request and verify clearance.	None	<p>5 minutes</p> <p>*processing time may vary depending on the bulk of emails</p> <p>*Emails beyond office hours will be attended on the next office hour</p>	Registrar's Staff



	1.2 Send order of payment to the students via email	None	5 minutes	Registrar's Staff
<p>2. Receive and print Order of Payment and pay TOR Fee</p> <ul style="list-style-type: none"> <li>● <b>OPTION 1</b> Deposit Php 300.00 at any Land Bank branch <b>Account Name:</b> Quezon City University <b>Account Number:</b> 1722-1016-22</li> <li>● <b>OPTION 2</b> Pay at the City Treasurer's Office - Talipapa Branch (within the compound of Talipapa Brgy. Hall, Quezon City) Monday - Friday / 9am - 3pm</li> </ul>	2.1 Send email confirmation to requesting applicant of the received proof of payment	Php 300.00	5 minutes	Registrar's Staff
	2.2 Consolidate proof of payment and endorse to student accounts	None	4 working days (Friday – Wednesday)	Registrar's Staff
	2.3 Student Accounts to consolidate and bring all proofs of payment transactions to City Treasurer's Office for verification and issuance of Official Receipt	None	1 working day (Every Thursday)	Student Account Staff / City Treasurer's Office Collector
	2.4 Student Accounts Staff to endorse issued Official Receipt to Registrar's Office	None	1 working day	Student Account Staff
	2.5 Process the document and notify the student through email of their appointment schedule to claim the requested document	None	30 Minutes if document is in the database 5 working Days if document requires manual searching	Registrar's Staff
3. Claim the requested credential on the scheduled date of appointment	3.1 Verify identification of the requestor and release requested documents	None	10 minutes	Registrar's Staff
	<b>TOTAL:</b>	Php 300.00	7 working days – <b>regular period</b> 14 working days - <b>peak period</b> (Not Applicable to fresh graduates)	

\* Only those with complete admission documentary requirements required by the University and those with no pending obligations and / or liabilities with the University can be issued academic credentials.

\* Peak Period: December – February, July - October

## 8. ISSUANCE OF STUDENTS RECORDS

This service is given to students requesting for their Academic Records.

<b>Office or Division:</b>	Registrar and Admission Division			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduates and Undergraduate Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance Request Form 1 Valid Identification Card with Signature SPA and ID card with picture of requestor and representative			Registrar and Admission Division QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a> Government Agency Notary Public	
Proof of payment for TOR			Student	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Accomplish the request form and send it to the assigned email address of the specific courses:</p> <ul style="list-style-type: none"> <li>● BS Industrial Engineering and BS Electronics Engineering and Bachelor of Early Childhood Education - <a href="mailto:urd.bseng@qcu.edu.ph">urd.bseng@qcu.edu.ph</a></li> <li>● BS Entrepreneurship - <a href="mailto:urd.bsentrep@qcu.edu.ph">urd.bsentrep@qcu.edu.ph</a></li> <li>● BS Information Technology - <a href="mailto:urd.bsit@qcu.edu.ph">urd.bsit@qcu.edu.ph</a></li> <li>● BS Accountancy and BS Management Accounting <a href="mailto:urd.bsa@qcu.edu.ph">urd.bsa@qcu.edu.ph</a></li> <li><input type="checkbox"/> General Education Units (phased-out) - <a href="mailto:urd.gened@qcu.edu.ph">urd.gened@qcu.edu.ph</a></li> <li><input type="checkbox"/> Technical Vocational (phased-out) - <a href="mailto:techvoc.urd@qcu.edu.ph">techvoc.urd@qcu.edu.ph</a></li> <li>● Senior High School (phased-out) - <a href="mailto:urd.shs@qcu.edu.ph">urd.shs@qcu.edu.ph</a></li> </ul>	1.1 Process the document and notify the student through email of the appointment schedule to claim the requested document	None	<p>REGULAR PERIOD: 2 working days</p> <p>PEAK PERIOD: 5 working days</p> <p>*processing time may vary depending on the bulk of emails.</p> <p>* Emails beyond office hours will be attended on the next office hour</p>	Registrar's Staff
2. Claim the requested credential on the scheduled date of appointment	Verify identification of the requestor and release requested documents	None	10 minutes	Registrar's Staff

	<b>TOTAL:</b>		2 working days and 10 minutes – <b>regular period</b> 5 working days and 10 minutes <b>peak period</b>	
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\*Peak Period: December – February, July – October

## 9. DROPPING OF SUBJECTS (Online)

This service is given to officially enrolled students in a given semester who wish to officially drop some of their enrolled subjects. Last day of dropping of subjects is one week before the start of the midterm examinations.

<b>Office or Division:</b>	Registrar and Admission Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Officially enrolled students in a given semester			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Must be officially enrolled Dropping Form			Registrar and Admission Division QCU Website: qcu.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the dropping form and send it to the assign email address of the specific courses: <ul style="list-style-type: none"> <li>● BS Industrial Engineering and BS Electronics Engineering and Bachelor of Early Childhood Education - <a href="mailto:urd.bseng@qcu.edu.ph">urd.bseng@qcu.edu.ph</a></li> <li>● BS Entrepreneurship course - <a href="mailto:urd.bsentrep@qcu.edu.ph">urd.bsentrep@qcu.edu.ph</a></li> <li>● BS Information Technology course - <a href="mailto:urd.bsit@qcu.edu.ph">urd.bsit@qcu.edu.ph</a></li> <li>● BS Accountancy course and BS Management Accounting <a href="mailto:urd.bsa@qcu.edu.ph">urd.bsa@qcu.edu.ph</a></li> <li>● General Education Units (phased-out) <a href="mailto:urd.gened@qcu.edu.ph">urd.gened@qcu.edu.ph</a></li> <li>● Technical Education (phased-out) <a href="mailto:techvoc.urd@qcu.edu.ph">techvoc.urd@qcu.edu.ph</a></li> <li>● Senior High School (phased-out) <a href="mailto:urd.shs@qcu.edu.ph">urd.shs@qcu.edu.ph</a></li> </ul>	1.1 Receive and check the dropping form  1.2 Process the request  1.3 Email the student of the updates on their request  1.4 Furnish list of Officially Dropped students to the respective colleges.	None	20 minutes  *processing time may vary depending on the bulk of emails  * Emails beyond office hours will be attended on the next office hour	Registrar's Staff
Receive thru email the processed dropping form		None		
	<b>TOTAL:</b>		20 Minutes – <b>regular period</b> 3 working days <b>peak period</b>	

\*Processing time may vary depending on the bulk of emails

\*Emails beyond office hours will be attended on the next office hour

\*Peak Period: last day of the deadline

## 10. APPLICATION FOR GRADUATION (ONLINE)

This service is given to graduating students who have completed or who are expected to complete the required units of their degree in their last semester. Application period starts One (1) month after the 2<sup>nd</sup> semester 's 1<sup>st</sup> day of classes up and ends after 10 working days.

<b>Office or Division:</b>	Registrar and Admission Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduating Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Graduation Form Clearance			QCU Website: qcu.edu.ph Registrar and Admission Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download application for graduation form and fill out the link for application for graduation posted at QCU Website: www.qcu.edu.ph	1.1 Evaluate the student's record	None	3 working days	Registrar's Staff
	1.2 Notify the student through email of his application status		10 minutes	Registrar's Staff
	1.3 Consolidate the list of candidates for graduation per program and endorse it to the respective program heads / Deans for evaluation of grades in preparation for the Academic deliberation		30 working days	Registrar's Staff /College Dean / Program Chair

	1.4 Post the tentative list of graduating students		30 working days	Registrar's Staff
2. Visit <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a> for the tentative list of graduating students				
	<b>TOTAL:</b>		60 working days and 10 minutes	

# ACCOUNTING DIVISION

## 1. PAYMENT FOR TUITION AND MISCELLANEOUS FEES

The Accounting Division accepts payments of Tuition and Miscellaneous Fees of students not covered by the CHED UniFAST grant, QC Youth Development Office grants, or other scholarship grants.

<b>Office or Division:</b>		Accounting Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete Name		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Order of Payment by sending an email to studentaccounts@qcu.edu.ph	1.1 Verify Students billing	Necessary fees (varies from courses and subjects enrolled. See index of fees)	5 minutes	Accounting Staff
	1.2 Generate order of payment			
	1.3 Email order of payment			
2. Deposit payment at any Landbank Branch <b>Quezon City University</b> CA No. 1722-1016-22		Necessary fees (varies from courses and subjects enrolled. See index of fees)		
2.1 Email scanned Proof of payment and order of payment to student <a href="mailto:accounts@qcu.edu.ph">accounts@qcu.edu.ph</a> with the subject <b>Bank payment _Tuition_Name</b>	2.1 send email confirmation for the received proof of payment		5 minutes	Accounting Staff

	2.2 Proof of payment is endorsed to City Treasurer's Office (CTO) for issuance of O.R.		Within 2 days	Accounting Staff / City Treasurer's Office Collector
	2.3 Issued O.R. from CTO posted at Students Account System		5 minutes	Accounting Staff
	2.4 Email Official Receipt to student		5 Minutes	Accounting Staff
		<b>TOTAL</b>	2 days and 20 minutes	



## 2. PAYMENT FOR TRANSCRIPT OF RECORDS (after first copy)

The office accepts payments for requests of issuance of Transcript of Records (TOR).

<b>Office or Division:</b>		Revenue Management Division (RMD), OVPAF		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		University Registrar Division		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of payment		University Registrar Division		
Proof of Payment		University Registrar Division		
Checklist of Payees		University Registrar Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse scanned Proof of payment, order of payment and checklist of Examinees to studentaccount <a href="mailto:s@gcu.edu.ph">s@gcu.edu.ph</a> with the subject <b>Bankpayment_TOR</b>	1.1 Send email confirmation for the received Proof of payment, order of payment and checklist of Examinees	Php 300.00 per TOR **Addition al P125.00 per page in excess of a 2- page TOR	5 minutes	Accounting Staff
	1.2 Proof of payment to be endorsed to City Treasurer's Office (CTO) for issuance of O.R.		2 days	Accounting Staff / City Treasurer's Office Collector
	1.3 Issue O.R. from CTO to be posted in the students Account System		5 minutes	Accounting Staff
	1.4 Endorse Issued O.R. from CTO to Admissions Office		5 Minutes	Accounting Staff
	<b>TOTAL</b>		2 days and 15 minutes	

### 3. APPLICATION FOR TUITION FEE REFUND OF SCHOLARS / STUDENTS WITH OVERPAYMENT

The office processes requests for refund of overpayment of tuition fees.

<b>Office or Division:</b>		Accounting Division, City Accounting Department, QCG City Treasurer's Office, QCG		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form		Student		
Original Official Receipt		Student		
Certificate of Scholarship		SGAD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements for refund	1.1 Receive requirements	None	5 minutes	Accounting Staff
	1.2 Evaluate documents submitted for request of refund		1 day	Accounting Staff
	1.3 Prepare Assessment Form		1 day	Accounting Staff
	1.4 Prepare the Disbursement Voucher (DV)		1 day	Accounting Staff
	1.5 Verify and sign (DV)		5 minutes	Head Accounting Division
	1.6 Submit DV to City Accounting Department		5 days	City Accounting Department Staff
	1.7 Advise the student of release of check		5 minutes	Accounting Staff
2. Claim check at the QC Cash Division / City Treasurer's Office			5 minutes	Cash Division/ CTO

	<b>TOTAL</b>		8 days and 20 minutes	
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**a. TABLE OF FEES: MISCELLANEOUS FEES AND CHARGES SEMESTRAL FEES / SUMMER PAID DURING ENROLLMENT**

DEGREE COURSES	AMOUNT
<b>TUITION FEE</b> Amount per unit	P 303.34
<b>MISCELLANEOUS FEES (per SEMESTER)</b>	
Registration Fee	P 200.00
Cultural Fee	100.00
Guidance Fee	100.00
Student Council Fee	40.00
Library Fee	100.00
Developmental Fee	400.00
Dental Fee	50.00
Others	50.00
Athletics and Sports Development	50.00
<b>TOTAL</b>	<b>P1,090.00</b>
<b>Other Miscellaneous Fees:</b> ID Fee – For New Students	P 200.00
<b>Subject –Related Fees:</b> Computer Laboratories:	
- With one (1) to two (2) Lab	P 250.00
- With three (3) or more Lab NSTP	500.00 100.00
<b>Transcript or Records</b>	300.00
**Additional P125.00 per page in excess of a 2-page TOR	

# SCHOLARSHIP, PLACEMENT, AND ALUMNI RELATIONS DIVISION

## SCHOLARSHIP, GRANTS AND ASSISTANCE DIVISION

### RA 10931 ALSO KNOWN AS “UNIVERSAL ACCESS TO QUALITY TERTIARY EDUCATION ACT”

Universal Access to Quality Tertiary Education Act is “an act promoting universal access to quality tertiary education by providing free tuition and other school fees in State Universities and Colleges, Local Universities and Colleges, and State-Run Technical- Vocational Institutions, establishing the Tertiary Education Subsidy and Student Loan Program, strengthening the Unified Student Financial Assistance System for Tertiary Education, and appropriating fund.

The difference between the TES and the QCYDO can be the following: In terms of amount:

For SUCs and LUCs, every academic year, the qualified grantee may receive as much as 40,000.00 pesos + 30,000.00 for PWD and 10,000.00 maximum amount for a licensure examination.

In terms of qualifications:

Only residents of Quezon City are qualified in the scholarship programs of the QCYDO

#### 1. TERTIARY EDUCATION SUBSIDY (TES) APPLICATION

TES prioritization Scheme:

1. Continuing Tertiary Education Subsidy (TES) and Expanded Students' Grants-in- Aid Program for Poverty Alleviation (ESGP-PA) Grantees.
2. Enrolled in a Private HEI in the municipality that has no Local or State University or College. He/She may be residing in the area where the Private HEI is located.
3. Students who are part of the households included in the DSWD Listahanan 2.0.
4. Students who are not part of the Listahanan of DSWD but qualified when ranked according to the per capita household income.

Please take note that the number of slots will be based on the budget and basis for priority #4 are the submitted documentary requirements.

## SCHOLARSHIP, GRANTS AND ASSISTANCE DIVISION

### 1. UNIFAST-FHE SCHOLARSHIP

The QCU is an institution recognized by the Commission of Higher Education and those qualified enrolled students enjoy free tuition, miscellaneous, and other school fees.

<b>Office or Division:</b>	Scholarship, Placement, and Alumni Relations Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen

<b>Who may avail:</b>	Applicants Qualifications: <ol style="list-style-type: none"> <li>1. Pass/meet the admission and retention policies of the institution (no age or financial requirements);</li> <li>2. No previous undergraduate degree; and</li> <li>3. Not overstaying at the college level (e.g., maximum residency rule plus one-year grace period as provided by law).</li> </ol>	
<b>CHECKLIST OF HEI COMPLIANCE BILLING DOCUMENTS</b>		<b>WHERE TO SECURE</b>
<b>SEMESTER</b> <b>Hardcopy:</b> <ol style="list-style-type: none"> <li>1. Endorsement Letter by University President</li> <li>2. Consolidated Billing Statement - Form 1</li> <li>3. Consolidated Billing Details - Form 2 (TOSF)</li> <li>4. Consolidated Billing Details - Form 3 (Admission Fees)</li> </ol> <b>Softcopy:</b> <ol style="list-style-type: none"> <li>1. Endorsement Letter by University President</li> <li>2. Consolidated Billing Statement - Form 1</li> <li>3. Consolidated Billing Details - Form 2 (TOSF)</li> <li>4. Registration Form per Students</li> <li>5. Consolidated Billing Details - Form 3 (Admission Fees)</li> <li>6. Google Form QCUCAT Application</li> </ol>		Registrar and Admission Division (RAD)  Student Accounts Unit (SAU)  Scholarship, Placement and Alumni Relations Division (SPARD)

LUC/HEI STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assess the Consolidated Billing Details Form 2 of Official Enrolled qualified in the QCU retention policies of Registrar under the Guidelines of UNIFAST-FHE.  Prepare the Registration Form per Students for the attachment.	1.1 Produce Form 2 for Consolidated Billing Details and Transmitted to Student Accounts Unit thru Email.  1.2 Provide Registration Form of QCU Students and Transmitted to Scholarship Office thru Email.	Tuition and Other School Fees	Two (2) to Three (3) working days	Registrar Office

<p>2. Assess the Consolidated Billing Details Form 3 of QCU College Admission Test Fees based on the QCU retention polices of Admission under the Guidelines of UNIFAST-FHE.</p> <p>Prepare the Google Form QCUCAT Application for the attachment.</p>	<p>2.1 Produce Form 3 for Consolidated Billing Details and Transmitted to Student Accounts Unit thru Email.</p> <p>2.2 Provide Google Form for QCUCAT Application and Transmitted to Scholarship Office thru Email.</p>	<p>Admission Fee</p>	<p>Two (2) to Three (3) working days</p>	<p>Admission Office</p>
<p>3. Prepare the Consolidated Billing Statement.</p> <p>Assess the Consolidated Billing in Form 2 and Form 3 for the sum of charges/fees.</p>	<p>3.1 Produce Consolidated Billing Statement and Transmitted to Scholarship Office thru Email.</p> <p>3.2 Provide Consolidated Billing Details in Form 2 and Form 3 and Transmitted to Scholarship Office thru Email.</p>	<p>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>Two (2) to Three (3) working days</p>	<p>Accounting Office</p>
<p>4. Prepare the endorsement letter for the QCU UniFAST-FHE Scholars by University President</p> <p>Quality Assurance and Control for the billing documents.</p> <p>Prepare the billing documents (formatting, editing, printing, and compiling).</p> <p>Process the billing documents for the signature of QCU Officials, scanned and photocopy</p>	<p>4.1 Email the softcopy of billing documents to UniFAST for the submission of QCU compliance</p> <p>4.2 Deliver the hardcopy billing documents to the Office of UNIFAST for the submission of QCU Compliance</p>	<p>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>Two (2) to Three (3) working days</p>	<p>Scholarship Office</p>
<p>5. Evaluate and screening the billing documents of QCU for the qualification of students under the IRR10931</p>	<p>5.1 Process to CHED the billing payment</p> <p>5.2 Notify the QCU for the process of the payment in CHED</p>	<p>QCU</p> <p>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>Two (2) to the (3) Weeks</p>	<p>UniFAST Focal Person</p>

<p>6. Settle the payment of QCU TOSF and Admission Fee</p>	<p>6.1 CHED to Transfer the payment to QCU</p>	<p>QCU Tuition and Other School Fees  Admission Fee</p>	<p>Six (6) Months or more than</p>	<p>CHED Accounting</p>
<p>7. Verify the payment of CHED  Request copy of LDAP to CHED and copy furnished for the Scholarship Office</p>	<p>7.1 Email the LDAP to Scholarship.  7.2 Notify the Scholarship Office for the process of the clearing financial obligation</p>	<p>NONE</p>	<p>Within the day</p>	<p>Accounting Office</p>
<p>8. Prepare Endorsement letter for the approval of Clearing Financial Obligation  Endorse to ICT for the Clearing Financial Obligation to the system</p>	<p>8.8 Endorse to Director of ICT thru email the list of students for clearing of the financial obligation in the system with attach approved letter from the QCU President</p>	<p>NONE</p>	<p>Two (2) to Three (3) days</p>	<p>Accounting Office Scholarship Office ICT Director</p>



## 2. CHED-Tertiary Education Subsidy (TES) Financial Assistance

Tertiary Education Subsidy (TES) is a grant-in-aid program under the RA 10931 (UAQTE) which provides financial assistance to deserving students in tertiary education.

The Free Higher Education (FHE) Scholars in Quezon City University are eligible to apply for Tertiary Education Subsidy financial assistance.

<b>Office or Division:</b>	Scholarship and Placement Alumni Relations Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail?</b>	<p>The Applicants Qualifications:</p> <ol style="list-style-type: none"> <li>1. Filipino citizen and officially enrolled at the HEI;</li> <li>2. Has not been expelled from any HEI;</li> <li>3. Qualified under the existing admission and retention requirements of the HEIs and does not exceed the maximum residency rule;</li> <li>4. Taking Undergraduate courses with Certificates of Program Compliance (COPCs) in CHED-recognized LUCs;</li> <li>5. Qualified under, or any other future, qualification policies that the UniFAST Board may mandate.</li> </ol>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
<b>Accomplished Google form</b>				
1. Google form link for Tertiary Education Subsidy (TES) Pre-Application		The link for the Google form to be filled-out will be posted on Scholarship Facebook Page ( <i>Quezon City University – Scholarship, Placement and Alumni Relations Division or @QCU-SPARDivision</i> )		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants must check the posting of the opening for Tertiary Education Subsidy (TES) Pre-Application.	1.1. Posting of the Official Opening of the Tertiary Education Subsidy (TES) Pre-Application at QCU-SPAR Division's Official Facebook Page	None	10-15 mins.	a. QCU SPAR Division's Administrative staff

<p>2. Applicants must complete the Google Form and submit through Google Form Link posted on the Official Facebook Page Post of QCU -SPAR Division.</p>	<p>2.1. Receive the entry and verify the application.</p> <p>2.2. Screen the completeness of the submitted Google form.</p> <p>2.3. Compile and finalize the list of applicants for Tertiary Education Subsidy</p> <p>2.4. Import the application through the UniFAST Portal for screening and evaluation</p>	<p>None</p>	<p>3-5 working days</p>	<p>QCU-SPAR Division's Administrative Staff.</p> <p>QCU-SPAR Division's Chief</p>
<p>3. Applicants must check the Official Facebook Page of QCUSPAR Division for further announcement/s.</p>	<p>3.1. Follow up the status of the submitted Tertiary Education Subsidy (TES) Application.</p> <p>3.2 Posting of announcement/s for Tertiary Education Subsidy (TES)</p>	<p>None</p>	<p>10-15 mins</p>	<p>QCU-SPAR Division's Administrative Staff.</p> <p>QCU-SPAR Division's Chief</p>
	<p>TOTAL</p>		<p>Up to 3 -5 days</p>	

# OFFICE OF THE STUDENT AFFAIRS AND SERVICES DIVISION

## 1. LOST AND FOUND ITEMS

<b>Office or Division:</b>	Student Affairs and Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government services transacting public			
<b>Who may avail:</b>	Everyone; Students of QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Current Registration Form stamped officially enrolled		Office of the Registrar/Applicant		
Current issued ID		Office of Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact/Report to SASD for lost / found item	Issue lost and found form for fill out	None	2 minutes	SAU staff
2. Fill out lost and found form	Check the form if filled out properly  Post the item through designated SASD FB page.	None	5 minutes	SAU staff
	<b>TOTAL:</b>	None	7 minutes	

## 2. ONLINE ISSUANCE OF NEW UNIVERSITY IDENTIFICATION CARD (ID)

University Identification Card (ID) of student is given to successfully enrolled students for the current semester

<b>Office or Division:</b>	Student Affairs Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Officially enrolled freshmen or transferees students of QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of officially enrolled freshmen and transferees students		Office of the Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out Application form	1. Verify the latest registration form	None	3 to 4 minutes	SAU staff
2. Data Encoding - Signature - Photo Capture	2. Data verification of student information		3 to 5 minutes	SAU staff
3. Printing of Student ID	3. Record transaction in the log book		2 minutes	
4. Release of ID				

	<b>TOTAL:</b>	None	10 to 14 minutes	
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**Same process on the following transactions:**

- 1. Re-Issuance of Lost ID**
- 2. For updating Information (for student shifted their course)**

### 3. ISSUANCE OF ID CERTIFICATION FOR DSWD/CHED FOR EDUCATIONAL ASSISTANCE REQUIREMENT

<b>Office or Division:</b>	Student Affairs Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government Services Transacting Public			
<b>Who may avail:</b>	Students of QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Current Registration Form stamped officially enrolled		Office of the Registrar/Applicant		
Current issued ID		SASD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Certification for ID validation	1.1 Verification of documents	None	1 minute	SAU staff
	1.2 Verify records on the database	None	1 minute	SAU staff
	1.3 Prepare Certification for signature of the Head of SASD	None	2 minutes	SAU staff and Head of SASD
2. Receive / Claim				
	<b>TOTAL:</b>	None	3 minutes	

#### 4. EXEMPTION FROM WEARING UNIFORM

Students may be given exemption on wearing the prescribed uniform provided their reasons are valid and acceptable.

<b>Office or Division:</b>	Student Affairs and Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pregnant Women/Students with employment/Accident or Force majeure victim students/Students with religion, ethnicity or cultural background issue			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Exemption address to the Head of the Student Affairs and Services Division		Applicant		
Registration Form		Registrar's Office		
Document(s) that proves the student reason(s)		Applicant		
University Issued Identification Card		Office of the Student Affairs and Services Division (OSASD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





<p>2. Receives the Exemption Slip for approved student exemption request.</p>	<p>For walk-in submission:</p> <p>1. Assigned OSASD administrative staff releases the Exemption Slip for approved student exemption request.</p> <p>For online submission: OSASD staff sends a notification email to applicant asking him/her to print the Exemption Slip.</p>	<p>None</p>	<p>2 minutes</p>	<p>SAU Staff</p>
<p>3. Forwards the list of approved students to the Security and Janitorial Services Section-Physical Facilities Division</p>	<p>1. Verifies the names of the students if included in the list of exemption upon entry.</p>	<p>None</p>	<p>3 minutes</p>	<p>Security Guard</p>
	<p><b>TOTAL:</b></p>	<p>None</p>	<p>20 minutes</p>	

## 6. UNIVERSITY ORGANIZATION ACCREDITATION AND REACCREDITATION

This serves as a guide for creation of new student organizations (Pls. see Section 8 of QCU Student Manual – Student Organization Guidelines)

<b>Office or Division:</b>	Student Affairs and Services Division			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Enrolled students of Quezon City University forming a group of at least fifteen (15)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent signed by the Student Organization President with attachments:		Applicant		
<ul style="list-style-type: none"> <li>● PDS of Recommended Adviser (preferably permanent appointment status at QCU)</li> <li>● List of officers</li> <li>● Organizational Structure</li> <li>● List of members</li> </ul>				
<ul style="list-style-type: none"> <li>● Student Organization Application Form</li> <li>● Mission &amp; Vision</li> <li>● By-Laws</li> <li>● Proposed Plans and Activities</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter of intent signed by the student organization President the letter of - Fill out application form	1. SASD Office receives and records the letters and documentary requirements in the logbook.	None	2 minutes	SSC Office staff

2.Submit the documentary requirements	2.1 Check and review the responses of the student organizations in the application form  2.1 Review the documentary attachments submitted.  2.2 Feedback	None	1 working day	SAU staff
3.Review and evaluate the requirements.	1. Evaluate the documents.  2. Approval of OSAS Head  3. Makes a final list of approved student organization for registration.	None	3 working days	SASD Head
4 Screening / Interview	Evaluate officers	None	10 to 15 minutes	SASD Head
5.Inform accredited and reaccredited organizations regarding the registration decision	1. SASD staff notifies the student organization president through email or phone call on the feedback. Approved student organization receives a "Statement of Approval"	None	5 minutes	SAU staff
	TOTAL	None	4 to 5 working days	

## 7. REQUEST TO CONDUCT IN CAMPUS ACTIVITY

<b>Office or Division:</b>	Student Affairs and Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government services transacting public			
<b>Who may avail:</b>	Students of QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Student/Client		
University ID		Student/Client		
Current registration form stamped officially enrolled		Student/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student to request for authority to conduct the activity/program a. The letter should be submitted to the SASD for approval at least 15 working days before the event	Review request  Check the calendar of activities of SASD  Check PF for venue availability  Final approval of the Office of the President	None	2 minutes  2 minutes  3 minutes  2 to 3 days	SAU staff
2. Follow up to SASD within 3 days or the next day a. By phone b. Email c. Personal	Give feedback regarding your request	None	2 minutes	SAU staff
	<b>TOTAL:</b>	None	3 to 4 days	

## 8. LAPTOP AND POCKET WIFI FOR RETURN

This serves as a guide in returning borrowed laptop and pocket Wi-Fi (for students included on the graduating class, or students who will not be continuing their studies)

<b>Office or Division:</b>	Student Affairs and Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government services transacting public			
<b>Who may avail:</b>	Students of QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laptop & Pocket WI-FI Clearance Form		SASD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Laptop & Pocket WI-FI Clearance Form	1.1 Check filled- out Laptop & Pocket WI-FI Clearance Form		4 minutes	SAU Staff
2. Proceed to MIS	Check the unit if it is working or in good condition.		10 minutes	MIS staff
3. Proceed to Property Office to surrender the unit.	Receive the unit in good working condition		5minutes	Property Office staff
4. Proceed to OSAS	For database clearance and signature of the Head of SASD		2 minutes	SAU Staff and Head of SASD
5. Secure student copy of clearance	Issue copy of clearance to student		1 minute	SAU Staff
	<b>TOTAL:</b>	None	10 minutes	

## 9. LAPTOP FOR REPAIR / MAINTENANCE

This serves as a guide in laptop repair / maintenance for students issued with a university laptop unit.

<b>Office or Division:</b>		Student Affairs Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – government services transacting public		
<b>Who may avail:</b>		All; Students of QCU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laptop Repair Form		SASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Laptop Repair Form	1.1 Check filled-out Laptop Repair Form	None	5 minutes	SAU Staff
2. Proceed to MIS to surrender laptop for repair	<p>MIS staff to receive the defective laptop and examine the unit.</p> <p>MIS office will contact/email the client/ students on the status of laptop</p> <p><b>If ok for release</b></p> <p>MIS will inform the SASD to schedule the appointment of student to claim the repaired laptop.</p> <p>SASD will schedule with the student for pick up/claim of the repaired laptop</p>		1 to 3 days Depending on the damage / condition of the laptop	MIS technician
3 Wait for the email from the SASD office and confirm the appointment for schedule of laptop for pick up.	Confirmation of appointment	None	5 minutes	SAU Staff

	TOTAL:	None	3 to 4 working days	
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## 10. ISSUANCE OF LAPTOP AND POCKET WIFI

This serves as a guide for laptop and pocket WIFI issuance for currently enrolled students of QCU.

<b>Office or Division:</b>	Student Affairs Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government services transacting public			
<b>Who may avail:</b>	Students of QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<u>For Pocket Wifi</u> 1. Current QCU Registration Form 2. Pocket Wifi Borrowers Form		Student Download Forms – SASD FB Page		
<u>For Laptop</u> 1. Processing Slip 2. Application Form 3. Notarized Usufruct Agreement 4. Copy of Depreciated Value of Laptop 5. Copy of Registration Form 6. Barangay Certificate of Residency 7. Student University ID 8. 2x2 picture of student and parent 9. Valid ID of parent		Download Forms – SASD FB Page Download Forms – SASD FB Page Download Forms – SASD FB Page Download Forms – SASD FB Page Student Student Student Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Open QCU Website and click on the link of your request. Fill-out the google form with complete information.  2. Wait for reply of SASD through email or message  3. Download Forms and Fill out all necessary information. Complete all other requirements needed.	OSAS will get in touch/contact the student to give schedule of releasing of laptop within 3 days.  Downloadable forms available at Student Affairs FB page	none  none	Up to 3 days	SAU staff



<p>4.Fill-out completely the forms and submit all documents/requirements needed in borrowing laptop to SASD personnel in-charge on designated date/time/schedule.</p> <p>Please be reminded that incomplete requirements will not be entertained</p> <p><b>Step 1</b> Verification/validation</p> <p><b>Step 2</b> Encoding</p> <p><b>Step 3</b> Checking</p> <p><b>Step 4</b> Picture taking</p> <p>Sign in logbook</p>	<p>Verification/ validation of documents Validation on database record</p> <p>Encoding of Serial No. of unit to be released on the System database</p> <p>Checking/ demonstrate unit if in good condition</p> <p>Picture taking of student with the unit received by the student</p> <p>Sign on the logbook for documentation</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 minutes</p> <p>2 minutes</p> <p>3 minutes</p> <p>1 minute</p>	<p>SAU staff</p> <p>Property Office staff in charge</p> <p>MIS technician</p> <p>SAU staff</p>
	<b>TOTAL:</b>	None	8 to 10 minutes	

# MEDICAL AND DENTAL SERVICES

## 1. PROVIDE FIRST AID / MEDICAL CONSULTATION

This serves as an assessment of employees and students that needs medical attention and management.

<b>Office or Division:</b>		Medical and Dental Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government services transacting public		
<b>Who May Avail:</b>		QCU Employees and students		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. QCU employees, and student seeks consultation in any form: a. Walk In b. Online c. Phone	Conduct interview	none	3-5mins.	<i>Nurses</i> Medical and Dental Services
2. Assessment	Assess the client and provide medical management. Refer to Medical Doctor if necessary.			
3. Fill out Medical logbook	Document.			
	TOTAL		Up to 5 mins	

## 2. ISSUANCE OF MEDICAL CLEARANCE TO STUDENTS

This serves as a certification that the students are physically fit to study.

<b>Office or Division:</b>		Medical and Dental Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government services transacting public		
<b>Who May Avail:</b>		QCU Employees and students		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Results (CBC, URINALYSIS, XRAY) Medical Certificate		Diagnostic Clinic/Hospitals		
Medical History and Clearance Form		QCU CLINIC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student may seek referral form from Medical Clinic thru; a. Walk In b. Email 2. Accomplish Medical requirements from any hospital, clinic or diagnostic center	Give referral form		3-5mins.	<i>Nurses</i> Medical and Dental Services
		Rate varies per clinic/hospital	2-5 days	Diagnostic Clinic/Hospital where medical laboratory procedure accomplished.
3. Submit original copy of Medical results to the Clinic	Interview, collect and sign the accomplished Medical History Form	none	10 mins	<i>Nurses</i> Medical and Dental Services
4. Fill out Medical History and Clearance form.	Issue medical clearance form			
	TOTAL		Up to 5 days and 20 mins	

### 3. ORAL EXAMINATION/ ORAL PROPHYLAXIS TREATMENT/ DENTAL FILLINGS/ TOOTH EXTRACTION


This serves as dental management/ treatment/ procedures to address oral health of students and employees.

<b>Office or Division:</b>		Medical and Dental Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government services transacting public		
<b>Who May Avail:</b>		QCU Employees and students		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Consent form Photocopy of vaccination card		QCU CLINIC		
Dental Form		QCU CLINIC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student may seek oral consultation; a. Walk In b. Online  2. Accomplish Dental Form and submit photocopy of vaccination card for new patient.	Assist client and provide dental form if new patient. For old patient look for dental records.	None	3 mins.	<i>Nurses</i> Medical and Dental Services
3. Assessment and Treatment	Assess client and perform necessary oral treatment needed.	none	10-45 mins	<i>Dentist</i> Medical and Dental Services
	Document.			
	TOTAL		48 mins.	

# LIBRARY SERVICES


## 1. REGISTRATION & ASSISTANCE FOR LIBRARY ACCESS FOR QCU / NON-QCU

This serves as a guide in assisting Non-QCU clients in registration and access to Library services.

<b>OFFICE OR DIVISION :</b>	Library Section			
<b>CLASSIFICATION :</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – government services transacting public			
<b>WHO MAY AVAIL :</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library card / Valid ID		Library		
Referral letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FACE TO FACE</b>				
1. Library Patrons seeks query in any form of transaction	Conducts an interview	None	10 mins	Library Staff
2. The Library patron asks questions or clarification if needed	Verify the information of the patrons	None	5 mins	Library Staff
	<b>TOTAL</b>		15 mins	
<b>NEW NORMAL SET UP</b>				
1. Fill up Google Form <a href="https://bit.ly/QCULibrariesOnlineReferenceService">https://bit.ly/QCULibrariesOnlineReferenceService</a> or send a message through messenger through Facebook Page	Librarian verify and review student information and request	None	2 mins	Library Staff
<b>Online Reference Service QR Code</b> 	Librarian sends a link for 24 hours access to all library resources	None	2 mins.	Library Staff
	<b>TOTAL</b>		4 mins	


## 1.1. ATTENDANCE TO QUERIES OF LIBRARY PATRONS

This serves as a guide in attending queries of Teaching and Non-Teaching Personnel, Students and Non-QCU clients on Library services.

<b>OFFICE OR DIVISION :</b>	Library Section			
<b>CLASSIFICATION :</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – government services transacting public			
<b>WHO MAY AVAIL :</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library card / Valid ID		Library		
Referral letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FACE TO FACE SETUP</b>				
1. Approach the library-in-charge of the appropriate section and presents query	Conduct interview	None	15 minutes	Library Staff
	Direct students to the resources available.	None	20 minutes	Library Staff
	<b>TOTAL</b>		35 minutes	
<b>NEW NORMAL SETUP (Online)</b>				
1. Fill up Google Form <a href="https://bit.ly/QCULibrariesOnlineReferenceService">https://bit.ly/QCULibrariesOnlineReferenceService</a> or send a message through messenger and Facebook Page  <b>Online Reference Service QR Code</b> 	Librarian verifies and review student inquiries	None	2 mins.	Library Staff
	Respond to students through email or messenger	None	2 mins	Library Staff
	<b>TOTAL</b>		4 mins	

## 2. ISSUANCE OF LIBRARY CARD

This serves as a guide in issuance of Library card to first year student and transferees

<b>OFFICE OR DIVISION :</b>	Library Section			
<b>CLASSIFICATION :</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – government services transacting public			
<b>WHO MAY AVAIL :</b>	First year student and transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form (Original )		Library		
School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Online Borrowers Card Application Form  <a href="https://bit.ly/QCUlibrariesborrowerscard">https://bit.ly/QCUlibrariesborrowerscard</a>  	Librarian verify and review student information  Send notification through email for the release of library card	None  None	2 mins.  3 mins.	Library Staff  Library Staff
2. Claim the library card.	Explain the process/importance of a library card.  Released the library card	None	2 mins.	Library Staff
	TOTAL		7 mins.	

## 2.1 RE-ISSUANCE OF LOST / DAMAGE LIBRARY CARD

This serves as a guide in re-issuance of Lost/Damaged Library cards to enrolled and returnee students.

<b>OFFICE OR DIVISION :</b>	Library Section			
<b>CLASSIFICATION :</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – government services transacting public			
<b>WHO MAY AVAIL :</b>	Enrolled & Returnee student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form		Library		
Colored 1x1 picture (1 pc.)				
Affidavit of Loss				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Library patrons may request for re-issuance of lost/damaged library cards through: a. Telephone b. online (email and social media account) c. Walk-in	Check student records in database system	None	5 mins.	Library Staff
2. Library patrons should present Affidavit of Loss and other requirements	Receive the documents and evaluate	None	5 mins.	Library Staff
3. Fill out the borrower's card and submit		None	5 mins.	Library Staff
4. Claim the library card.	Release the library card	None	1 min.	Library Staff
	<b>TOTAL</b>		<b>16 mins</b>	



## 2.2 VALIDATION OF LIBRARY CARD

This serves as a guide in Library card validation.

<b>OFFICE OR DIVISION :</b>	Library Section			
<b>CLASSIFICATION :</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – government services transacting public			
<b>WHO MAY AVAIL :</b>	Enrolled students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form (Original & Photocopy)		Library		
Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FACE TO FACE SETUP</b>				
1. Present Library card and registration form (original)	Check, verify stamp, and sign the documents	None	5 mins.	Library Staff
	Encode information at the database.	None	3 mins.	Library Staff
2. Claim validated library card and original registration form.	Release the library card and original registration form.	None	1 min.	Library Staff
	<b>TOTAL</b>		9 mins	


### 3.2 REPLACEMENT OF LOSS BOOK/S

This serves as a guide in replacement of lost books borrowed by the students and teaching and non-teaching personnel.

<b>OFFICE OR DIVISION :</b>	Library Section			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – government services transacting public			
<b>WHO MAY AVAIL:</b>	Students, Teaching & Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card / Valid ID		Library		
Book/s				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Library patron may request for this service through: b. walk –in c. Telephone d. online (email and social media account)	Conduct interview	None	10 mins.	Library Staff
2. Requesting student should replace the book with the same author, title, current copyright date and the same physical description (hardbound, original book)  If the book is out of stock/print it should be replaced with a similar subject and physical description and value of the book and current copyright date.	Discuss, provide information and recommendations to the patrons' concern	Book replacement	2-3 business time	Library Staff
3. Submit the book replacement for the lost book/s to the librarian for documentation.	The library staff receive and records the lost book/s for documentation	None	10 mins.	Library Staff


## 4. REQUEST TO ACCESS PERIODICAL CLIPPINGS

This serves as a guide in request to access Periodical Clippings by the students and teaching and non-teaching personnel.

<b>OFFICE OR DIVISION :</b>	Library Section			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – government services transacting public			
<b>WHO MAY AVAIL:</b>	Students, Teaching & Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card / Valid ID		Library		
<b>FACE TO FACE SETUP</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library Users seek query in any form of transaction: a. walk –in b. Telephone c. online (email and social media)	Conducts an interview	None	20 mins.	Library Staff
	Verify the information of the patrons	None	5 mins.	Library Staff
2. Fill out the Request Form and submit.	Receive and process the Request Form	None		Library Staff
3. Verify the request	Access to periodical clippings	None		Library Staff
	TOTAL		25 mins	
<b>NEW NORMAL SETUP</b>				
1. Patrons request access to online periodical and clippings through <a href="https://bit.ly/QCULibrariesOnlineReferenceService">https://bit.ly/QCULibrariesOnlineReferenceService</a> 	Verify and review the request	None	5 mins.	Library Staff
	Librarian provide a 24 hour access to curated online journal and clippings	None	2 mins.	Library Staff
	TOTAL		7 mins	

## 4.1 REQUEST FOR PHOTOCOPY OF BOOKS AND PERIODICAL CLIPPINGS

This serves as a guide in request for Photocopy of Books and Periodical clippings by the students and teaching and non-teaching personnel.

<b>OFFICE OR DIVISION :</b>	Library Section			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – government services transacting public			
<b>WHO MAY AVAIL:</b>	Students, Teaching & Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card / Valid ID		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FACE TO FACE SETUP</b>				
1. Fill-out the information needed in the book card.		None	5 mins.	Library Staff
2. Hand in the duly accomplished book card & library card, at the circulation desk.	Receive Book card, Library Card & the requested material for verification.	None	5 mins.	Library Staff
	Approve requests for photocopying	None	2 mins.	Library Staff
3. Receive requested material	Hand over to the client the requested material.	None	2 mins.	Library Staff
	Clip together the library and book card.	None	2 mins.	Library Staff
TOTAL			16 mins	
<b>NEW NORMAL SETUP (Online)</b>				
1. Fill out the google form  <a href="https://bit.ly/QCULibrariesOnlineReferenceService">https://bit.ly/QCULibrariesOnlineReferenceService</a>  	Librarian will verify and review the request	None	2 mins	Library Staff
	Email the scan copy of the book and periodical clippings	None	10 mins.	Library Staff
TOTAL			12 mins	

# GUIDANCE AND COUNSELING UNIT

## 1. GOOD MORAL CHARACTER CERTIFICATE ONLINE REQUEST

The University Guidance Office offers Certification of Good Moral Character for currently enrolled students and students who have graduated from the university.

<b>Office or Division:</b>	<b>GUIDANCE, TESTING AND PLACEMENT DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government services transacting public			
<b>Who may avail:</b>	Quezon City University Students and Graduate Students:			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School Clearance		Registrar's Office		
Student's Identification Card				
Good Moral Character Request Form		Guidance Office		
Online Application Form (c/o Guidance Office)		GCU Official Email Address <a href="mailto:guidance.unit@qcu.edu.ph">guidance.unit@qcu.edu.ph</a>  QCU Official Website <a href="https://qcu.edu.ph/">https://qcu.edu.ph/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present one (1) copy of School Clearance and Identification Card to the Guidance and Counseling Unit staff.	Verify the student's information and status	None	15 minutes	Guidance Staff
2. Fill-out all the information on the <b>Good Moral Character Request Form</b>	Collect and check the filled-out Good Moral Character Request Form  The GCU Staff will process the request	None	15 minutes	Guidance Staff
3. Claiming of the good moral character certificate. Student will sign on the <b>Good Moral Log Sheet</b> .  For the representative, present valid <b>identification card</b> and the <b>student's identification card</b> with an <b>authorization letter</b> .	The Good Moral Character Certificate will be released 2-3 days after requested	None	2-3 days	Guidance Staff
	TOTAL			

<p>1. Fill-out all the information needed on the <b>Good Moral Character Online Request Form</b>.</p>	<p>Receive Good Moral Certificate Request Form.</p> <p>Coordinate with the Registrar's Office or check the clearance database to see if the student is cleared of any infractions, then will continue processing the request for good moral.</p> <p>GCU staff will notify the client through their given email address about the claiming date</p>	<p>None</p>	<p>2 – 3 days</p>	<p>Guidance Staff</p>
<p>2. The student can request to claim the Good Moral Character certificate via email or thru scheduled appointment.</p>	<p>Release the Certificate.</p>	<p>None</p>	<p>1 minute</p>	<p>Guidance Staff</p>

## 2. STUDENTS UNDER ACADEMIC PROBATION

Students with grade deficiency will be referred under academic probation. This is a time in which they must improve their academic standing by meeting or making evident progress toward their school academic performance.

<b>Office or Division:</b>	<b>GUIDANCE, TESTING AND PLACEMENT DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government services transacting public			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid identification card of parent / guardian				
Guidance slip			Guidance Office	
Counselor Conference Form			Guidance Office	
Academic Self-Assessment Form			Guidance Office	
<b>FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION</b>				
Scanned letter from parent / guardian (Acknowledging their awareness of the student's academic status, reason for dropping / failing the subject, accepting possible consequences of being under academic probation, etc.)				
Scanned valid identification card of parent / guardian				
Scanned Guidance slip			Guidance office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students under Academic probation will need to proceed to guidance office and filed out the <b>Counselor Conference Form</b>	Guidance staff will collect the Counselor Form and will verify the student's academic status	None	10 minutes	Guidance Staff / guidance counselor

<p>2. Student will have a conference with the guidance staff /guidance counselor. And accomplish the Academic Self-Assessment Form</p> <p>A conference with parent / guardian is needed if the students incurred <b>more than 3</b> failed subjects and Unauthorized Dropped (UD).</p> <p>Parent /guardian need to present a valid identification card for verification purposes.</p>	<p>Conduct conference with the student and parent / guardian</p> <p>After the conference, guidance staff / counselor will issue a guidance slip requesting the assistance in the subject / course to be enrolled from their respective colleges or the Registrar’s Office</p> <p>Remove the “<b>hold status</b>” of the student then will issue a guidance slip for Registrar’s Office / respective colleges</p>	None	15 – 30 mins	Guidance Staff / guidance counselor
<p>3. Student will proceed to their respective colleges / Registrar’s Office for enrollment and present the <b>guidance slip</b></p>		None		
<p>4. After the enrollment, student will return to the guidance office to present the signed guidance slip / proof of academic advising</p>		None	10 mins	Guidance Staff / guidance counselor
<b>FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION</b>				
<p>1. Student under academic probation will email the <b>scanned letter, valid identification card</b> from parent / guardian, <b>and accomplished academic self-assessment form</b> to GCU official email address: <b>guidance.unit@qcu.edu.ph</b></p>	<p>Guidance staff will verify the requirements submitted by the student.</p> <p>After verification, will send a scanned / picture of guidance slip to be presented / submitted by the student to the Registrar’s Office / respective colleges</p>	None	1 – 2 days	Guidance Staff



### 3. COUNSELING

The Guidance and Counseling Unit aims to promote mental health awareness and well-being by providing counseling services

<b>Office or Division:</b>	<b>GUIDANCE, TESTING AND PLACEMENT DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government services transacting public			
<b>Who may avail:</b>	Quezon City University Employees -Faculty -Administrative Officials and Staffs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form		Guidance Office		
Conference Form		Guidance Office		
<b>FOR ONLINE COUNSELING APPOINTMENT</b>				
Referral Link		GCU Official Email Address <a href="mailto:guidance.unit@qcu.edu.ph">guidance.unit@qcu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out <b>Referral Form</b> from the Guidance Office.	Guidance staff will collect the Referral Form and verify the information written	None	10-15 mins	Guidance staff
2.Wait for the schedule of the counseling session	Guidance counselor will contact students for the schedule of session.	None	1 day	Guidance Counselor
<b>FOR ONLINE COUNSELING APPOINTMENT</b>				
1.Student may set an appointment via the online counseling link, GCU official email address	Guidance counselor will contact the student via email for confirmation and schedule of session.	None	1 day	Guidance Counselor
	TOTAL		2 days & 15 mins.	

# QUEZON CITY HEALTH DEPARTMENT

## QC Health Department – Central Office Frontline Services

### 1. ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY through the Quezon City Online Application System

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.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Health Certificate Application Form	Health Certificate & Sanitary Permit application in QC e – services website <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>	
Order of Payment Form		
Official Receipt of payment for fees for health certificate processing, laboratory examinations HIV Seminar	➤ City Treasurer’s Office Cashier	
Sputum & Stool Specimen	Applicant	
Proof of valid HIV Seminar from authorized institutions (1 original, if applicable)	QC Health Department, DOH or its retained institutions	
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  Statistics Authority Parent / Guardian of Applicant	Philippine

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with updated browser</p> <p style="text-align: right;">Tap</p> <p><b>Health Certificate</b> icon. Choose <b>New</b> for application type.</p> <p>Fill out the required personal information then select <b>In – House Laboratory</b></p>	<p>1. Reviews details stated by the applicant;</p> <p>1.1. Creates digital Order of Payment.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Health Certificate Document Validator</p>
<p>2. Pay corresponding fees</p> <p>2.1 Send photo of Order of Payment and Proof of Payment via email to <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a></p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's registered email address <i>once online payment is verified</i></p> <p><b>**Prices are subject to change as mandated by a City Ordinance</b></p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00</p> <p>HIV Seminar Fee: PHP 50.00</p>	<p>8 minutes (for cash payment)</p> <p>24-72 hours (online fund transfer)</p>	<p><i>City Treasurer's Office Cashier</i></p> <p><i>City Treasurer's Office Payment Validator</i></p>

3. Upload Official Receipt	3. Validates entries in Official Receipt	NONE	1 minute	Health Certificate Document Validator
3.1 Submit Laboratory Specimen	<p>3.1. Validates Official Receipt for laboratory exams</p> <p>3.1.1. Checks the following:</p> <ul style="list-style-type: none"> <li>a. Specimen quality &amp; quantity;</li> <li>b. Labels of Specimen containers</li> </ul> <p>3.1.2. Processes required laboratory examinations</p> <p>3.1.3 Encodes laboratory findings &amp; results online</p> <p>3.2. Allows application to proceed to online HIV Seminar</p>	NONE	1 hour	<p>Receiving Clerk at the QCHD Clinical Laboratory</p> <p>Medical Technologist</p> <p>Laboratory Encoder / Office Clerk</p> <p>Health Certificate Document Validator</p>
<p>3.2. Attend online HIV Seminar</p> <p>Note: If valid HIV Seminar Certificate was uploaded in the appropriate field, application will proceed to Final Approval</p>		NONE	26 minutes	
4. Wait for the final approval of Application; generate digital copy of Health Certificate and print.	<p>4. Evaluates and approves application</p> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	NONE	3 minutes	Designated Head Approving Officer

<b>TOTAL</b>	<b>PHP 262.00</b>	<b>1 hour &amp; 40 minutes (cash payment)</b>  <i>25.5 hours to 73.5 hours (online fund transfer)</i>	
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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 an EXTERNAL LABORATORY through the Quezon City Online Application System

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.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Health Certificate Application Form	Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>
Official Receipt of payment for health certificate and HIV Seminar fees		
Laboratory results within the recent 3 months, in JPEG format: <b>Stool Examination</b> <b>Sputum Examination or Chest X-ray result</b> <i>Note: All results with significant findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</i>	} Any DOH Licensed External Laboratory	
Proof of valid HIV Seminar from authorized institutions (1 original, if applicable)	QCHD, DOH or any of its retained institutions	
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
<p>1. Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with updated browser</p> <p>Tap <b>Health Certificate</b> icon. Choose <b>New</b> for application type.</p> <p>Fill out the required personal information. Select <b>External Laboratory</b>, then upload clear, full page of valid sputum or chest X - ray and stool examination results.</p>	<p>1. Reviews applicant information and uploaded laboratory results from external laboratories</p> <p>1.1. Creates digital Order of Payment.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Health Certificate Document Validator</p>
<p>2. Pay corresponding fees</p> <p>2.1 Send photo of Order of Payment and Proof of Payment via email to <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a></p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's registered email address <i>once online payment is verified</i></p> <p><b>**Prices are subject to change as mandated by a City Ordinance</b></p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00</p> <p>HIV Seminar Fee: PHP 50.00</p>	<p>8 minutes (for cash payment)</p> <p>24-72 hours (online fund transfer)</p>	<p><i>City Treasurer's Office Cashier</i></p> <p><i>City Treasurer's Office Payment Validator</i></p>

<p>3. Upload Official Receipt</p> <p>3.1 Attend online HIV Seminar</p> <p><i>Note: If valid HIV Seminar Certificate was uploaded in the appropriate field, application will proceed to Final Approval</i></p>	<p>3. Verifies Official Receipt for HIV – Seminar, and Health Certificate fees.</p> <p>3.1. Allows application to proceed to online HIV Seminar</p>	<p>NONE</p> <p>NONE</p>	<p>1 minute</p> <p>26 minutes</p>	<p>Health Certificate Document Validator</p>
<p>4. Wait for the final approval of Application; generate digital copy of Health Certificate and print.</p>	<p>4. Evaluates and approves application</p> <p><i>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</i></p>	<p>NONE</p>	<p>2 minutes</p>	<p>Designated Head Approving Officer</p>
<p style="text-align: center;"><b>TOTAL</b></p>		<p style="text-align: center;"><b>PHP 125.00</b></p>	<p><b>39 minutes (cash payment)</b></p> <p><b>24.5 to 72.5 hours (online fund transfer)</b></p>	

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 through the Quezon City Online Application System

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.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Certificate Application Form	Health Certificate & Sanitary Permit application in QC e – services website <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>			
Order of Payment Form				
Official Receipt of payment for health certificate, and laboratory examinations (stool and sputum)	➤ City Treasurer's Office Cashier			
Previous year Health Certificate in JPEG format	Applicant			
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 Specimen	Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with updated browser</p> <p>Tap <b>Health Certificate</b> icon and choose <b>Renewal</b> for application type.</p> <p>Fill out the required personal information and select <b>In – house Laboratory</b></p> <p>Upload clear copy of previous health certificate</p>	<p>1. Reviews applicant information and uploaded previous health card</p> <p>1.1. Creates digital Order of Payment</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Health Certificate Document Validator</p>
<p>2. Pay corresponding fees</p> <p>2.1 Send photo of Order of Payment and Proof of Payment via email to <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a></p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's registered email address <i>once online payment is verified</i></p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00</p>	<p>8 minutes (for cash payment)</p> <p>24-72 hours (online fund transfer)</p>	<p><i>City Treasurer's Office Cashier</i></p> <p><i>City Treasurer's Office Payment Validator</i></p>

<p>3. Upload Official Receipt</p> <p>3.1 Submit Laboratory Specimen</p>	<p>3. Verifies Official Receipt for Laboratory and Health Certificate fees.</p> <p>3.1. Validates Official Receipt for laboratory exams</p> <p>3.2. Checks the following:</p> <ul style="list-style-type: none"> <li>a. Specimen quality &amp; quantity;</li> <li>b. Labels of specimen containers</li> </ul> <p>3.3. Processes required laboratory examinations</p> <p>3.4 Encodes laboratory findings &amp; results online</p> <p>Note: Applicants may request for a printed copy of their laboratory results</p>	<p>NONE</p> <p>NONE</p>	<p>3 minutes</p> <p>1 hour</p>	<p>Health Certificate Document Validator</p> <p>Receiving Clerk at the QCHD Clinical Laboratory</p> <p>Medical Technologist</p> <p>Laboratory Encoder / Office Clerk</p>
<p>4. Wait for the final approval of Application; generate digital copy of Health Certificate and print.</p>	<p>4. Evaluates and approves application</p> <p>Note: <i>All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</i></p>	<p>NONE</p>	<p>2 minutes</p>	<p>Designated Head Approving Officer</p>

<b>TOTAL</b>	<b>PHP 212.00</b>	<b>1 hour &amp; 15 minutes (cash payment)</b>  <b>25 hrs 7 mins to 73 hrs 7 mins (online fund transfer)</b>	
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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 an EXTERNAL LABORATORY through the Quezon City Online Application System

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.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>			
Health Certificate Application Form				
Official Receipt of payment for health certificate and HIV Seminar fees	➤ City Treasurer’s Office Cashier			
Laboratory results within the recent 3 months, in JPEG format: ➤ <b>Stool Examination</b> ➤ <b>Sputum Examination or Chest X-ray result</b>  <i>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</i>	} Any DOH Licensed External Laboratory			
Previous year Health Certificate	Applicant			
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			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with updated browser</p> <p>Tap <b>Health Certificate</b> icon. Choose <b>Renewal</b> for application type.</p> <p>Fill out the required personal information.</p> <p>Select <b>External Laboratory</b>, then upload clear, full page of valid sputum or chest X - ray and stool examination results.</p> <p>Upload clear copy of previous health certificate</p>	<p>1. Reviews details and uploaded valid documents (copy of previous health card and required laboratory results).</p> <p>1.1. Creates digital Order of Payment</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Health Certificate Document Validator</p>
<p>2. Pay corresponding fees</p> <p>2.1 Send photo of Order of Payment and Proof of Payment via email to <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a></p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's registered email address <i>once online payment is verified</i></p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00</p>	<p>8 minutes (for cash payment)</p> <p>24-72 hours (online fund transfer)</p>	<p><i>City Treasurer's Office Cashier</i></p> <p><i>City Treasurer's Office Payment Validator</i></p>

3. Upload Official Receipt	3. Verifies Official Receipt for Health Certificate fees.  3.1. Allows Application to proceed to Head Approval	NONE	1 minute	Health Certificate Document Validator
4. Wait for the final approval of Application; generate digital copy of Health Certificate and print.	4. Evaluates and approves application Note: <i>All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</i>	NONE	2 minutes	Designated Head Approving Officer
<b>TOTAL</b>		<b>PHP 75.00</b>	<b>13 minutes (cash payment)  24 to 72 hrs (online payment)</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

## 5. ISSUANCE OF HEALTH CERTIFICATES for NEW AND RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY via \*Hybrid Walk-in 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.

\*Hybrid Walk – In transaction applies only when online system is temporarily “down” or inoperative as confirmed by the QC Health Department Head through the Environmental Sanitation Division Head, as may be posted in the official website.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Order of Payment Form	Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)	QCHD - Environmental Sanitation Division – Issuing Clerk
Official Receipt of payment for health certificate, and laboratory examinations (stool and sputum)		
Previous year Health Certificate	Valid Identification Card	Applicant
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)		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)	QCHD – Clinical Laboratory – Releasing Clerk	



Sputum and Stool specimen		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, previous Health Certificate (for renewal) and secure order of payment	1. Issues order of payment based on the requirements presented	NONE	2 minutes	Environmental Sanitation Division Clerk
2. Pay corresponding fees	2.a. Issues Official Receipt for cash payment  **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: P75.00  Laboratory Fees: Sputum Exam P97.00  Stool Exam - P40.00  HIV Seminar Fee P50.00 (new applicant)	8 minutes (for cash payment)	<i>City Treasurer's Office Cashier</i>

<p>3. Present official receipt and submit Laboratory Specimen</p> <p>4. Once system is up, log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with updated browser</p> <p>Tap <b>Health Certificate</b> icon. Choose appropriate type of application- <b>New</b> or <b>Renewal</b></p> <p>Fill out the required personal information and upload official receipt.</p>	<p>3. Validates Official Receipt</p> <p>3.1. Checks the following:</p> <ul style="list-style-type: none"> <li>a. Specimen quality &amp; quantity;</li> <li>b. Label of specimen containers</li> </ul> <p>3.3. Processes required laboratory examinations</p> <p>3.4. Uploads laboratory results</p> <p>4.Reviews uploaded requirements</p>	<p>NONE</p>	<p>1 hour</p>	<p>Receiving Clerk at the QCHD Clinical Laboratory</p> <p>Medical Technologist</p> <p>Medical Technologist or clerk (QCHD Clinical Laboratory)</p> <p>Health Certificate Document Validator</p>
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4. Wait for the final approval of Application; generate digital copy of Health Certificate and print.	4. Evaluates and approves application Note: <i>All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</i>	NONE	2 minutes	Designated Head Approving Officer
<b>TOTAL</b>		<b>PhP 262.00 (new) PhP212.00 (renewal)</b>	<b>1 hour &amp; 12 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

## 6. ISSUANCE OF HEALTH CERTIFICATES for NEW AND RENEWAL APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY via \*Hybrid Walk – In 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.

\*Hybrid Walk – In transaction applies only when online system is temporarily “down” or inoperative as confirmed by the QC Health Department Head through the Environmental Sanitation Division Head, as may be posted in the official website. ***It is advisable that online application be completed once system is up, for inclusion in the Health certificate electronic database.***

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Order of Payment Form	Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)	QCHD - Environmental Sanitation Division
Official Receipt of payment for health certificate		
Laboratory results within the recent 3 months, in JPEG format: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b></li> <li>➤ <b>Sputum Examination or Chest X-ray result</b></li> </ul> <p>Note: <i>All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</i></p>	<div style="display: flex; align-items: center;"> <div style="font-size: 2em; margin-right: 10px;">}</div>           Any DOH Licensed External Laboratory         </div>	
Previous year Health Certificate		Applicant
Valid Identification card		

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. Present valid ID, previous Health Certificate (for renewal) and secure order of payment	1. Issues order of payment based on the requirements presented	NONE	2 minutes	Environmental Sanitation Division Clerk
2. Pay corresponding fees	2.a. Issues Official Receipt for cash payment  **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: P75.00  HIV Seminar Fee P50.00 (new applicant)	8 minutes (for cash payment)	<i>City Treasurer's Office Cashier</i>
3. Once system is up, log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> , and select Health Certificate & Sanitary Permit application services by using a device with updated browser  Tap <b>Health Certificate</b> icon. Choose appropriate type of application- <b>New</b> or <b>Renewal</b>  Fill out the required personal information and upload requirements. For new applicants, attend online HIV Seminar.	3.Reviews applicant information and uploaded requirements	NONE	1 hour	Health Certificate Document Validator

4. Wait for the final approval of Application; generate digital copy of Health Certificate and print.	4. Evaluates and approves application Note: <i>All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</i>	NONE	2 minutes	Designated Head Approving Officer
<b>TOTAL</b>		<b>PhP 75.00 (new) PhP 125.00 (renewal)</b>	<b>1 hour 12 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

## 7. 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 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.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Fun Establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>	
Health Certificate Application Form		
Birth Certificate (Original PSA Copy)	Philippine Statistics Authority	
Marriage Certificate		
Official Receipt of payment for health certificate processing, laboratory examinations (stool, sputum, VD screening) 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"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>VD screening</b> (2 tests, 2 weeks interval, within 1 month of application)</li> <li>➤ Gram Stain</li> </ul>	<div style="display: flex; align-items: center;"> <div style="font-size: 2em; margin-right: 10px;">}</div> Any QCHD Clinical Laboratory </div> <div style="display: flex; align-items: center;"> <div style="font-size: 2em; margin-right: 10px;">}</div> Any QCHD Social Hygiene Clinic </div>	

Previous Yellow Health Certificate (for Renewal Applicants)		Applicant		
Stool and Sputum specimen				
Massagist's Training Certificate (for new massage 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
<p>1. Log-in to <a href="http://qceservices.zoncity.gov.ph">qceservices.zoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with updated Browser</p> <p>Tap <b>Health Certificate</b> icon and select appropriate application type- <b>New</b> or <b>Renewal</b></p> <p>Fill out the required personal information then select <b>Yellow Card</b> and <b>In-House Laboratory</b></p>	1.1 Reviews applicant information details and issues order of payment	NONE	2 minutes	Health Certificate Document Validator



<p>2. Pay corresponding fees</p> <p>2.1 Send photo of Order of Payment and Proof of Payment via email to <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a></p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's registered email address <i>once online payment is verified</i></p> <p><b>**Prices are subject to change as mandated by a City Ordinance</b></p>	<p>Processing fee for Health Certificate P75.00</p> <p>Massagist Course for NEW Therapist applicants P100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments P 50.00</p> <p>VD screening P200.00</p> <p>Sputum exam P97.00</p> <p>Stool exam P40.00</p>	<p>8 minutes (for cash payment)</p> <p>24-72 hours (online fund transfer)</p>	<p><i>City Treasurer's Office Cashier</i></p> <p><i>City Treasurer's Office Payment Validator</i></p>
<p>3. Submit sputum and stool Specimen</p>	<p>3. Verifies Official Receipt</p> <p>3.1. Checks the following:</p> <ul style="list-style-type: none"> <li>a. quality and quantity of specimen</li> <li>b. proper labeling</li> </ul> <p>3.3. Processes required laboratory examinations</p> <p>3.4 Uploads lab results</p>		<p>1 hour</p>	<p>Receiving Clerk at the QCHD Clinical Laboratory</p> <p>Medical Technologist</p> <p>Laboratory Clerk</p>
<p>4. Attend online HIV Seminar (new applicant only)</p>			<p>26 minutes</p>	

5. Proceed to QCHD Social Hygiene Clinic for VDRL examination.	5. Conducts Physical examination 5.1. Performs VD Clearance 5.2. Releases VDRL result  <i>Note: If with abnormal findings, client shall be referred to the Physician for treatment</i>	NONE	20 minutes  1 hour	QCHD Social Hygiene Clinic- Medical Officer or Nurse
6. Secure schedule and attend Massagist Course Seminar (for new Therapist applicant)	6.1. Enlists applicant for Massagist Training  6.2 Conducts training and issues Certificate of Appearance	NONE	5 minutes  2 days (4 hours per day for 4 days)	QCHD Training Section Personnel  Massagist Training Facilitator
7. Wait for final approval of application, generate copy of yellow health certificate and print.	7. Reviews uploaded requirements	NONE	15 minutes	Designated Head Approving Officer
<b>TOTAL</b>		For New Therapist Applicant – PHP <b>512.00</b>  For New Entertainer Applicant – PHP <b>462.00</b>  For Renewal Therapist or Entertainer – PHP <b>412.00</b>	For New Therapist - <b>2 days 2 hours &amp; 50 minutes</b>  For New Entertainer Applicant - <b>3 hours &amp; 11 minutes</b>  For Renewal Therapist or Entertainer Applicant – <b>2 hours &amp; 50 minutes</b>  <i>*additional 24 to 72 hours for payment via online fund transfer</i>	

ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS is qualified for multi-stage processing.

## 8. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from an EXTERNAL 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.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Fun Establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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		Health Certificate & Sanitary Permit application in QC e – services website <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>
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: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination or Chest X-ray result</b>(valid within 3 months from date of examination)</li> <li>➤ <b>VD screening</b> – 2 tests, 2 weeks interval, within 1 month of application</li> <li>➤ Gram Stain</li> </ul>	} Any DOH Licensed External Laboratory } Any QCHD Social Hygiene Clinic	

Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)		QCHD, DOH or any related agency or institution		
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
<p>1. Log-in to <a href="http://qceservices.zoncity.gov.ph">qceservices.zoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with updated Browser</p> <p>Tap <b>Health Certificate</b> icon and select appropriate application type- <b>New</b> or <b>Renewal</b></p> <p>Fill out the required personal information then select <b>Yellow Card</b> and <b>External Laboratory</b></p>	1.1 Reviews applicant information details and issues order of payment	NONE	2 minutes	Health Certificate Document Validator

<p>2. Pay corresponding fees</p> <p>2.1 Send photo of Order of Payment and Proof of Payment via email to <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a></p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's registered email address <i>once online payment is verified</i></p> <p><i>**Prices are subject to change as mandated by a City Ordinance</i></p>	<p>Processing fee for Health Certificate P75</p> <p>Massagist Course for NEW Therapist applicants P100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments P 50.00</p> <p>VD screening P200.00</p>	<p>8 minutes (for cash payment)</p> <p>24-72 hours (online fund transfer)</p>	<p><i>City Treasurer's Office Cashier</i></p> <p><i>City Treasurer's Office Payment Validator</i></p>
<p>3.Upload stool and sputum exam or chest xray results in the online application system</p> <p>Attend online HIV Seminar (new applicant only)</p>	<p>3.Reviews uploaded requirements</p>	<p>NONE</p>	<p>3 minutes</p> <p>26 minutes</p>	<p>Health Certificate Document validator</p>
<p>4. Proceed to QCHD Social Hygiene Clinic for VD screening.</p>	<p>5. Conducts Physical examination</p> <p>5.1. Performs VD Clearance</p> <p>5.2. Releases VDRL result</p> <p><i>Note: If with abnormal findings, client shall be referred to the Physician for treatment</i></p>	<p>NONE</p>	<p>20 minutes</p> <p>1 hour</p>	<p>QCHD Social Hygiene Clinic-Medical Officer or Nurse</p>
<p>5. Secure schedule and attend Massagist Course Seminar (for new Therapist applicant)</p>	<p>5.1. Enlists applicant for Massagist Training</p> <p>5,2 Conducts training and issues Certificate of Appearance</p>	<p>NONE</p>	<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>

7. Wait for final approval of application, generate copy of yellow health certificate and print.	7. Reviews uploaded requirements	NONE	15 minutes	Designated Head Approving Officer
<b>TOTAL</b>		For New Therapist Applicant – <b>PHP 375.00</b>  For New Entertainer Applicant – <b>PHP 325.00</b>  For Renewal Therapist or Entertainer – <b>PHP 275.00</b>	For New Therapist - <b>2 days, 2 hrs</b>  For New Entertainer Applicant - <b>2 hours &amp; 14 minutes</b>  For Renewal Therapist or Entertainer Applicant - <b>1 hour &amp; 48 minutes</b>  <b>*plus 24 to 72 hours for online fund transfer</b>	

ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL 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 permit requirements upon evaluation or inspection by the Sanitation Inspector. This authorization remains valid until the indicated validity period.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All New establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Permit and Locational Clearance		QC Business One Stop Shop (BOSS) <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upload Locational Clearance & Unified Business Application Form and wait for the processing of the Provisional Sanitary Permit	1. Encodes the information indicated in the submitted application for the Provisional Sanitary Permit and attaches the Checklist of Requirements for their respective business category.	NONE	10 minutes	Provisional SP Encoder
2. Download and the Provisional Sanitary Permit. <i>Note: Comply with requirements indicated in the provisional SP on or before due date and apply for Sanitary Permit.</i>	2. Issues the Provisional Sanitary Permit via registered email address	NONE	2 minutes	Provisional SP Encoder
<b>TOTAL</b>		<b>NONE</b>	<b>12 Minutes</b>	

## 10. ISSUANCE OF NEW & RENEWAL SANITARY PERMIT Application via Quezon City Online Application System

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.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business Entity	
<b>Who may avail:</b>	All establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	*Business Permit (current year)	Business Permit & Licensing Department QC Business One Stop Shop (BOSS) <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>
	*Provisional Sanitary Permit	
	Order of Payment Form	Sanitary Permit Application in QC E – Services website <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>
	Official Receipt of Payment for Business Permit (current year) <i>inclusive of Sanitary Fee, Inspection Fee; and Health Occupancy Permit Fee (new)</i>	➤ City Treasurer's Office Cashier
	Valid Health Certificates of all employees of the establishment including that of the manager/s and /or Owner	Business Owner / Human Resource Staff / Employees



<p>Microbiological Water Analysis Report</p> <ul style="list-style-type: none"> <li>● Food Establishment –Original copy of monthly report</li> <li>● Non Food Establishment – Original copy of semi-annual report</li> </ul>	<p>DOH Accredited Water Laboratory</p>
<p>Pest Control Service Report</p> <ul style="list-style-type: none"> <li>● Food Establishment – Original monthly service report</li> <li>● Non Food Establishment –Original semi-annual service report</li> </ul>	<p>Licensed Pest Control Service Applicator</p>
<p>Health Occupancy Permit</p>	<p>QCHD-Environmental Sanitation Division</p>
<p>Other Requirements:</p> <ul style="list-style-type: none"> <li>➢ License to Operate (original copy, if applicable)</li> <li>➢ Certificate of Accreditation</li> <li>➢ Physico - Chemical Water Analysis (if applicable)</li> </ul> <p>FOR SP transacting client:</p> <ul style="list-style-type: none"> <li>● Valid Identification of Establishment Owner/President (original and photocopy with 3 specimen signatures)</li> <li>● Valid Identification of Authorized Representative, if any (original and photocopy with 3 specimen signatures)</li> <li>● Notarized Special Power of Attorney, if claimant is not the owner (original and photocopy)</li> </ul>	<p>Department of Health / Food &amp; Drug Administration</p> <p>DOH Accredited Water Laboratory</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to <i>qceservices.quezoncity.gov.ph</i>, and select Health Certificate &amp; Sanitary Permit application services by using a device with updated browser</p> <p>Tap <b>Sanitary Permit</b> icon and select <i>appropriate application</i> type. Fill out required information consistent with valid Business Permit entries.</p> <p>Upload all documentary requirements based on nature of business.</p>	<p>1. Evaluates application information and uploaded documents</p> <p>1.1. Creates Order of Payment for Sanitary Inspection Fee, Sanitary Permit fee, Health Occupancy Permit Fee (for New) <i>if not yet included in the uploaded Business Permit Official Receipt</i></p>	<p>NONE</p>	<p>15 minutes</p>	<p>Sanitary Permit Document Validator</p>

<p>2. Pay corresponding fees</p> <p><i>Note: This step may be omitted if required Sanitary Permit and Inspection fees are included in the Business Permit Official Receipt</i></p> <p>2.1 Send photo of Order of Payment and Proof of Payment via email to <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a></p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's registered email address <i>once online payment is verified</i></p> <p><b>**Prices are subject to change as mandated by a City Ordinance</b></p>	<p>Inspection Fee P100</p> <p><i>Sanitary Permit Processing Fee based on QC Revenue Code (P150 to P750)</i></p>	<p>8 minutes (for cash payment)</p> <p>24-72 hours (online fund transfer)</p>	<p><i>City Treasurer's Office Cashier</i></p> <p><i>City Treasurer's Office Payment Validator</i></p>
<p>3. Wait for final approval of application.</p> <p><i>Generate digital copy received via registered email used in the online application of SP and print.</i></p>	<p>3. Validates all of the uploaded documents and approves accordingly.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Head Approving Officer</p>
<p>4. Submit printout of Sanitary Permit digital copy, present valid ID of owner/ president; And valid ID of authorized representative with SPA to claim Sanitary Permit.</p> <p><i>Note: This step may be omitted once digital copy of Sanitary Permit is finalized in Phase 3 online system enhancement by the latter part of 2023.</i></p>	<p>4. Verifies documents presented and information in the digital copy, prints and issues actual Sanitary Permit</p>	<p>NONE</p>	<p>4 minutes</p>	<p>Environmental Sanitation Division Releasing Clerk</p>

<b>TOTAL</b>	<b>P100 to P850 (based on QC Revenue Code)</b>	a. For cash payment – <b>29 minutes</b> b. For online fund transfer - <b>1 day &amp; 21 minutes to 3 days, &amp; 21 minutes</b>	
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ISSUANCE OF SANITARY PERMIT is covered under Presidential Decree No. 856.

## 11. ISSUANCE OF NEW & RENEWAL SANITARY PERMIT via \* Walk – In 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.

\*Walk – In transaction for New & Renewal Sanitary Permit application is employed only when online system is "down" or inoperative as confirmed by the QC Health Department Head through the Environmental Sanitation Division Head.

***It is advisable that online application be completed once system is up, for inclusion in the Sanitary Permit electronic database.***

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business Entity	
<b>Who may avail:</b>	All New establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Photocopy of Valid 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 inclusive of Sanitary Fee (current year); Inspection Fee; and Health Occupancy Permit Fee	City Treasurer's Office Cashier
	Valid Health Certificate of ALL employees of the establishment including that of the manager/s and /or Owner (photocopy of all certificates for submission)	Business Owner / Human Resource Staff / Employees

Microbiological Water Analysis Report <ul style="list-style-type: none"> <li>• Food Establishment – original monthly report</li> <li>• Non Food Establishment – original semi-annual report</li> </ul> (Photocopies of water analysis reports for submission)		DOH Accredited Water Laboratory		
Pest Control Service Report <ul style="list-style-type: none"> <li>• Food Establishment – original monthly service report</li> <li>• Non Food Establishment – original semi – annual service report</li> </ul> (Photocopies of pest control service reports for submission)		Licensed Pest Control Service Applicator		
Health Occupancy Permit (photocopy for submission)		QCHD-Environmental Sanitation Division		
Other Requirements: <ul style="list-style-type: none"> <li>➢ License to Operate (original copy, if applicable)</li> <li>➢ Certificate of Accreditation</li> <li>➢ Physico - Chemical Water Analysis (if applicable)</li> </ul> FOR SP transacting client: <ul style="list-style-type: none"> <li>• Valid Identification of Establishment Owner/President (original and photocopy with 3 specimen signatures)</li> <li>• Valid Identification of Authorized Representative, if any (original and photocopy with 3 specimen signatures)</li> <li>• Notarized Special Power of Attorney, if claimant is not the owner (original and photocopy)</li> </ul>		Department of Health / Food & Drug Administration  DOH Accredited Water Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and SPA (if authorized representative) and submit all documentary requirements for evaluation	1. Checks for the validity of all the requirements submitted; and issues order of payment <i>if fees are not included in the current year's Business Permit O.R.</i>	NONE	2 minutes	Receiving Clerk

<p>2. Pay corresponding fees</p> <p>Note: This step may be omitted if required Sanitary Permit and Inspection fees are included in the Business Permit Official Receipt</p>	<p>2.a. Issues Official Receipt for cash payment</p> <p><b>**Prices are subject to change as mandated by a City Ordinance</b></p>	<p>Inspection Fee P100</p> <p>Sanitary Permit Processing Fee based on Revenue Code (P150 to P750)</p>	<p>8 minutes (for cash payment)</p>	<p><i>City Treasurer's Office Cashier</i></p>
<p>3. Wait for the processing of the Sanitary Permit</p>	<p>3. Evaluates all submitted documents;</p> <p>3.1 Encodes Sanitary Permit details and prints hard copy</p> <p>3.2 Verifies entries in Sanitary Permit Hard Copy</p>	<p>NONE</p>	<p>4 minutes</p>	<p>Designated SP validator</p> <p>SP Validator Encoder</p> <p>Designated SP Head Approver</p>
<p>4. Present valid ID of owner/ president; <i>and valid ID of authorized representative with SPA to claim Sanitary Permit.</i></p>	<p>4. Verifies documents presented, and issues actual Sanitary Permit</p>	<p>NONE</p>	<p>4 minutes</p>	<p>Environmental Sanitation Division Releasing Clerk</p>
<p><b>TOTAL</b></p>		<p><b>PHP 100.00</b></p>	<p>a. For cash payment – <b>15 minutes</b></p> <p>b. For online fund transfer - <b>1 day &amp; 12 minutes to 3 days &amp; 12 minutes</b></p>	

ISSUANCE OF SANITARY PERMIT is covered under Presidential Decree No. 856.

## 12. ISSUANCE OF HEALTH OCCUPANCY PERMIT

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.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All newly constructed / renovated structures (residential, commercial, industrial & institutional) within the territorial jurisdiction of Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Completion for Building / Occupancy Permit – 1 original and photocopy		Department of Building Official (DBO) Office		
Floor Plan (Sanitary Plumbing) - 1 original and photocopy		Establishment Owner / Representative		
Microbiological Water Analysis Report within 1 month of application (1 original and photocopy)		DOH Accredited Water Laboratory		
Official Receipt of Payment for Health Occupancy Permit ( <i>incorporated in the Business Permit Receipt</i> ) 1 original and photocopy		City Treasurer's Office – Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present copies of the requirements.	1. Reviews and evaluates the requirements presented; issues order of payment as needed	NONE	5 minutes	Sanitation Inspector/ Sanitary Engineer validator
2. Pay corresponding fees  <i>Note: This step may be omitted if fee is included in the Business Permit receipt presented</i>	2.a. Issues Official Receipt for cash payment  **Prices are subject to change as mandated by a City Ordinance	<b>Residential</b> - PHP 200.00  <b>Commercial</b> – PHP 300.00;  <b>Industrial/ Institutional</b> - PHP 400.00	8 minutes (for cash payment)	City Treasurer's Office Cashier



2. Wait for the processing of the Health Occupancy Permit	2.1 Prepares the Health Occupancy Permit  2.2 Signs Health Occupancy Permit	NONE	10 minutes	SP validator encoder  Designated Sanitation Inspector SP validator
3. Claiming of the Health Occupancy Permit	3. Issues Health Occupancy Permit	NONE	3 minutes	Releasing Clerk
<b>TOTAL</b>		<b>Residential -</b> PHP 200.00; <b>Commercial –</b> PHP 300.00; <b>Industrial/ Institutional -</b> PHP 400.00	<b>23 minutes</b>	

### 13. ISSUANCE OF CERTIFICATE OF POTABILITY

The Certificate of Potability is an official document issued by the Quezon City Health Department to all dwelling / residential and other places for lease or rent in which the quality of water passed the standard set in the latest Philippine National Standards for Drinking Water (PNSDW).

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Owners of condominiums, apartelles / inns, motels, hotels, subdivisions and townhouses within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recent three (3) monthly results of microbiological water analysis (original and photocopy)		DOH Accredited Water Laboratory		
Recent Semi-annual results of physico-chemical water analysis 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present copies of the requirements.	1. Reviews and evaluates the requirements presented; issues order of payment as needed	NONE	5 minutes	Sanitation Inspector/ Sanitary Engineer validator

<p>2. Pay corresponding fees</p> <p><i>Note: This step may be omitted if fee is included in the Business Permit receipt presented</i></p>	<p>2.a. Issues Official Receipt for cash payment</p> <p><b>**Prices are subject to change as mandated by a City Ordinance</b></p>	<p><b>Potability Certificate Fee PhP 1000</b></p>	<p>8 minutes (for cash payment)</p>	<p>City Treasurer's Office Cashier</p>
<p>2. Wait for the processing of the Certificate of Potability</p>	<p>2.1 Prepares the Certificate of Potability</p> <p>2.2 Signs Certificate of Potability</p>	<p>NONE</p>	<p>7 minutes</p>	<p>SP validator encoder</p> <p>Designated Sanitation Inspector SP validator</p>
<p>3. Claim Certificate of Potability</p>	<p>3. Issues Certificate of Potability</p>	<p>NONE</p>	<p>3 minutes</p>	<p>Releasing Clerk</p>
<p><b>TOTAL</b></p>		<p><b>PHP 1,000.00</b></p>	<p><b>20 minutes</b></p>	

ISSUANCE OF CERTIFICATE OF POTABILITY is covered under PD No. 856

## 14. 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.*

<b>Office / Division:</b>	QCHD – Special Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All deaths which occurred in Quezon City
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Correctly & Completely Filled Up Death Certificate Forms: <ul style="list-style-type: none"> <li>• Municipal Form No. 103 CERTIFICATE OF DEATH</li> <li>• Municipal Form No. 103A CERTIFICATE OF FETAL DEATH</li> </ul>	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 descendent)	Muslim / Islam Religious Community
For <b>HOME</b> Deaths: <ul style="list-style-type: none"> <li>➤ Notarized affidavit for the Circumstance of Death (requesting party must also be the informant stated in the death certificate)</li> <li>➤ Referral letter from health center (stating reason for unavailability of physician)</li> <li>➤ Photocopy of Certifying Physician's valid PRC License with 3 original specimen signatures</li> </ul>	Legal Department (QC Hall, 7 <sup>th</sup> 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"> <li>➤ Letter from any relative stating the location of the cadaver</li> <li>➤ Certification of direct burial in a cemetery</li> </ul>		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"> <li>• Deaths more than 30 days to less than 1 year             <ul style="list-style-type: none"> <li>➤ 4 copies of Certificate of Death (original and photocopy)</li> <li>➤ 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)</li> <li>➤ Authenticated copy of certificate of burial, cremation or other means of corpse disposal (original and photocopy)</li> </ul> </li> </ul>		Family Member / Relative (nearest of kin)  Legal Department (QC Hall, 7 <sup>th</sup> Floor)  Funeral or Cremation Establishment Family Member / Relative (nearest of kin)		
For Late Registration: <ul style="list-style-type: none"> <li>• Deaths occurring 1 year and above             <ul style="list-style-type: none"> <li>➤ Certificate of funeral service (original and photocopy)</li> <li>➤ Certificate of Burial (original and photocopy)</li> <li>➤ Certificate of No Registration (No Record of Death)</li> </ul> </li> </ul>		} Funeral or Cremation Establishment } Family Member / Relative (nearest of kin)  Philippine Statistics Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Present all properly and completely filled – up forms necessary for death certificate registration such as:</p> <p><b>Municipal Form No. 103</b> CERTIFICATE OF DEATH <b>or</b> <b>Municipal Form No. 103A</b> CERTIFICATE OF FETAL DEATH</p>	<p>1. Review the filled – up death certificate forms for completeness of entries, authenticity and validity of physician's &amp; embalmer's license, signatures and date of embalming</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Receiving Clerk</p>
<p>2. Submit Notarized Affidavit of Circumstances of Death (for home deaths) &amp; waiver of autopsy signed by informant / nearest kin (if needed)</p>	<p>2. Review the necessary attachments or documents submitted</p> <p>2.1. Register Data of the deceased in the logbook</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Receiving Clerk</p>

2.1. Answer query (if needed) for validation purposes	<p>2.2. Conduct verbal autopsy with nearest kin or caregiver for home death without an attending physician</p> <p>2.2. Review, validate and sign death certificate <i>(if without need for revision based on DOH Guidelines in Medical Certification of Death)</i></p> <p>2.3. Give return letter addressed to certifying physician <i>if there are errors noted based on DOH Guidelines</i></p>		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
<b>TOTAL</b>		<b>NONE</b>	<b>30 minutes</b>	

ISSUANCE OF DEATH CERTIFICATE is covered under the Civil Registry Law or Act No. 3753

## 15. 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.

<b>Office / Division:</b>	QCHD – Special Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Quezon City Hall Employees, their immediate dependents and transacting public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• For Employees:               <ul style="list-style-type: none"> <li>➢ Quezon City Employee's ID or Employment Certificate</li> </ul> </li> </ul>		City Personnel Department / Department Concerned		
<ul style="list-style-type: none"> <li>• For Employee's dependent:               <ul style="list-style-type: none"> <li>➢ Birth Certificate</li> <li>➢ Marriage Contract</li> </ul> </li> </ul>		Philippine Statistics Authority / Local Civil Registry		
<ul style="list-style-type: none"> <li>• For Transacting Public               <ul style="list-style-type: none"> <li>➢ Government-Issued ID</li> <li>➢ Ultrasound result (for Gender certification) of Scrotal, Pelvic or Transvaginal Scan</li> <li>➢ Laboratory results as required in Medical Certification / Clearance</li> </ul> </li> </ul>		Client / Citizen DOH Accredited Ultrasound and Sonography Facility  DOH Accredited Clinical Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register on <b>FIRST COME FIRST SERVE Basis</b> 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 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)		15 minutes	Dentist
	4.2. Issue Prescription / Laboratory Request / Referral Form/ Medical Certificate  4.3. Fill-up necessary information in the ITR		Medical / Dental Officer	
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
<b>TOTAL</b>		<b>NONE</b>	<b>40 minutes</b>	

## 16. 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.

<b>Office / Division:</b>	QCHD – Family Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All couples applying for a Marriage License			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Treasurer’s Office Cashier
3. Obtain schedule for seminar (If client is not available as a walk in client for the day)	3. Issue Schedule slip	NONE	3 minutes	Administrative Aide assigned at Pre-marriage 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
<b>TOTAL</b>		<b>PHP 150.00</b>	<b>4 hours &amp; 12 minutes</b>	

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

# CITY ACCOUNTING DEPARTMENT

## FISCAL MANAGEMENT AND CONTROL DIVISION (FMCD)

### 1. Disbursement Voucher – Procurement of Goods, 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.

<b>Office/Division</b>	City Accounting Department : Fiscal Management and Control Division
<b>Classification</b>	Complex
<b>Type of Transaction</b>	Government to Consumer (G2C)
<b>Who may avail</b>	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
Procurement Department (BAC) submits the bidding documents from BAC Goods / BAC Infrastructure	– 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
	– Examiner checks the Disbursement Voucher if supporting documents are complete and valid  – Checks computation of taxes	None		Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)

	<ul style="list-style-type: none"> <li>– Records the details of the financial information in contractor index cards and indicate amount in words</li> <li>– Affix initials</li> </ul>	None	1 day	Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	<ul style="list-style-type: none"> <li>– Verifies charging of Account codes</li> <li>– Obligates fund based on the OBR</li> <li>– Records the financial information</li> <li>– Affixes initials in the voucher</li> </ul>	None		FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	– Checks & Reviews completeness of supporting documents and charging of account /Initials	None		FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	Final Review / Initial	None	1 day	FMCD Division Head
	Sign's certification of completeness and propriety of supporting documents pertinent to the transaction	None		CITY ACCOUNTANT/ Assistant City Accountant
Released processed Disbursement Voucher	Transmit from Financial Management Unit (FMU) to the City Treasurer's Office	None		FMCD Releasing Clerk
<b>TOTAL:</b>		None	3 days	
<b>END OF TRANSACTION</b>				

## 2. 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.

<b>Office/Division</b>	City Accounting Department : Financial Account and Analysis Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Business (G2B)
<b>Who may avail</b>	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 1% 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
<b>TOTAL:</b>		None	20 hours and 30 mins	
<b>END OF TRANSACTION</b>				

## BARANGAY ACCOUNTING SERVICES DIVISION (BASD)

### 3. Barangay Financial Statement

The Financial Statement include Statement of Financial Position, Statement of Financial Performance, Statement of Net Assets/Equity, Statement of Cash Flows, Statement of Comparison of Budget and Actual Amounts and Notes to Financial Statements.

<b>Office/Division</b>	City Accounting Department : Barangay Accounting Services Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail</b>	The Barangay Treasurers Commission on Audit DILG

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
A. Collection and Deposits 1. Summary Report of Collection and Deposits 2. Duplicate copy of Official Receipts (OR's) B. Paid Disbursement Vouchers 1. Punong Barangay Certificate 2. Supporting Documents		Barangay Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. DSCAF</b>  (Daily Statement of Collections & Accountable Forms)  Submit DSCAF with Deposit Slip	Bookkeepers receives and check the accuracy of the reports submitted. 1. Abstract DSCAF 2. Prepares Journal Voucher (JV)	None	3 days	Bookkeepers
	Reviews and Initial JV's	None	1 day	Asst. and Chief of BASD
	Approves and signs JV's	None	1 day	City Accountant



<p><b>B. Paid Disbursement Voucher</b></p> <p>Submit disbursement vouchers with supporting documents and PBC Certification) (Punong Brgy.)</p>	<p>1.The receiving clerk receives and check the accuracy of the reports submitted then have it receive by the bookkeeper</p> <p>2. Journalize Brgy. Transactions</p> <p>3. Transmit disbursement vouchers to COA</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 days</p> <p>3-4 days</p> <p>No entry of time</p>	<p>Receiving clerk</p> <p>Bookkeepers</p> <p>Transmittal encoder</p>
<p><b>C. Preparation of Financial Statements</b></p>	<p>1. Prepares Journal Vouchers (JV's) for IRA, RPT's, CTC, other adjustments and Bank Reconciliation</p> <p>2. Prepares Financial Statements</p> <p>3. Reviews and Initials financial statements</p> <p>4. Reviews and signs Financial Statement</p>	<p>None</p>	<p>Depends on the availability of bank statement submitted</p>	<p>Bookkeepers</p> <p>Asst. &amp; Division Head – BASD</p> <p>City Accountant</p>
<b>TOTAL:</b>		None	11 to 12 days	
<b>END OF TRANSACTION</b>				

#### 4. Other Function

This includes other services rendered by the division. Annual / Supplemental Budget of 142 Barangays

<b>Office/Division</b>	City Accounting Department : Barangay Accounting Services Division
<b>Classification</b>	Simple / Complex
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail</b>	The Barangay Treasurers

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
A. Barangay Ordinance with Certified Statement of Income for Annual Budget  B. Barangay Ordinance with computation of Supplemental Budget		Barangay Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Annual and Supplemental Budget</b>	Checks, verify and initial the actual income realized for the next preceding year.	None	No entry of time	Asst. & Division Head – BASD
	Review and signs the Annual / Supplemental Budget	None		City Accountant
<b>TOTAL:</b>		None	No entry of time	
<b>END OF TRANSACTION</b>				

# PAYROLLS, BILLS AND REMITTANCES DIVISION (PBRD)

## 5. Issuance of Certificate for Taxes Withheld

Taxes withheld of Contractor/s and Supplier/s

<b>Office/Division</b>	City Accounting Department : Payrolls, Bills and Remittance Division
<b>Classification</b>	Simple – Complex
<b>Type of Transaction</b>	Government to Government / Government to Citizen (G2G / G2C)
<b>Who my avail</b>	Quezon City officials and employees & Contractors

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
-Tax Payers Identification Number (T.I.N.), Contractor's Business Name & Address		-Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A1. Fill up request form or send request via eMail account:</p> <p><a href="mailto:pbrd.CityAccounting@quezoncity.gov.ph">pbrd.CityAccounting@quezoncity.gov.ph</a></p> <p><b>Attention to : PBRD-BIR Section</b></p>	<p>A1. Receive request slip or acknowledge eMail request</p> <p>A2. Record &amp; Encode Transaction</p> <p>A3. Verify Withholding taxes and TIN.</p> <p>A4. Prepare BIR Form No. 2307 and City Tax</p> <p>A5. Print Certificate of BIR &amp; City Tax Withheld</p> <p>A6. Affix Signature</p>	None	<p><b>-SIMPLE TRANSACTION :</b> Receive &amp; Release on the same day</p> <p>or</p> <p>Upon receipt of eMail request</p> <p><b>-COMPLEX TRANSACTION :</b> Maximum 3 days</p>	<p>A1-2. Receiving Clerk</p> <p>A3-5. Assigned Personnel</p> <p>A6. PBRD Head/ City Accounting Department Head</p>

B. Receive Certificate ( <i>BIR form 2307 &amp; City Tax Certification</i> ) or scanned copy (eMail)	B. Record & Release of certificate/s or scanned copy (eMail)			B. Receiving / Releasing Clerk
<b>TOTAL:</b>		None	One (1) to Three (3) day/s	
<b>END OF TRANSACTION</b>				

# REVENUE ABSTRACT AND STATISTICS DIVISION (RASD)

## 6. Verification of Taxes paid

For verification of documents if such payments previously made have been entered and/or registered in the Collection Registry Database

<b>Office/Division</b>	City Accounting Department : Revenue Abstract and Statistics Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen (G2C)
<b>Who may avail</b>	Taxpaying Public and other private personnel with Tax payment-related concerns

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<p>The person concerned shall bring with him the original copy of the Official Receipt as proof of payment.</p> <p>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 Acts of God.</p>		Client must bring original documents to be verified.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Present Original Receipt of paid Taxes</p> <p>Or</p> <p>Present Affidavit of Loss and photocopy of the misplaced / destroyed O.R.</p>	<p>Check veracity of the document/s presented.</p> <p>Go to computer records to verify if payments have been recorded in the database. Check O.R No, date of Payment, Name of Taxpayer</p>	None	10 minutes	Authorized RASD personnel

	<p>Upon verification, and If proven true and correct, the OR shall be presented to the RASD Chief or authorized personnel for signature.</p> <p>O.R. will then be returned to the person concerned with the Signature and Verification proof at the back.</p> <p>If found not in order, O.R will be for confiscation and will need to prepare an incident report.</p>	None	30 minutes	RASD Chief/ Authorized RASD personnel
Sign in the Logbook to indicate that the transaction is completed	Have the client sign in the verification transaction logbook for future references.	None	5 minutes	Authorized RASD personnel
<b>TOTAL:</b>		None	45 minutes	
<b>END OF TRANSACTION</b>				

## IMMEDIATE STAFF

### 7. Processing of Accountant's Advice for Local Check Disbursement (AALCD)

Check Disbursement made by the City Government

<b>Office/Division</b>	City Accounting Department : Immediate Staff
<b>Classification</b>	Simple - Complex
<b>Type of Transaction</b>	Government to Government / Government to Consumer (G2G / G2C)
<b>Who may avail</b>	Quezon City – Treasurer's Office (for disbursement officers, employees, taxpayers claiming refunds and financial assistance, contractors and suppliers.)

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Official Transmittal from Cash Division, City Treasurer's Office (CTO), Quezon City 2. Fully processed disbursement voucher or payroll. 3. Accomplished and signed check.		City Treasurer's Office (CTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>A1. Cash Division, City Treasurer's Office transmit fully processed Disbursement Voucher/payroll with corresponding accomplished &amp; signed checks</p>	<p>A1. Received official transmittal from Cash Division, City Treasurer's Office, the Disbursement Voucher / payrolls with complete supporting documents.</p> <p>A2. Sort transactions according to fund account (General Fund, Special Education Fund and Trust Fund). If discrepancies are noted, transactions are officially returned to the Cash Division, City Treasurer's Office for rectification/ cancellation and replacement</p> <p>A3. Verify transactions from the systems file, if there are no discrepancies, assign AALCD No. and encode the necessary details (check no., date, payee and amount of check).</p> <p>A4. Prepare five (5) copies of AALCD addressed to the Manager of Land Bank of the Philippines, Quezon City Hall branch.</p> <p>A5. Scanned documents and indicate the AALCD No. at the foot of the original copy of disbursement voucher.</p> <p>A6. Signed AALCD</p> <p>A7. After the AALCD is signed, five (5) copies of transmittal are prepared and delivered to the following:</p>	<p>None</p>	<p>1 hour</p>	<p>A1-4. Administrative Officer IV</p> <p>Administrative Assistant I</p> <p>A5. Accountant's Representative</p>
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	<b>TOTAL:</b>	None	1 hour	
<b>END OF TRANSACTION</b>				

# FISCAL MANAGEMENT AND CONTROL DIVISION (FMCD)

## 1. Pre-audit of Payrolls

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

<b>Office/Division</b>	City Accounting Department : Fiscal Management and Control Division
<b>Classification</b>	Complex
<b>Type of Transaction</b>	Government to Government / Government to Consumer (G2G / G2C)
<b>Who may avail</b>	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, signed by HRMD Originating Office  Originating Office Originating Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Originating office submits the payroll duly signed by the Department/Office Head and the HRMD	<b>Preliminary Checking</b>			
	- Check the payroll if supporting documents are computed correctly  -Returns the documents to the Originating office to submit the same to the City Budget Department for approval of OBR	None	1 day	Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
Originating office submits the payroll duly signed by the Department/Office Head and HRMD together with the signed	<b>Pre-Audit Proper</b>			
	– Receives, records and designates accounting no. for all incoming payroll / DV			FMCD RECEIVING Clerk / Office Aide

Obligation Request (OBR) by the City Budget Department	<ul style="list-style-type: none"> <li>– Forwards Payroll to respective pre – audit team in – charge</li> <li>– Re-checking the payroll for propriety and completeness of supporting documents in accordance to applicable laws or stipulation</li> </ul>	None	1 day	Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	<ul style="list-style-type: none"> <li>– Records the details of the individual payroll information in salary index cards and indicate amount in words</li> </ul>			Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	<ul style="list-style-type: none"> <li>– Verifies charging of Account codes</li> <li>– Obligates fund based on the OBR</li> <li>– Records the financial information</li> <li>– Affixes initials in the voucher</li> </ul>			FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	<ul style="list-style-type: none"> <li>– Checks &amp; Reviews completeness of supporting documents and charging of accounts / Initial payroll</li> </ul>			FMCD Assistant Division Head
	Final Review / Initial payroll			FMCD Division Head
	Sign's certification of completeness and propriety of supporting documents pertinent to the transaction			City Accountant / Assistant City Accountant

Released processed Payroll	Transmit to the Financial Management Unit (FMU) of the City Treasurer's Office			FMCD Releasing Clerk
<b>TOTAL:</b>		None	2 days	
<b>END OF TRANSACTION</b>				

## 2. Issuance of Certification of Last Salary

Request for certification for last salary which is a requirement for various transaction including claims for terminal leave benefit.

<b>Office/Division</b>	City Accounting Department : Fiscal Management and Control Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail</b>	Teachers & Employees of QC LGU, City-Paid Gov't. Employees

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Certification of Last Salary		Teachers & Employees of QC LGU, City-Paid Gov't. Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request via E-mail account: <a href="mailto:fmcd.CityAccounting@quezoncity.gov.ph">fmcd.CityAccounting@quezoncity.gov.ph</a>  for Certification of Last Salary; Certification of Availability of Funds  - or -  Submits letter of request to CAD Receiving	Check Database records vs. requesting agency/personnel for veracity of information	None	1 day	Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	Final Review /Affix Initial	None		FMCD Division Head
	Affix Signature	None		CITY ACCOUNTANT/ Assistant City Accountant
Received Certification	Record and release of certificate	None		Assigned Personnel
<b>TOTAL:</b>		None	1 day	
<b>END OF TRANSACTION</b>				

## PAYROLLS, BILLS AND REMITTANCES DIVISION (PBRD)

### 3. Issuance of Certification for Employees Mandatory Deductions / Contribution

Employees mandatory deductions/ contributions

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

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
-Government Service Insurance System Unified Multi-purpose ID (GSIS-UMID) -Home Development Mutual Fund Loyalty Card (PAG-IBIG ID) -Philhealth ID.		-Human Resource Management Department (HRMD) or Agency concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>A1. Fill up request form or send request via eMail account:</p> <p><b><u>pbrd.CityAccounting@quezoncity.gov.ph</u></b></p> <p><b>Attention to : PBRD (GSIS, PhilHealth or HDMF / Pag-ibig Section )</b></p>	<p>A1. Receive request slip or acknowledge eMail request</p> <p>A2. Record &amp; Encode Transaction</p> <p>A3. Verify mandatory deductions/ contributions and Membership Identification No. (MIN)</p> <p>A4. Prepare certificate of mandatory deductions/contribution or other requested certification/s</p> <p>A5. Print certificate of mandatory deductions / contributions or other requested certification/s</p> <p>A6. Affix signature</p>	<p>None</p>	<p><b>-SIMPLE TRANSACTION :</b></p> <p>Receive &amp; Release on the same day</p> <p>or</p> <p>Upon receipt of eMail request</p> <p><b>-COMPLEX TRANSACTION :</b></p> <p>Maximum 3 days</p>	<p>A1-2. Receiving Clerk</p> <p>A3-5. Assigned Personnel</p> <p>A6. PBRD Head/ City Accounting Department Head</p>
<p>B. Receive certificate of mandatory deduction/ contribution (GSIS, Philhealth or HDMF / Pag-ibig) or scanned copy (eMail)</p>	<p>B. Record &amp; Release of certificate/s or scanned copy (eMail)</p>			<p>B. Receiving / Releasing Clerk</p>
<b>TOTAL:</b>		None	One (1) to Three (3) day/s	
<b>END OF TRANSACTION</b>				

# FINANCIAL ACCOUNTS AND ANALYSIS DIVISION (FAAD)

## 4. Certification of No Unliquidated Cash Advance

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

<b>Office/Division</b>	City Accounting Department : Financial Account and Analysis Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail</b>	Officers / Personnel who received Cash Advance for City Government

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request Letter for Certification of Unliquidated Cash Advance / Outstanding Cash Advance Balance.		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Send request via E-mail account:  <b><u>faad.CityAccounting@quezon</u></b>  <b><u>city.gov.ph</u></b></p> <p>For Certification of NO Unliquidated Cash Advance / Outstanding Cash Advance Balance                      or                      Request letter with specific purpose duly signed by employee or Department Head</p>	<p>Receives required documents and forwards to the Financial Account and Analysis Division (FAAD) the request letter for certification of NO Unliquidated Cash Advance</p>	None	4 hours	Receiving Clerk Administrative Division



	<p>Verify Cash Advance Balances from the Three (3) Funds (General Fund, Trust Fund and SEF)</p> <p>Prepares Certification</p> <p>Initials Certification</p>	None	4 hours	<p>Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)</p> <p>Head - Financial Accounts and Analysis Division (FAAD)</p>
	<p>Certification signed by the City Accountant or Asst. City Accountant</p>	None	4 hours	<p>City Accountant / Asst. City Accountant</p>
<p>Receives Certification of NO Unliquidated CA</p>	<p>Release Certification of NO Unliquidated Cash Advance / Cash Advance Balances to the applicant</p>	None	4 hours	<p>City Accounting Admin / Releasing Clerk</p>
<b>TOTAL:</b>		None	16 hours	
<b>END OF TRANSACTION</b>				

## 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).

<b>Office/Division</b>	City Accounting Department : Financial Account and Analysis Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail</b>	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 Management and Control Division (FMCD)	Receive processed Cash Advance with notation of the supporting documents (Liquidation Report)	None	8 hours	Receiving Clerk Fiscal Management and Control Division (FMCD)
	Forwards to the Financial Accounts and Analysis Division (FAAD) the Liquidation Report with supporting documents			Releasing Clerk Fiscal Management and Control Division (FMCD)
Submit required documents to Financial Accounts and Analysis Division (FAAD)	Receives the Liquidation Report (LR) and indicate LR No.		4 hours	Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)
	Process the LR and prepare JEV taking up the Liquidation			Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)

	Releases copy of the received Liquidation Report (LR) with LR No. to the COA/client	None		Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)
<b>TOTAL:</b>		None	12 hours	
<b>END OF TRANSACTION</b>				

# DEPARTMENT OF PUBLIC ORDER AND SAFETY

## Administrative Division External Service

### 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.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C- Government to Citizen		
<b>WHO MAY AVAIL:</b>		Quezon City residents, high school graduate, college level, college graduate or post graduate;		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicants submit letter of application with Personal Data Sheet	1.1. Receives the application and informs applicant to wait for notification, through text message, from the Administrative Personnel;	None	3 mins	Receiving Clerk

	1.2. Records the document and prepares routing slip;	None	2 mins	Receiving Clerk
	1.3. Forwards the application to the Administrative Division;	None	3 mins	Receiving Clerk
	1.4. Evaluates and checks the qualifications of the applicant, prepares recommendation and refer to the Department Head for instruction;	None	15 mins	Chief Administrative Officer
	1.5. Reviews the recommendation; gives instruction to the CAO whether to consider or reject applicant;	None	30 mins	Head, DPOS
	1.6. 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
	1.7. Encodes the name of the applicant in the masterlist of applicants and informs them of their application status;	None	15 mins	Admin Clerk
	1.8. Sets the date for interview of all applicants; (this will depend on the availability of slots for COS)	None	30 mins	Chief Administrative Officer

	1.9. Informs DPOS Selection Committee members on the date and time of interview;	None	30 mins	Admin Clerk
	1.10. 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;	2.1. Orients the applicant on the process of the interview and the important information the DSC will be asking;	None	30 mins	Admin Clerk
	2.2 Interviews qualified applicants;	None	20 mins	DPOS Selection Committee
	2.3. 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
	2.4. Submits the result to the Chief Administrative Officer	None	20 mins	Admin Clerk
	2.5. Checks the tabulation and presents to the Department Head for instruction;	None	15 mins	Chief Administrative Officer
	2.6. Instructs the CAO to set final interview of applicants who passed the initial interview	None	15 mins	Head, DPOS

	2.7. 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	3.1. Interviews all the applicants;	None	20 mins	Head, DPOS
	3.2. Gives instruction to the Chief Administrative Officer and identifies applicants to be hired	None	20 mins	Head, DPOS
	3.3. Informs successful applicants to submit all documentary requirements within 5 days	None	30 mins	Chief Administrative Officer
	3.4. Waits for the submission of documents by the applicants;	None	5 days	
4. Submits to DPOS all the documentary requirements	4.1. Receives and checks on the completeness of the documents and advises them to report after 2 days	None	2 hours	Admin Clerk
	4.2. Prepares Contract of Service for the newly hired applicants	None	1 hour	Admin Clerk
	4.3. 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	5.1. The applicants are oriented on the Terms and Conditions prior to signing of contract;	None	30 mins	Chief Administrative Officer
6. Applicants signs Contract	6.1 Have the newly hired personnel sign contract as Contract of Service employees of DPOS for the period _____;	None	1 hour	Admin Clerk
	6.2 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	7.1 Welcomes the newly hired Contract of Service Personnel and gives them orientation on the functions of our department;	None	30 mins	Chief Administrative Officer
<b>TOTAL:</b>			<b>8 days, 6 hours, and 18 minutes</b>	



## 2. PROCESS IN THE RECOMMENDATION FOR PROMOTION AND HIRING OF PLANTILLA PERSONNEL

The department shall adhere to the Civil Service Commission's Omnibus Rules on Appointments and Other Human Resources Actions. Publications shall be coursed through the Human Resource Management Department.

<b>OFFICE / DIVISION:</b>	Administrative Division
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	G2C Government to Citizen;
<b>WHO MAY AVAIL:</b>	All interested applicants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>APPLICANTS</b>	
1. Letter of intent (1 original or 1 photocopy or 1 electronic copy)	Applicant
2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 original or 1 photocopy or 1 electronic)	Please download the PDS and Work Experience Sheet at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>
3. Performance rating in the last rating period (if with previous government service) (1 original or 1 photocopy or 1 electronic copy)	Previous/current government employer
4. Certified / authenticated of eligibility/rating/license (1 original or 1 photocopy or 1 electronic copy)	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)
5. Certified / authenticated of Transcript of Records and Diploma (1 original or 1 photocopy or 1 electronic copy)	College / University graduated
6. Medical Certificate (CSC Form 211, revised 2018) (1 original copy with test result attached)	Please download the Medical Certificate (CSC Form 211, revised 2018) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> and signed by a government physician
7. Valid NBI Clearance (1 original copy)	National Bureau of Investigation (NBI)
8. PSA-issued Birth Certificate (1 original/authenticated copy)	Philippine Statistics Authority (PSA)
9. Marriage Contract/ Certificate (if applicable) (1 original/authenticated copy)	Philippine Statistics Authority (PSA)

Upon appointment				
1. Statement of Assets and Liabilities and Net Worth (SALN) (4 original copy)		Please download the Statement of Assets and Liabilities and Net Worth (SALN) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
2. Landbank ATM application/number (1 photocopy for ATM Card [Front])		LandBank (for LandBank ATM application)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete application requirements thru e- mail, <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> or thru courier/walk-in at DPOS Office.	1.1 Sends an e-mail acknowledgement and paper screen applications received. Only shortlisted applicants with complete requirements and applied within the application period will be contacted for the formal assessment process.	NONE	10 days	Administrative Division Staff
2. Confirms the attendance to scheduled preliminary interview at the DPOS office	2.1. Schedules shortlisted applicants for interview	NONE	3 days	Administrative Division Staff
	2.2 Checks and reviews all documents submitted	NONE	1 day	Administrative Division Staff
	2.3 Submits to the Human Resource Management Department the documents of all shortlisted applicants	NONE	1 day	Administrative Division Staff
<b>TOTAL:</b>			<b>15 days</b>	

### 3. RECEIVING OF ALL INCOMING DOCUMENTS

This covers the receipt of all incoming documents from external clients – complaints, requests and other concerns.

<b>OFFICE/DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		All constituents / citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the documents to DPOS Office through personal delivery or mail/ courier, email	1.1. Check appropriate details like name of the sender and contact number	None	10 Minutes	Receiving Clerk
	1.2. Stamp received the duplicate copy and return to the customer, if personally delivered. If documents are received from post office or courier or email affix the signature in the delivery receipt.	None	5 Minutes	Receiving clerk
	1.3. Proceed to recording of the document.	None	10 Minutes	Receiving Clerk
	1.4. Assign reference number.	None	5 Minutes	Receiving Clerk
	1.5 Forward all documents to the Office of the Department Head	None	5 minutes	Messenger
	1.6. Encode details in the Microsoft SharePoint – Receiving Documents Master list.	None	20 Minutes	Administrative Assistant
	1.7. Review documents for notation of the Department Head	None	20 minutes	Chief Administrative Officer
	1.8. Review, give instructions / notations to concerned division heads	None	20 minutes	Head, DPOS
	1.9. Route the physical documents to the concerned divisions	None	10 minutes	Messenger
		<b>TOTAL:</b>	<b>1 Hours, 45 Minutes</b>	

#### 4. ISSUANCE OF DRONE CLEARANCE

A clearance issued to allow drone users/pilots to operate their drone on a specific date and area for education/training purposes of acquiring a drone pilot license and/or for special events and programs.

<b>OFFICE/DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2G, G2B, and G2C		
<b>WHO MAY AVAIL:</b>		Event Organizers and Drone Pilots/Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to the Department Head				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a letter request addressed to the Department Head which should include the intended date and location of the shoot.	1.1. Receive and Record letter request, attach routing slip to be forwarded to the Administrative clerk.	None	3 Minutes	Receiving Clerk
	1.2. Check appropriate details of the request, verifies if it would be safe to operate a drone on the requested location.	None	20 Minutes	Administrative Assistant
	1.3. Prepare drone clearance.	None	30 Minutes	Administrative Assistant
	1.4. Forward clearance for signature of the Administrative Chief.	None	3 hours	Administrative Chief
	1.5. Forward clearance to the Office of the Department Head for final signature.	None	3 hours	Head, DPOS
<b>TOTAL:</b>		<b>6 hours, 53 minutes</b>		

## Administrative Division Internal Service

### 1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (PERMANENT AND CONTRACT OF SERVICE)

Certificate of Employment is issued to all DPOS employees upon request for whatever legal purpose it may serve them which indicates all necessary employment information of an employee. Certificate of Employment is requested for the purpose of applying loans, travels, and other personal reason.

<b>OFFICE / DIVISION:</b>		Administrative Division, Department of Public Order and Safety		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly-filled out request slip		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out and submit accomplished request slip.	1.1. Receives the request slip and informs applicant to wait for notification from the Administrative Personnel;	None	3 mins.	Administrative Clerk
	1.2. Checks on the status of the applicant's employment;	None	10 mins.	Administrative Clerk
	1.3. Prepares the Certificate of Employment	None	45 minutes	Administrative Clerk
	1.4. Reviews and affixes initials on the Certificate of Employment	None	1 hour	Chief Administrative Officer
	1.5. Approves and signs Certificate of Employment	None	1 hour	Head, DPOS

	1.6. Informs requesting personnel thru text message that the Certificate of Employment is already signed by the DPOS Head.	None	5 mins	Administrative Clerk
<b>TOTAL:</b>			<b>3 hours and 3 minutes</b>	

## 2. ISSUANCE OF LEAVE CARDS

Leave Cards are issued to DPOS employees as attachments to their claims for monetization, application for loan, GSIS requirements, terminal leave and other similar purposes.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter or verbal request		Administrative Division Office, DPOS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicants submit letter request	1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel;	None	3 mins.	Administrative Clerk
	2. Checks on the purpose of the request and the other documents needed	None	5 mins.	Administrative Clerk
	3. Checks on the number vacation and sick leave credits from the database	None	10 mins	Administrative Clerk
	4. Prepares and signs the Leave Card	None	10 mins	Administrative Clerk
	5. Approves and signs the Leave Card	None	10 mins	Chief Administrative Officer
	6. Informs requesting personnel thru text message that the Leave Card is already signed by the Chief Administrative Officer	None	5 mins	Administrative Clerk

<b>TOTAL:</b>	<b>43 minutes</b>
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### 3. APPLICATION FOR LEAVE

Aside from the Vacation, Sick, Maternity and Paternity Leave, special Leave privileges may be availed for three (3) days or a combination of any leave for maximum of three days in a given year.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2G – Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original / soft copy)		Human Resources Development Division		
2. Medical Certificate for sick leave incurred for 5 days or more (1 Original / soft copy)		Hospital / Clinic / Lying-in		
<b>FOR MATERNITY LEAVE APPLICATION</b>				
1. Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery (Original / soft copy - 1 copy)		Hospital / Clinic / Lying-in		
2. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original)		Human Resources Development Division		
3. Solo Parent I.D. for solo parents who want to avail the additional maternity leave of 15 days (1 Original / soft copy)		Department of Social Welfare and Development (DSWD) / Municipal Social Welfare and Development (MSWD)		
<b>FOR PATERNITY LEAVE APPLICATION</b>				
1. PSA marriage certificate (1 photocopy)		Philippine Statistics Authority (PSA)		
2. Birth certificate of newly born child (1 photocopy)		Hospital / Clinic / Lying-in / Civil Registry / PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the leave form. <b>FOR VACATION LEAVE:</b> filing should be at least five (5) calendar days before actual leave <b>FOR EMERGENCY SICK LEAVE:</b> filing should be done the day after <b>FOR MATERNITY LEAVE:</b> filing should be at least thirty (30) calendar days in advance	1. Provides the leave form	None	20 minutes	Administrative Assistant
2. Submits the accomplished leave form including the documentary requirements to the Administrative Division	2.1. Reviews completeness of documentary requirements and certifies leave balances	None	20 minutes	Administrative Assistant

	2.2. Endorses to first-level approver for initial	None	20 minutes	Administrative Assistant
	2.3 First-level approver will decide whether to recommend or not recommend the leave	None	30 minutes	Administrative Officer II
	2.4. Endorses to final second-level approver for approval	None	10 minutes	Administrative Assistant
	2.5. Second-level approver will decide whether the recommendation is acceptable or not and sign the leave form	None	30 minutes	Chief Administrative Officer
	2.6. Retrieves the signed leave form	None	20 minutes	Administrative Assistant
	2.7 Records the approved application	None	30 minutes	Administrative Assistant
<b>TOTAL:</b>			<b>3 hours</b>	

#### 4. PROCESSING OF PAYROLL OF DPOS EMPLOYEES

The DPOS Administrative Clerk prepares the payroll of DPOS employees on a monthly basis. All requirements are consolidated and submitted to concerned departments,

<b>OFFICE/DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		G2G – Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Daily Time Record (DTR)		Administrative Division		
2. Accomplishment Report		employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete and signed requirements at least 3 working days before the 25 <sup>th</sup> of each month	1.1 Receives complete requirements from employees	None	1 Hour	Administrative Assistant
	1.2 Evaluates the submitted documents.	None	6 Hours	Administrative Assistant
	1.3 Computes and prepares payroll summary	None	1 Day	Administrative Assistant
<b>TOTAL:</b>			<b>1 Hours, 45 Minutes</b>	

## 5. LANDBANK ELECTRONIC SALARY LOAN (eSL)

eSL is a new electronic-based salary loan product of LANDBANK that offers eligible employees of government agencies with a facility to apply for salary loan.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B and G2G		
<b>WHO MAY AVAIL:</b>		All DPOS Plantilla employees interested applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prosecutor's Clearance.		Department of Justice		
2. Regional Trial Court (RTC) Clearance.		Hall of Justice		
3. Metropolitan Trial Court (MTC) Clearance.		Hall of Justice		
4. Leave Credits		Administrative Division		
5. Certified Thru Xerox Copy of Government Identification Card.		Administrative Division		
6. Certified Thru Xerox Copy of Pay slip.		Administrative Division/Human Resource Management Department		
7. Fill out whitelist form of LandBank.		Administrative Division/LandBank		
8. Print out of whitelist form of LandBank.		Administrative Assistant		
9. Universal Serial Bus (USB)		Any office store		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the complete requirement in availing the eSL.	1.1. Checks appropriate details and requirements of the client.	None	30 Minutes	Administrative Assistant
	1.2. Encodes the details submitted by the employees in LandBank whitelist. (*processing time will change depends on how many employee will want to avail)	None	30 Minutes	Administrative Assistant
	1.3. First-level approver will sign after checking the completeness of whitelist.	None	5 minutes	Chief Administrative Officer

	1.4. Second-level approver will sign the whitelist.	None	5 minutes	Department Head
	1.5. Endorses the whitelist and the requirements to LandBank.	None	30 Minutes	Administrative Assistant
<b>TOTAL:</b>			<b>1 Hours 40 Minutes</b>	

## 6. REPLACEMENT OF DAMAGE LANDBANK ATM e-Card

When LandBank ATM e-Card was Torn/Damage we can request for replacement.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B and G2G		
<b>WHO MAY AVAIL:</b>		All DPOS Plantilla and Contractual employees interested applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Torn/Damage ATM e-Card		Administrative Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Surrenders the ATM e-Card that was Torn/Damage and request for endorsement to Human Resource Management Department.	1.1 Check the ATM e-Card that was torn/damage.	None	3 Minutes	Administrative Assistant
	1.2 Prepares endorsement to HRMD and review the details.	None	7 minutes	Administrative Assistant
	1.2 First-level approver will sign after checking the completeness of the document.	None	5 minutes	Chief Administrative Officer
	1.3 Second-level approver will sign the document.	None	5 minutes	Department Head
	1.4 Endorses to the Human Resource Management Department.	None	30 Minutes	Administrative Assistant
		<b>TOTAL:</b>	<b>50 minutes</b>	

## 7. REPLACEMENT OF LOST LANDBANK ATM e-CARD

When LandBank ATM e-Card was lost we can request for replacement.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B and G2G		
<b>WHO MAY AVAIL:</b>		All DPOS Plantilla and Contractual employees interested applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly notarized Affidavit of Loss ATM e-Card		Any authorized Law Office and Notary Public		
2. Request/Update Form		LandBank		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly notarized affidavit of loss ATM e-card and request/update form.	1.1 Checks the duly notarized affidavit of loss.	None	2 Minutes	Administrative Assistant
	1.2 Checks the request/update form.	None	2 minutes	Administrative Assistant
	1.3 Prepares endorsement to HRMD and review the details.	None	7 minutes	Administrative Assistant
	1.4 First-level approver will sign after checking the completeness of the document.	None	5 minutes	Chief Administrative Officer
	1.5 Second-level approver will sign the document.	None	5 minutes	Department Head
	1.6 Endorse to the Human Resource Management Department.	None	10 minutes	Administrative Assistant
<b>TOTAL:</b>			<b>31 minutes</b>	

## 8. NEW LANDBANK ATM e-CARD FOR CONTRACT OF SERVICE (COS)

Requirement for our newly hire contract of service (COS)

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B and G2G		
<b>WHO MAY AVAIL:</b>		All DPOS Plantilla and Contractual employees interested applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Government Issued ID		Administrative Division		
2. Employee Number		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits government issued ID and Employee Number	1.1 Reviews the documents	None	3 Minutes	Administrative Assistant
	1.3 Prepares endorsement to HRMD and review the details.	None	7 minutes	Administrative Assistant
	1.4 First-level approver will sign after checking the completeness of the document.	None	5 minutes	Chief Administrative Officer
	1.5 Second-level approver will sign the document.	None	5 minutes	Department Head
	1.6 Endorses to the Human Resource Management Department.	None	10 minutes	Administrative Assistant
<b>TOTAL:</b>			<b>30 minutes</b>	



## 9. GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) DEATH CLAIM AND SURVIVORSHIP

When a member or pensioner dies, their beneficiaries are entitled to cash and/or pension benefits, subject to the existing rules and regulations on survivorship and policies on the maximum amount of survivorship pension.

<b>OFFICE / DIVISION:</b>	Administrative Division			
<b>CLASSIFICATION:</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	G2B and G2G			
<b>WHO MAY AVAIL:</b>	All DPOS Plantilla employees applicants			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. GSIS Application for Retirement/Separation/Life Insurance Benefits	GSIS			
2. GSIS Application for Survivorship	GSIS			
3. Service Record	Human Resource Management Dept.			
4. Certification	Office of the City Attorney (Legal Dept)			
5. Affidavit of Surviving Heirs/Surviving Spouse/Guardian of minor or Dependent Children	GSIS			
6. Certificate of Death	Philippine Statistics Authority (PSA)			
7. Certificate of Marriage	Philippine Statistics Authority (PSA)			
8. Affidavit of Death Claim	Any authorized Law Office and Notary Public			
9. General Clearance	Administrative Assistant			
10. Office Clearance	Administrative Assistant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the complete requirement in availing the GSIS Death Claim and Survivorship	1.1 Checks appropriate details and requirements of the client.	None	10 Minutes	Administrative Assistant
	1.2 Prepares endorsement to HRMD and review the details.	None	10 Minutes	Administrative Assistant
	1.3 First-level approver will sign after checking the completeness of the documents.	None	5 minutes	Chief Administrative Officer
	1.4 Second-level approver will sign the documents.	None	5 minutes	Department Head

1.5 Endorses to the Human Resource Management Department.	None	20 minutes	Administrative Assistant
<b>TOTAL:</b>		<b>50 Minutes</b>	

## 10. GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) APPLICATION FOR RETIREMENT/SEPARATION/LIFE INSURANCE BENEFITS

When LandBank ATM E-Card was Torn/Damage we can request for replacement.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B and G2G		
<b>WHO MAY AVAIL:</b>		All DPOS Plantilla employees interested applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Retirement/Separation/Life Insurance Benefits.		GSIS		
2. Service Record		Human Resource Management Dept.		
3. Certification		Office of the City Attorney (Legal Dept)		
4. General Clearance		Administrative Assistant		
5. Office Clearance		Administrative Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the complete requirement in availing the GSIS Retirement/Separation/Life Insurance Benefits.	1.1. Checks appropriate details and requirements of the client.	None	2 Minutes	Administrative Assistant
	1.2. Prepares endorsement to HRMD and review the details.	None	10 Minutes	Administrative Assistant
	1.3. First-level approver will sign after checking the completeness of the documents.	None	5 minutes	Chief Administrative Officer
	1.4. Second-level approver will sign the documents.	None	5 minutes	Department Head
	1.5. Endorses to the Human Resource Management Department.	None	20 minutes	Administrative Assistant
<b>TOTAL:</b>		<b>50 Minutes</b>		

## 11. GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) MULTI-PURPOSE AND POLICY LOAN

When LandBank ATM E-Card was Torn/Damage we can request for replacement.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B and G2G		
<b>WHO MAY AVAIL:</b>		All DPOS Plantilla employees interested applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Affidavit of Loan		Administrative Assistant		
2. Certified Thru Xerox Copy of Government Identification Card.		Administrative Division		
3. Certified Thru Xerox Copy of Pay slip.		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly notarized affidavit of loan.	1.1. Checks the duly notarized affidavit of loan.	None	2 Minutes	Administrative Assistant
	1.2. Prepares endorsement to HRMD and review the details.	None	2 Minutes	Administrative Assistant
	1.3. First-level approver will sign after checking the completeness of the documents.	None	5 minutes	Chief Administrative Officer
	1.4. Second-level approver will sign the documents.	None	5 minutes	Department Head
	1.5. Endorses to Human Resource Management Department.	None	30 minutes	Administrative Assistant
<b>TOTAL:</b>			<b>44 Minutes</b>	

## 12. GASOLINE CONSUMPTION (FINANCE)

### Everyday Gasoline Consumption

<b>OFFICE/DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS Drivers / Traffic Enforcers have motorcycles.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Gasoline Receipts		City Administrators Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Traffic Enforcers / Drivers submit gasoline receipts	1.1. Collects and arranges all gasoline receipts from all Traffic Enforcers and Drivers.	None	30 minutes	Administrative Assistant
	1.2. Gathers all collected receipts.	None	1 hour	Administrative Assistant
	1.3. Informs all those who did not submit	None	30 minutes	Administrative Assistant
	1.4. Encodes / lists time, quantity and amount every receipt	None	5 minutes	Administrative Assistant
	1.5. Encodes Summary Report and Endorsement to City Administrators Office.	None	30 minutes	Administrative Assistant
	1.6. Forwards Summary Report and Endorsement to CAO for initial of Chief, Admin	None	30 minutes	Chief, Administrative
	1.7. Forwards Summary of Report and Endorsement to CAO for Signature of Head Department	None	30 minutes	Head, DPOS
	1.8. Transmits Endorsement letter to CAO	None	10 minutes	Administrative Aide
	1.9. Endorses receipt of Gasoline to Management and Organization Division	None	20 minutes	Administrative Aide

	1.10. Collects all DOT at Management and Organization Division	None	30 minutes	City Administrators Office
<b>TOTAL:</b>			<b>4 hours and 35 minutes</b>	

### 13. LOYALTY AND LONGEVITY

Given to Plantilla Personnel every fifth year of his / her permanent tenure.

<b>OFFICE/DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS Plantilla Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Record		Human Resource Development Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Evaluates employees' data to identify who are qualified to avail.	None	1 hour	Administrative Assistant
	1.2. Reviews completeness of documents and leave balances.	None	20 minutes	Administrative Assistant
	1.3. First-level approver will decide whether to qualify or not qualify the leave balances.	None	20 minutes	Administrative Assistant
	1.4. Endorses to second - level approver for signature.	None	10 minutes	Administrative Assistant
	1.5. Second-level approver will decide whether the recommendation is acceptable or not and sign the endorsement.	None	10 minutes	Chief Administrative Officer
	1.6. Retrieves signed endorsement and incurred leave credits.	None	10 minutes	Administrative Assistant
	1.7. Endorses to Human Resource Management Department who will decide whether the recommendation is acceptable or not.	None	10 minutes	Administrative Assistant

	1.8. Retrieves signed Service Record and Certificate of Leave without pay (LWOP's)	None	20 minutes	Human Resources Management Department
	1.9. Initial Evaluation of Service Record of employees who are qualified to avail.	None	1 hour	Administrative Assistant
	1.10. First - level approver will decide whether to qualified or not qualified the Service Record and Certificate of Leave without pay (LWOP's) for Longevity or Loyalty Pay Payroll	None	20 minutes	Administrative Assistant
	1.11. Reviews completeness of documents.	None	10 minutes	Administrative Assistant
	1.12. Endorses to second - level approver for signature.	None	10 minutes	Administrative Assistant
	1.13. Second-level approver will decide whether the recommendation is acceptable or not and sign the endorsement.	None	10 minutes	Chief Administrative Officer
	1.14. Retrieves signed endorsement for payroll.	None	10 minutes	Administrative Assistant
	1.15. Endorses to Human Resource Management Department who will decide whether the recommendation is acceptable or not for payroll.	None	10 minutes	Administrative Assistant
	1.16. Retrieves Loyalty and Longevity Payroll.	None	20 minutes	Human Resource Management Department
	1.17. Signs and approved Loyalty and Longevity Payroll	None	20 minutes	Head, DPOS



	1.18. Retrieves signed payroll.	None	10 minutes	Administrative Assistant
	1.19. Returns to Human Resource Management Department who will decide whether the payroll is acceptable or not and sign the payroll.	None	20 minutes	Administrative Assistant
<b>TOTAL:</b>			<b>6 hours</b>	

**Note:**

2.7 and 3.7 Depends on the availability of the signatory from the other Department.

## 14. NOTICE OF SALARY ADJUSTMENT

Salary Adjustment of DPOS Plantilla Personnel.

<b>OFFICE/DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS Plantilla Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personnel Schedule		Human Resource Department Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Evaluates the data of the employees.	None	1 day	Administrative Assistant
	Encodes, prepares, and ensures the accuracy of Plantilla Personnel details.	None	1 day	Administrative Assistant
	Endorses the document to the Second-level approver for signature	None	10 minutes	Chief Administrative Officer
	Retrieves the signed Endorsement.	None	20 minutes	Administrative Assistant
	Submits the endorsement and attaches documents to Human Resource Management Department for correction and approval.	None	20 minutes	Administrative Assistant
<b>TOTAL:</b>			<b>2 day and 40 minutes</b>	

## 15. CERTIFICATION OF EMPLOYMENT WITH COMPENSATION

This certificate indicates all necessary employment information of an employee including his/her monthly/annual income for whatever legal purpose it may serve.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2G Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly-filled out request slip		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out and submits accomplished request slip.	1.1. Provides the request slip.	None	3 Minutes	Receiving Clerk
	1.2. Checks appropriate details including the purpose of the requested certificate.	None	3 Minutes	Administrative Assistant
	1.3. Prepares certificate of employment with compensation. The certificate states the monthly income for contractual employees while the yearly income and its breakdown are stated for Permanent employees.	None	2 hours	Administrative Assistant
	1.4 Forwards certificate for signature of the Administrative Chief	None	45 Minutes	Chief Administrative Officer
	1.5. Forwards certificate to the Office of the Department Head for final signature	None	45 Minutes	Head, DPOS
<b>TOTAL:</b>			<b>3 hours, 6 minutes</b>	

## 16. OFFICE CLEARANCE

A clearance certifying that the employee has no pending case or property accountability with the office. A requirement for processing an employee's general clearance for retirement, benefit claims, last salary claims, application for leave, and other personal matters.

<b>OFFICE / DIVISION:</b>		Administrative Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2G Government to Government		
<b>WHO MAY AVAIL:</b>		All DPOS employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly-filled out request slip		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out and submits accomplished request slip.  2. Employee returns all government property or items to their respective divisions (optional; for last salary and retirement claims only).	1.1. Provides the request slip.	None	3 Minutes	Receiving Clerk
	1.2. Checks appropriate details including the purpose of the requested office clearance.	None	3 Minutes	Administrative Assistant
	1.3. Prepares office clearance.	None	30 Minutes	Administrative Assistant
	2.1. Forwards certificate for validation if employee has no pending case or property accountability on the office. If found none, clearance is signed.	None	One (1) day	Administrative Officer
	2.2. Forwards certificate for signature of the Records Section Chief.	None	2 hours	Records Section Chief
	2.3. Forwards certificate for signature of the employee's Division Chief.	None	2 hours	Division Chief
	2.3. Forwards certificate for signature of the Administrative Chief.	None	2 hours	Administrative Chief
2.4. Forwards certificate to the Office of the Department Head for final signature.	None	2 hours	Head, DPOS	
<b>TOTAL:</b>			<b>2 days, 36 minutes</b>	

# Security Intelligence and Inspection Division

## External Service

### 1. DPOS CLEARANCE FOR PRIVATE SECURITY GUARD

The DPOS Clearance is issued to private security guards securing occupational permit in compliance with the 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."

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2B		
<b>WHO MAY AVAIL:</b>		Private Security Guards		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. 1x1 Picture				
5. Security Guard License		PNP Sosia		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents requirements	1. Issues DPOS Clearance Form	NONE	5 minutes	SID Personnel
2. Accomplishes DPOS Clearance form	2. Receives and Records DPOS Clearance Form with requirements 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 Approves Clearance	NONE	5 minutes	Head, DPOS
3. Secures approved DPOS Clearance	3. Releases DPOS Clearance	NONE	5 minutes	SID Personnel
		<b>TOTAL:</b>	<b>35 Minutes</b>	

## 2. DPOS CLEARANCE FOR PRIVATE SECURITY AGENCY, TRAINING CENTERS, DEALER OF AMMUNITION & FIREARMS

The DPOS Clearance is one of the requirements for securing Business Permit. 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.

<b>OFFICE / DIVISION:</b>	Security Intelligence and Inspection Division			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2B			
<b>WHO MAY AVAIL:</b>	Individuals applying for New/Renewal of Business Permit			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<b>SECURITY AGENCY (NEW)</b>				
1. License to Operate from PNP	Philippine National Police (PNP)			
<b>SECURITY AGENCY (RENEWAL)</b>				
1. License to Operate	Philippine National Police (PNP)			
2. Monthly Deployment of Guards				
<b>SECURITY TRAINING CENTER (NEW)</b>				
1. Accreditation from TESDA/PNP	TESDA/PNP			
<b>SECURITY TRAINING CENTER (RENEWAL)</b>				
1. Accreditation from TESDA/PNP	TESDA/PNP			
<b>RETAILER OF FIREARMS AND AMMUNITIONS (NEW)</b>				
1. License to Operate to Deal in Firearm/Ammunition	Philippine National Police (PNP)			
<b>RETAILER OF FIREARMS AND AMMUNITIONS (RENEWAL)</b>				
1. License to Operate to Deal in Firearm/Ammunition	Philippine National Police (PNP)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all the necessary requirements	1.1. Checks/ Receives all the requirements for routing slip	NONE	10 minutes	Receiving/Releasing Clerk
	1.2. Reviews and evaluates documents	NONE	30 minutes	Chief, Admin
	1.3. Refers to division-in-charge for complete staff work	NONE	20 minutes	DPOS, Head
	1.4. Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.5. Prepares DPOS Clearance	NONE	15 minutes	SID Personnel

	1.6. Recommends approval	NONE	10 minutes	Chief, SID
	1.7. Affixes initials for the approval of clearance	NONE	30 minutes	Chief, Admin
	1.8. Approves/Signs clearance	NONE	1 Day	Head, DPOS
2. Secures Approved DPOS Clearance	2.1. Releases clearance to the applicant	NONE	10 minutes	Receiving/Releasing Clerk
<b>TOTAL:</b>			<b>1 Day 2 Hours and 25 Minutes</b>	

### 3. DPOS CLEARANCE FOR RETAILER OF FIRECRACKERS

All retailers/wholesalers of firecrackers and pyrotechnics devices is required to secure clearance at the Dept. of Public Order and Safety in compliance with Section 1 of the Quezon City Ordinance SP-2618, S-2017 "An Ordinance imposing a total ban on the use or play of firecrackers and pyrotechnics devices in all public places in Quezon City during festivity.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2B		
<b>WHO MAY AVAIL:</b>		Individuals applying for New/Renewal of Business Permit		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>RETAILER OF FIRECRACKERS</b>				
1. License to Deal Firecrackers and Pyrotechnic Devices Clearance		Philippine National Police (PNP)		
2. Authorization from the Manufacturer				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all the necessary requirements	1. Checks/Receives all the requirements for 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. Affixes initials for the approval of clearance	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
		<b>TOTAL:</b>	<b>1 Day 2 Hours and 25 Minutes</b>	



#### 4. DPOS CLEARANCE FOR FIREWORKS DISPLAY PYROTECHNICS

The Department of Public Order and Safety (DPOS) is responsible in the issuance of clearance for the use or display of firecrackers and pyrotechnics devices in compliance with Section 1 of the Quezon City Ordinance SP-2618, S-2017 "An Ordinance imposing a total ban on the use or play of firecrackers and pyrotechnic devices in all public places of Quezon City during festivity or for any occasion.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2B		
<b>WHO MAY AVAIL:</b>		Individuals applying for New/Renewal of Business Permit		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>FIREWORKS DISPLAY AND PYROTECHNICS</b>				
1. Request letter		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all the necessary requirements	1. Checks/ Receives all the requirements for routing slip	NONE	10 minutes	Receiving/Releasing Clerk
	1.2 Reviews and evaluates documents	NONE	30 minutes	Chief, Admin
	1.3 Refers to division-in-charge for complete staff work	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 Affixes initials for the approval of clearance	NONE	30 minutes	Chief, Admin
	1.7 Approves/signs clearance	NONE	1 Day	Head, DPOS
2. Secures Approved DPOS Clearance	2.1. Releases clearance to the applicant	NONE	10 minutes	Receiving/Releasing Clerk
		<b>TOTAL:</b>	<b>1 Day 2 Hours and 5 Minutes</b>	

## 5. DPOS CLEARANCE FOR FIRING RANGE

All firing range business is required to secure Order of Payment to DPOS for firing range fee in compliance with Art. 41-QC Revenue Code.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2B		
<b>WHO MAY AVAIL:</b>		Individuals applying for New/Renewal of Business Permit		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>SECURITY AGENCY (NEW)</b>				
1. FED Gun Club Accreditation		Philippine National Police (PNP)		
2. FED Firing Range Accreditation		Philippine National Police (PNP)		
<b>SECURITY AGENCY (RENEWAL)</b>				
1. FED Gun Club Accreditation		Philippine National Police (PNP)		
2. FED Firing Range Accreditation		Philippine National Police (PNP)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all the necessary requirements	1.1. Receives and records all documents for routing slip	NONE	10 minutes	Receiving/Releasing Clerk
	1.2. Reviews and evaluates documents	NONE	30 minutes	Chief, Admin
	1.3. Reviews and refers to division-in-charge for complete staff work	NONE	30 minutes	DPOS, Head
	1.4. Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.5. Issues Order of Payment	NONE	5 minutes	SID Personnel
2. Pays Corresponding Fees	2.1. Receives payment and issues Official Receipt	1-5 Ranges: <b>₱ 1,000</b>  6-10 Ranges: <b>₱ 2,000</b>  More than 10 Ranges: <b>₱ 4,000</b>	1 hour	Cashier/CTO
3. Applicant submits Official Receipt	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	4.1. Releases approved clearance	NONE	10 minutes	Receiving/Releasing Clerk
<b>TOTAL:</b>			<b>1 Day 3 Hours and 15 Minutes</b>	

## 6. PROCEDURE IN THE 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 mandated for clearing road obstructions, encroachments, street, alleys and illegal structures and construction based on the complaints received by this department.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Complainants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of complaint/request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files letter of complaint	1.1. Receives and records complaint/request for routing slip	NONE	20 minutes	Receiving/Releasing Clerk
	1.2. Receives and records complaint/request for routing slip	NONE	30 minutes	Head, DPOS
	1.3. Evaluates the request/complaint	NONE	10 minutes	Chief, SID
	1.4. Prepares Letter Order for inspection operation	NONE	10 minutes	SID Personnel
	1.5. Conducts Inspection	NONE	3 days	SID Personnel
	1.6. Prepares Inspection Report/Recommendations	NONE	1 day	SID Personnel
	1.7. Issues Notice of Violation	NONE	1 day	SID Personnel
	1.8. Prepares Letter Order for clearing operation	NONE	10 minutes	SID Personnel

	1.9. Coordinates and collaborates with external partner agencies/offices for joint clearing operation	NONE	1 day	SID, External Agencies, and other offices
	1.10. Conducts clearing operation	NONE	1 day	SID, External Agencies, and other offices
	1.11. Prepares After operation report	NONE	4 hours	SID Personnel
	1.12. Submits Report to the Mayor's Office	NONE	1 day	Receiving/Releasing Clerk
<b>TOTAL:</b>			<b>8 Days 5 Hours and 20 Minutes</b>	

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

The Department of Public Order and Safety, one of its functions is to conduct monitoring/inspection and verification of all complaints received by this office letter request, walk in and/or phone-in.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Complainants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of complaint/request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files letter of complaint	1.1. Receives and records complaint/request for routing slip	NONE	20 minutes	Receiving/Releasing Clerk
	1.2. Reviews and evaluates documents	NONE	20 minutes	Chief, Admin
	1.3. Reviews documents and refers complaint to SID for complete staff action	NONE	20 minutes	DPOS, Head
	1.4. Evaluates the complaints and gives instruction to section-in-charge	NONE	10 minutes	Chief, SID
	1.5. 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
	1.6. Recommends approval of Letter Order/ Endorsements	NONE	15 minutes	Chief, SID
	1.7. Affixes initials to Letter Order or Endorsements	NONE	10 minutes	Chief, Admin

	1.8. Approves/Signs of Letter Order/ Endorsements	NONE	1 day	Head, DPOS
	1.9. Conducts ocular Inspection/ Clearing Operation (E.O. 12)	NONE	7 days	SID Personnel
	1.10. Prepares After Operation Report, endorsement to concerned offices and Letter to Complainant for the action taken	NONE	4 hours	SID Personnel
	1.11. Reviews reports/ Endorsements/ Letter and affixes his initial on the documents	NONE	15 minutes	Chief, SID
	1.12. Reviews reports and affixes initials to Endorsements and Letter reply to Complainant	NONE	20 minutes	Chief, Admin
	1.13. Approves and signs documents	NONE	1 day	Head, DPOS
	1.14. Records and Files	NONE	20 minutes	Receiving/Releasing Clerk
	1.15. Releases Endorsement/ Letter to concerned offices	NONE	30 minutes	Receiving/Releasing Clerk
<b>TOTAL:</b>			<b>10 Days</b>	

## 8. PROVISION OF SECURITY PERSONNEL TO DIFFERENT GOVERNMENT FACILITIES TO ENSURE SECURITY AND SAFETY

The Department of Public Order and Safety, as one of their vital functions is to provide/assign as Physical Security Personnel to all facilities under the supervision of Quezon City Government. Their functions and objectives are to protect the assets inside and outside facilities including the safeguard of all employees, residents/clients and to deter or discourage all possible malicious intent and escapees to maintain a peaceful environment.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Government Facilities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files Request letter	1.1. Receives and records the letter /request for routing slip	NONE	10 minutes	Receiving Personnel
	1.2. Reviews and evaluates documents	NONE	10 minutes	Asst. Dept. Head
	1.3. Reviews document and refers request to SID for complete staff action	NONE	10 minutes	DPOS Head
	1.4. Reviews and Evaluates the request and gives instructions to section-in charge	NONE	10 minutes	Chief, SID
	1.5. Conducts security survey	NONE	2 days	Security Officer
	1.6. Prepares security survey report with recommendation/ remarks	NONE	2 hours	Security Officer
	1.7. Reviews reports and affixes his initial on the documents	NONE	5 minutes	Chief, SID
	1.8. Prepares Duty Detailed Order for deployment of Security Personnel	NONE	20 minutes	Security Officer



	1.9. Approves and signs documents	NONE	20 minutes	Dept. Head
<b>TOTAL:</b>			<b>2 Days 3 Hours and 25 Minutes</b>	

## 9. ISSUANCE OF CCTV CLEARANCE FOR THE IMPLEMENTATION OF QC ORDINANCE NO. SP-2965, S-2018

The Dept. of Public Order and Safety is tasked to assist the Business Permit and Licensing Department in the implementation of QC Ordinance No. SP-2695, S-2018 "An Ordinance AMENDING Ordinance No. SP-2139, S2012, otherwise known as an Ordinance mandating business establishments operating within the territorial jurisdiction of Quezon City to install Closed Circuit Television System (CCTV) and prescribing penalties for violations thereof providing for this purpose, the Minimum Technical Standards and Specifications as per DILG Memorandum Circular. The DPOS is tasked to inspect and determine the compliance of the Ordinance and issue CCTV Clearance for business operating within Quezon City.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Individuals applying for New/Renewal of Business Permit		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>NEW</b>				
1. Affidavit of Undertaking				
<b>RENEWAL</b>				
1. Affidavit of Undertaking				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all the necessary requirements	1.1 Checks/ Receives all the requirements for routing slip	NONE	10 minutes	Receiving Personnel
	1.2 Reviews and evaluates docs	NONE	10 minutes	Asst. Dept. Head
	1.3 Refers to division-in-charge for complete staff work	NONE	10 minutes	DPOS, Head
	1.4 Evaluates and reviews all requirements	NONE	10 minutes	SID Personnel
	1.5 Prepares DPOS Clearance for CCTV	NONE	15 minutes	SID Personnel
	1.6 Chief, SID recommend for approval	NONE	10 minutes	Chief, SID
	1.7 Affix initials for the CCTV clearance	NONE	20 minutes	Asst. Dept. Head
	1.8 Approves/Signs CCTV clearance	NONE	30 minutes	DPOS, Head
2. Secures approved clearance	2.1 Approves and signs documents	NONE	10 minutes	Releasing Personnel
<b>TOTAL:</b>			<b>1 Hour and 5 Minutes</b>	

## 10. ENFORCEMENT AND IMPLEMENTATION OF ORDINANCES PERTAINING TO HEALTH PROTOCOLS

Relative to its mandate to provide security and safety to residents in QC and responsible to implement all laws, rules and regulations of the city. The DPOS is tasked to enforce existing City Ordinances to combat COVID-19 as provided under the issued memorandum guidelines of the City Mayor in relation to the declared alert levels for Quezon City.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Scheduled Operation	1.1. Coordinates to all concerned units	NONE	10 minutes	DPOS Personnel
	1.2. Prepares Letter Order for Operation	NONE	20 minutes	DPOS Head
	1.3. Approves and signs documents	NONE	20 minutes	Dept. Head
	1.4. Personnel Briefing before actual Operation	NONE	10 minutes	Security Officer
	1.5. Actual Operation	NONE	6 hours	Operatives
	1.6. Prepares After Operation Report	NONE	1 hour	Respective Assigned Personnel
	1.7. Reviews Report and affixes initial to the Report	NONE	30 minutes	Chief, Admin
	1.8. Approves and signs documents	NONE	20 minutes	DPOS Head
	1.9. Submits report to the Mayor's Office	NONE	1 day	DPOS Personnel
<b>TOTAL:</b>			<b>1 Day 8 Hours and 50 Minutes</b>	

## 11. FILING OF PROTEST

All apprehended violators are given the options to pay the fines or to file protest at the Protect Adjudication Board of the DPOS and a scheduled hearing will be set where the violator and the apprehending officer will present their opinion/side.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Violators of Health Protocols		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ordinance Violation Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Violator or duly authorized representative presents documents to PAB	1.1 Verifies if violation can be amended	NONE	10 mins	PAB Personnel
	1.2 Reviews and amends violations (if applicable)	NONE	10 mins	PAB Head
	1.3 Prepares Resolution Form for signature of at least 2 PAB members	NONE	10 mins	PAB Personnel/PAB Members
2. Violator/duly authorized Representative secures approved resolution	2.1. Releases resolution to violators with amended health protocol violation	NONE	5 mins	PAB Personnel
3. Violator/duly authorized representative proceeds to OVR Redemption Center to pay penalties	3.1. Releases resolution to violators with amended health protocol violation	Depends on the violation meted	5 mins	Cashier, CTO Main Building
4. Submits Official Receipt and receives stamped Assessment Form (duplicate)	4.1.Receives payment and issues Official Receipt	NONE	10 mins	OVR Releasing Clerk at Window 6 or 7
<b>TOTAL:</b>			<b>50 Minutes</b>	

## 12. PAYMENT OF ORDINANCE VIOLATION RECEIPT (OVR) TICKETS

All apprehended violators are given the options to pay the fines or to file protest at the Protect Adjudication Board of the DPOS and a scheduled hearing will be set where the violator and the apprehending officer will present their opinion/side.

<b>OFFICE / DIVISION:</b>		Security Intelligence and Inspection Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Violators of Health Protocols		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ordinance Violation Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Violator or duly authorized representative presents documents to PAB	1.1 Verifies if violation can be amended	NONE	10 mins	PAB Personnel
	1.2 Reviews and amends violations (if applicable)	NONE	10 mins	PAB Head
	1.3 Prepares Resolution Form for signature of at least 2 PAB members	NONE	10 mins	PAB Personnel/PAB Members
2. Violator/duly authorized Representative secures approved resolution	2.1. Releases resolution to violators with amended health protocol violation	NONE	5 mins	PAB Personnel
3. Violator/duly authorized representative proceeds to OVR Redemption Center to pay penalties	3.1. Releases resolution to violators with amended health protocol violation	Depends on the violation meted	5 mins	Cashier, CTO Main Building
4. Submits Official Receipt and receives stamped Assessment Form (duplicate)	4.1. Receives payment and issues Official Receipt	NONE	10 mins	OVR Releasing Clerk at Window 6 or 7
<b>TOTAL:</b>			<b>50 Minutes</b>	

# Green Transport Division External Services

## 1. MONITORING/INSPECTION OF DISTRIBUTED ELECTRIC TRICYCLES

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

<b>OFFICE / DIVISION:</b>		Green Transport Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Quezon City Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. As per Memorandum of Understanding with Department of Energy	1.1. Instructs to monitor/inspect the distributed E-Trikes.	None	15 minutes	OIC, GTD
	1.2. Prepares Letter Order for monitoring/inspection of E-Trikes	None	15 minutes	Admin Staff, GTD
	1.3. Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.4. Affixes initials to Letter Order	None	5 minutes	OIC, Green Transport Division
	1.5. Approves/Signs Letter Order	None	15 minutes	Head, DPOS
	1.6. Conducts Monitoring / Inspection	None	6 hours	GTD Staff
	1.7. Prepares After Monitoring / Inspection Report	None	1 hour	GTD Staff
	1.8. Reviews Report and affixes initial	None	5 minutes	OIC GTD
	1.9. Review Report and affixes initial	None	15 minutes	Chief Admin, DPOS
	1.10. Approves and Signs the Report	None	15 minutes	Head, DPOS

	1.11. Records and Release Report to Concern Division	None	15 minutes	Receiving Clerk, DPOS
	1.12. Files Documents for Future Reference	None	5 minutes	GTD Clerk
<b>TOTAL:</b>			<b>9 hours and 5 minutes</b>	

## 2. REGISTRATION OF BICYCLES AND OTHER ACTIVE MODE OF TRANSPORTATION

The Green Transport Division of the Department of Public Order and Safety will accept registration of Bikers and other active mode of transportation voluntarily.

<b>DIVISION / DIVISION:</b>		Green Transport Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Quezon City Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-Issued ID		Any Government Agency		
2x2 Picture				
Proof of Purchase		Bike Store		
Picture of owner with Bike				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out registration form	1.1. Receives the filled out registration form	None	15 minutes	GTD-IT personnel
2. Submits required documents	2.1. Receives the required documents	None	15 minutes	GTD- IT personnel
	2.2. Verifies/ Assessment of documents	None	20 minutes	GTD- IT personnel
	2.3. Adds client to biker database	None	30 minutes	GTD- IT personnel
	2.4. Issues Stickers and Leaflet	None	20 minutes	GTD- IT personnel
		<b>TOTAL:</b>	<b>1 hour and 40 minutes</b>	



### 3. MONITORING AND INSPECTION OF BIKE LANE PHASE 1

The Green Transport Division of the Department of Public Order and Safety monitors / accounts the installed plastic barriers, bike signage and maintain the alignment and cleanliness of the Bike Lane Phase 1 Project.

<b>DIVISION / DIVISION:</b>		Green Transport Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Quezon City Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. As per mandate of Ordinance SP-2988, S-2020	1.1. Instructs GTD monitoring team to inspect various areas along bike lane phase 1	None	15 minutes	GTD chief
	1.2. Prepares Letter Order for monitoring/inspection of bike lanes	None	15 minutes	Admin Staff, GTD
	1.3. Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.4. Affixes initials to Letter Order	None	5 minutes	GTD chief
	1.5. Approves/Signs Letter Order	None	15 minutes	Head, DPOS
	1.6. Conducts Monitoring / Inspection	None	6 hours	GTD Staff
	1.7. Prepares After Monitoring / Inspection Report	None	1 hour	GTD Staff
	1.8. Reviews Report and affixes initial	None	5 minutes	OIC GTD
	1.9. Review Report and affixes initial	None	15 minutes	Chief Admin, DPOS
	1.10. Approves and Signs the Report	None	15 minutes	Head, DPOS

	1.11. Records and Release Report to Concern Division	None	15 minutes	Receiving Clerk, DPOS
	1.12. Files Documents for Future Reference	None	5 minutes	GTD Clerk
<b>TOTAL:</b>			<b>9 hours and 5 minutes</b>	

#### 4. DAILY DEPLOYMENT OF BIKE PATROLLERS TO THEIR AREA OF RESPONSIBILITY

The Green Transport Division of the Department of Public Order and Safety deploys bike patrollers in their area of responsibility for safety of the cyclist, pedestrians, commuters and other members of the riding public.

<b>DIVISION / DIVISION:</b>		Green Transport Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Quezon City Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. As per mandate of Ordinance SP-2988, S-2020	1.1. Checking of attendance of the bike patrollers	None	5 minutes	Operations, GTD
	1.2. Instructs and deploys the GTD bike patrollers to various areas along bike lane phase 1	None	15 minutes	Operations, GTD
	1.3. Checking of personal protective gear	None	5 minutes	Deputy for operation, GTD
	1.4. Deployment of bike patrollers	None	5 minutes	Operations, GTD
<b>TOTAL:</b>			<b>30 minutes</b>	



## 5. PROVIDES ASSISTANCE, MONITORING AND SUPERVISION AT PAYATAS CONTROLLED DISPOSAL FACILITY (PCDF)

The Green Transport Division of the Department of Public Order and Safety provides assistance, monitoring and supervisions of Cyclist at Payatas Controlled Disposal Facility.

<b>DIVISION / DIVISION:</b>		Green Transport Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Quezon City Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. As per mandate of Ordinance SP-2988, S-2020	1.1. Checking of attendance of the bike patrols	None	5 minutes	Operations, GTD
	1.2. Prepares Letter Order	None	15 minutes	Admin Staff, GTD
	1.3. Recommends approval of Letter Order	None	20 Minutes	Head, DPOS
	1.4. Affixes initials to Letter Order	None	5 minutes	GTD Chief
	Approves/Signs Letter Order	None	15 minutes	HEAD, DPOS
	Instructs and deploys the GTD bike patrols to PCDF	None	15 minutes	Operations, GTD
	Checking of personal protective gear	None	5 minutes	Deputy for operation, GTD
	Deployment of bike patrols	None	8 hours	Bike Patrol, GTD
<b>TOTAL:</b>			<b>9 hours, 20 minutes</b>	

## 6. CONDUCT VERIFICATION, INSPECTION AND OPERATION OF COMPLAINTS/ REQUEST ALONG BIKE LANE PHASE 1

The Green Transport Division of the Department of Public Order and Safety respond to complaints/ request by conducting verification/ inspection and operation.

<b>DIVISION / DIVISION:</b>	Green Transport Division			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C			
<b>WHO MAY AVAIL:</b>	Quezon City Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter - Complainant		Complainant		
2. Email –GTD.dpos@quezoncity.gov.ph dpos.GTD2019@gmail.com		Web Portal		
3. Facebook page – Green Transport Division-DPOS		Web Portal		
4. Phoned-in – 8710 0743				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients prepare complaints / request	1.1 . Receives and records complaints / request	None	5 minutes	Receiving Clerk
	1.2 Reviews and evaluates documents	None	20 minutes	Chief, Admin
	1.3 Reviews documents and refers complaints / request to GTD for complete staff action	None	20 minutes	DPOS, Head
	1.4 Evaluates the request and gives instruction to section-in-charge	None	10 minutes	Chief, GTD
	1.5 Prepares Letter Order	None	15 minutes	Admin Staff, GTD
	1.6 Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.7 Affixes initials to Letter Order	None	5 minutes	GTD chief
	1.8 Approves/Signs Letter Order	None	15 minutes	Head, DPOS

	1.5 Implement the letter order by conducting verification / inspection and operation.	None	6 hours	GTD Staff
	1.6 Prepares After Operation Report.	None	1 hour	GTD Staff
	1.7 Reviews Report and affixes initial	None	5 minutes	OIC GTD
	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 Division	None	15 minutes	Receiving Clerk, DPOS
	1.11 Files Documents for Future Reference	None	5 minutes	GTD Clerk
<b>TOTAL:</b>			<b>9 hours and 25 minutes</b>	

## 7. PROVIDES “LIBRENG SAKAY” TO TAX PAYERS AND QUEZON CITY HALL EMPLOYEES

The Green Transport Division of the Department of Public Order and Safety provides “Libreng Sakay” to tax payers and Quezon City Hall employees				
<b>DIVISION / DIVISION:</b>		Green Transport Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C		
<b>WHO MAY AVAIL:</b>		Quezon City Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients prepare request letter for E-trike service	1.1. Receives and records request letter	None	5 minutes	Receiving Clerk
	1.2. Reviews and evaluates documents	None	20 minutes	Chief, Admin
	1.3. Reviews documents and refers request to GTD for complete staff action	None	20 minutes	DPOS, Head
	1.4. Evaluates the request and gives instruction to section-in-charge	None	10 minutes	Chief, GTD
	1.5. Prepares Letter Order	None	15 minutes	Admin Staff, GTD
	1.6. Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.7. Affixes initials to Letter Order	None	5 minutes	GTD chief
	1.8. Approves/Signs Letter Order	None	15 minutes	Head, DPOS
	1.9. Implements the letter order by providing “ <i>Libreng Sakay</i> ” to tax payers and QC hall employees.	None	8 hours	GTD Staff

	1.10. Prepares After Activity Report.	None	1 hour	GTD Staff
	1.11. Reviews Report and affixes initial	None	5 minutes	OIC GTD
	1.12. Reviews Report and affixes initial	None	15 minutes	Chief Admin, DPOS
	1.13. Approves and Signs the Report	None	15 minutes	Head, DPOS
	1.14. Records and Release Report to Concern Division	None	15 minutes	Receiving Clerk, DPOS
	1.15. Files Documents for Future Reference	None	5 minutes	GTD Clerk
<b>TOTAL:</b>			<b>9 hours and 25 minutes</b>	



# Clearing and Demolition Division External Services

## 1. CONDUCT INSPECTION/PREPARATION FOR PRE-DEMOLITION/DISMANTLING OF ILLEGAL STRUCTURE BASED ON THE COMPLAINT RECEIVED

CDD prevent and control squatting, enforce relevant laws and ordinances, implement plans and programs for informal settlers, relocate affected informal settler families and/or street dwellers, if necessary, in coordination with other concerned departments and agencies.				
<b>OFFICE/DIVISION:</b>		CLEARING AND DEMOLITION DIVISION		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Citizen		
<b>WHO MAY AVAIL:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Report/Letter-Complaint /Endorsement		Complainant / Barangay or Other Concerned Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sends Request/Complaint Letter to DPOS	1.1. Receives and Records letters/referrals, attaches routing slip and forward to Asst. Dept. Head/Dep't. Head	None	5 mins.	Receiving Clerk
	1.2 Assess/evaluates the subject of concern/complaint and refer to Chief of CDD	None	10 mins.	Asst. Dept. Head/Dep't Head
	1.3 Evaluates and identify personnel in charge for inspection/investigation	None	10 mins.	Chief of CDD, and Asst. Chief
	1.4 Prepares Mission Order for assigned personnel to conduct inspection	None	30 mins.	Asst. Chief

	1.5 Conducts inspection/investigation relative to the subject of complaint	None	3 hours	HHRO I/HHRO II
	1.6 Prepares Investigation/Inspection Report	None	1 day	HHRO I/HHRO II
	1.7 Submits Initial/draft report to Asst. Chief for review	None	1 hour	HHROI/HHRO II
	1.8 Return back the draft report to investigator for the printing of final/edited version of investigation report	None	1 hour	HHROI/HHRO II
	1.9 Prepares letter reply/Endorsement to appropriate office, if any	None	2 hours	HHROI/HHRO II
	1.10 Forms Clearing/Demolition Team to dismantle Illegal structure/shanties	None	1 hour	Chief –CDD/Asst. Chief – CDD
	1.11 Prepares Mission Order for Operations Group to undertake the demolition of illegal structure; to be approved/signed by Dep't Head - DPOS	None	1 hour	Chief –CDD/Asst. Chief – CDD
	1.12 Conducts actual demolition/dismantling of illegal structure	None	1 day	HHRO I – II/Asst. Chief to act as Team Leader; CDD Operation Group
	1.13 Submits After Operation Report	None	1 day	Assigned Team Leader
<b>TOTAL:</b>			<b>3 days,9 hours, and 55 minutes</b>	

## 2. CONDUCT OF CLEARING OPERATION REGARDING COMPLAINTS ON ILLEGAL STRUCTURES

CDD is mandated to implement clearing of road obstructions, encroachment, illegal structures, and constructions based on complaints received by the Department.				
<b>OFFICE / DIVISION:</b>		Clearing and Demolition Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Complainants		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of complaint/request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files letter of complain	1.1. Receives and records complaint/request for routing slip	None	20 minutes	Receiving Clerk
	1.2. Reviews and Evaluates documents	None	20 minutes	Chief, Admin
	1.3. Reviews documents and refers complaint to CDD for complete staff action	None	30 minutes	DPOS, Head
	1.4. Evaluates the complaints and give instruction to section-in-charge	None	10 minutes	Chief, CDD
	1.5. Prepares letter order for Inspection of complaints or Endorsement to other concerned office/s if the request is not within the jurisdiction of DPOS authority.	None	1 hour	CDD Personnel

	1.6. Recommends approval of Letter Order/ Endorsements	None	15 minutes	Chief, CDD
	1.7. Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.8. Approves/ Signing of Letter Order/ Endorsements	None	1 hour	Head, DPOS
	1.9. Conducts ocular Inspection/Verification	None	1 day	CDD Personnel
	1.10. Prepares Inspection Report and Recommendations	None	1 hour	CDD Personnel
	1.11. Issues Notice of Violation	None	1 day	CDD Personnel
	1.12. Prepares Letter Order to conduct clearing operation	None	20 minutes	CDD Personnel
	1.13. Recommends approval of Letter Order	None	15 minutes	Chief, CDD
	1.14. Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.15. Approves/ Signing of Letter Order	None	1 hour	Head, DPOS
	1.16. Coordinates and collaborates with external partner agencies/ offices for joint clearing operation	None	1 day	CDD, External Agencies and other Offices
	1.17. Conducts clearing operation	None	1 day	CDD, External Agencies and other Offices
	1.18. Prepares After operation report	None	3 hours	CDD Personnel
	1.19. Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
<b>TOTAL:</b>			<b>5 days 9 hours and 25 minutes.</b>	

### 3. CONDUCT JOINT OPERATION IN CLEARING SIDEWALKS AND OTHER ILLEGAL STRUCTURES

Due to the request of other department/offices, CDD participates on the Joint Operation in clearing sidewalks, road obstructions and other illegal structures.				
<b>OFFICE / DIVISION:</b>		Clearing and Demolition Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Government		
<b>WHO MAY AVAIL:</b>		Complainants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter request	1. Receives and records 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 request to CDD for complete staff action	None	30 minutes	DPOS, Head
	1.3 Evaluates the complaints and give instruction to section-in-charge	None	10 minutes	Chief, CDD
	1.4 Prepares letter order for Joint operation and/or Endorsement to other concerned office/s if the request is not within the jurisdiction of DPOS authority.	None	1 hour	CDD Personnel

	1.5 Recommends approval of Letter Order/ Endorsements	None	15 minutes	Chief, CDD
	1.6 Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.7 Approves/ Signing of Letter Order/ Endorsements	None	10 minutes	Head, DPOS
	1.8 Conducts Team Briefing	None	20 minutes	CDD Personnel
	1.9 Coordinates and collaborates with external partner agencies/ offices for joint clearing operation	None	1 day	CDD, External Agencies and other Offices
	1.10 Conducts clearing operation	None	1 day	CDD, External Agencies and other Offices
	1.11 Prepares After operation report	None	4 hours	CDD Personnel
	1.12 Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
<b>TOTAL:</b>			<b>3 days, 7 hours, and 25 minutes</b>	

#### 4. SERVICE OF CEASE AND DESIST ORDER (CDO)

As instructed by the DPOS Head in coordination with the City Building Official, CDD is currently assigned to implement the service of Cease & Desist Order issued by the Department of Building Official to concern establishments, structure owners and or its representative who found to be with violation of the National Building Code.

<b>OFFICE/DIVISION:</b>		CLEARING AND DEMOLITION DIVISION		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Citizen		
<b>WHO MAY AVAIL:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Endorsement/referral Letter to DPOS	1.1. Receive and Records CDO, attaches routing slip and forward to Asst. Dept. Head/Dep't. Head	None	5 mins.	Receiving Clerk
	1.2. Assess/evaluates the subject of concern/complaint and refer to Chief of CDD	None	10 mins.	Dept. Head
	1.3. Evaluates and identify personnel in charge for the onsite posting/service of CDO	None	10 mins.	Chief of CDD, and Asst. Chief
	1.4. Prepare Letter Order for assigned personnel to conduct the implementation	None	30 mins.	Asst. Chief
	1.5. Affixes initials to the Letter Order for final Approval of the Dept. Head	None	30 mins.	CDD Chief/Admin Chief

	1.6. Signing/Approval of the Letter Order	None	1 hour	Dept Head
	1.7. Dispatch of Assigned personnel	None	1 hour	HHROI/HHRO II
	1.8. Conduct Actual Service of Cease & Desist Order by the Assigned Team	None	1 day	Assigned Team
	1.9. Prepare letter reply/ Endorsement to appropriate office, if any	None	2 hours	HHROI/HHRO II
	1.10. Prepares and Submit after Inspection/Activity Report	None	1 day	Assigned Team Leader
	1.11. Evaluates the Report and	None	1 hour	CDD Chief/ CDD Asst. Chief
	1.12. Prepares Transmittal Reports to the Department of Building Officials, (if with lifting order CDO will be returned to the DBO and recorded for record purposes)	None	1 hour	HHROI/ HHRO II
	1.13. Affixes initials, signing/approval of the transmittal report	None	1 hour	CDD Chief/ Dept. Head
	1.14. Transmits report to the Mayor's Office	None	1 day	Releasing Clerk
<b>TOTAL</b>			<b>3 Days, 8 Hours, And 40 Minutes</b>	



## 5. CONDUCT OF “BAKLAS OPERATION”

CDD is also mandated to remove illegally posted/displayed tarpaulins, advertisements, signboards, and other non-permanent illegal structures.				
<b>OFFICE / DIVISION:</b>		Clearing and Demolition Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Government		
<b>WHO MAY AVAIL:</b>		Complainants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request/complaint				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sends letter request/complaint	1.1. Receives and records request/complaint for routing slip	None	20 minutes	Receiving Clerk
	1.2. Reviews and Evaluates documents	None	20 minutes	Chief, Admin
	1.3. Reviews documents and refers request to CDD for complete staff action	None	30 minutes	DPOS, Head
	1.4. Evaluates the complaints and give instruction to section-in-charge	None	10 minutes	Chief, CDD
	1.5. Prepares Letter Order for “Baklas” Operation /Joint operation	None	1 hour	CDD Personnel
	1.6. Reviews and affixes initials	None	10 minutes	CDD Chief/ CDD Asst. Chief
	1.7. Approves/ Signing of Letter Order	None	10 minutes	Head, DPOS

	1.8. Conducts Team Briefing	None	20 minutes	CDD Chief/ CDD Asst. Chief
	1.9. Conducts actual "Baklas Operation"	None	1 day	Assigned Team Leader/CDD Personnel
	1.10. Prepares After operation report	None	3 hours	CDD Personnel
	1.11. Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
<b>TOTAL:</b>			<b>2 Days And 6 Hours</b>	

# Inspection and Monitoring Division

## External Services

### 1. PROCESSING AND ISSUANCE OF CCTV CLEARANCE

<p>The Department of Public Order and Safety is tasked to assist the Business Permit and Licensing Department in the implementation of QC Ordinance No. SP-2695, S-2018, An Ordinance Amending Ordinance No. SP-2139, S-2012, otherwise known as “An Ordinance Mandating Business Establishments Operating Within the Territorial Jurisdiction of Quezon City to Install Closed Circuit Television System (CCTV), and Prescribing Penalties for Violations Thereof”, Providing for this purpose, the Minimum Technical Specifications and Installation as per DILG Memorandum Circular No. 2014-119. CCTV clearance is issued by the Quezon City Government thru the DPOS through Inspection and Monitoring Division to business establishments that are compliant pursuant to City Ordinance No. SP-2695, S-2018.</p> <p>A CCTV Clearance is valid one (1) year from the date of its issuance and must be renewed annually.</p>				
<b>OFFICE/DIVISION:</b>		Inspection and Monitoring Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B		
<b>WHO MAY AVAIL:</b>		All business establishments within the territorial jurisdiction of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>ONLINE</b>				
Initial Requirements		Initial Requirements		
1. Unified Business Permit Application Form		1. Business Permit and Licensing Department (BPLD) thru BOSS ( <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> ) Supporting Document: (if applicable)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files an application thru QCG Business-One-Stop-Shop (BOSS) website ( <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> )	1.1. BPLD shall forward all applications thru BOSS website ( <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> ) for initial evaluation	None	15 minutes	Receiving Clerk
2. Submits the required documents for initial assessment and verification thru email.	2.1. Applications with deficient requirements will be immediately notified thru email.	None	5 minutes	IMD Personnel/Staff
3. Receives the results of the evaluation of the application for CCTV Clearance via email.	3.1. DPOS will process and prepare the CCTV Clearance including its signatory	None	15 minutes	IMD Personnel/Staff

	3.2. Business establishments are subject to mandatory inspection to further validate their compliance. The result shall be the basis for issuance/non issuance of CCTV Clearance	None	15 minutes	IMD Personnel/Staff
	3.3. Schedules and prepares Letter Order for inspection	None	30 minutes	IMD Personnel/Staff
	3.4. Actual inspection of Business Establishment	None	1 day	IMD Personnel/Staff
	3.5. Chief, IMD recommends for approval	None	10 minutes	Chief, IMD
	3.6. Making CCTV Clearance	None	3 minutes	IMD Personnel/Staff
	3.7. Affixes initials for the CCTV Clearance	None	3 minutes	Asst. Dept. Head
	3.8. Approves/Signs CCTV Clearance	None	1 day	DPOS, HEAD
4. Secures approved CCTV Clearance	4.1. Informs applicant for claiming CCTV Clearance	None	2 minutes	IMD Releasing Clerk
5. Releasing of CCTV Clearance	5.1. Logs business establishment's information before releasing	None	5 minutes	IMD Releasing Clerk
<b>TOTAL:</b>			<b>2 days 1 hour 43 minutes</b>	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>WALK-IN</b>				
<b>NEW</b>				
1.	Photocopy of Official Receipt (O.R)	City Treasurer's Office		
2.	Photocopy of Tax Bill	City Treasurer's Office		
3.	Notarized Affidavit of Undertaking	Department of Public Order and Safety		
4.	Company I.D of Authorized Person	Business Establishments		
<b>RENEWAL</b>				
1.	Photocopy of Previous Business Permit	Business Permits and Licensing Department		
2.	Photocopy of Official Receipt (O.R)	City Treasurer's Office		
3.	Photocopy of Tax Bill	City Treasurer's Office		
4.	Company I.D of Authorized Person	Business Establishments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents for initial assessment and verification.	1.1 Receives the require documents and checks completeness of requirements.	None	3 minutes	IMD Receiving Clerk
	1.2 Verifies the record in database to check authenticity.	None	5 minutes	IMD Personnel/Staff
	1.3 Refers to Division-In-Charge for complete staff work.	None	1 day	DPOS, HEAD
	1.4 Evaluates and reviews all requirements.	None	15 minutes	IMD Personnel/Staff
	1.5 Schedules and prepares Letter Order for inspection.	None	30 minutes	IMD Personnel/Staff
	1.6 Actual inspection of Business Establishment.	None	1 day	IMD Personnel/Staff

	1.7. Chief, IMD recommends for approval.	None	10 minutes	Chief, IMD
	1.8. Making CCTV Clearance	None	3 minutes	IMD Personnel/Staff
	1.9. Affixes initials for the CCTV Clearance.	None	3 minutes	Asst. Dept. Head
	1.10. Approves/Signs CCTV Clearance	None	1 day	DPOS, HEAD
2. Secures approved CCTV Clearance	2.1 Informs applicant for claiming CCTV Clearance.	None	2 minutes	IMD Releasing Clerk
3. Releasing of CCTV Clearance	3.1 Logs business establishment's information before releasing.	None	5 minutes	IMD Releasing Clerk
<b>TOTAL:</b>			<b>3 days 1 hour 16 minutes</b>	

## 2. DISPOSITION OF COMPLAINTS AND OTHER RELATED ACTIVITIES WITH FIELD INVESTIGATION

Complaint/s received by the Department of Public Order and Safety (DPOS) thru physical mail, walk-in or email that would require field investigation/verification through Inspection and Monitoring Division personnel/staff.				
<b>OFFICE / DIVISION:</b>		Inspection and Monitoring Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B		
<b>WHO MAY AVAIL:</b>		All complainants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter or email stating the complaint and query		1. <a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a> 2. Department of Public Order and Safety (DPOS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files query/complaint/request for assistance and interview client or assess submitted/sent documents/email (thru <a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a> ). For evaluation and determination of the complaint with the required information details.	1.1 Records the complaint and assign a control number.	None	5 minutes	Receiving Clerk
	1.2 Assessment of the complaint and sending instructions to Division-In-Charge.	None	10 minutes	Head, DPOS
	1.3 Reviews submitted records/documents.	None	5 minutes	Chief, IMD
	1.4 Prepares Letter Order for the conduct of field investigation.	None	15 minutes	IMD Personnel/Staff
	1.5 Schedules and conducts field investigation.	None	30 minutes	IMD Personnel/Staff

	1.6 Prepares and submits the investigation report including the evidence gathered.	None	1 day	IMD Personnel/Staff
	1.7 Prepares a memo recommendation on the result of the investigation.	None	1 hour	IMD Personnel/Staff
	1.8 Once the complaint is resolved or query has been answered, notes the case as resolved in Online complaints tracker.	None	15 minutes	IMD Personnel/Staff
<b>TOTAL:</b>			<b>1 day 2 hours and 15 minutes</b>	



# SCHOOLS DIVISION OFFICE OF QUEZON CITY

## CITIZEN'S CHARTER FOR ADMINISTRATIVE SECTION GSIS MEMBERSHIP

### 1. GUIDELINES ON CREATION/BUILD-UP OF GSIS BUSINESS PARTNER (BP) NUMBERS FOR NEW MEMBERS

<b>Office of Division:</b>	Schools Division Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Newly Hired Employees-SDO proper, Elementary & Secondary

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Membership Information Sheet (MIS)	downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms
2. Copy of SDS signed appointment or copy of duly attested Appointment	HR-Teaching Unit or HR-Non-Teaching Unit
3. Assumption of Duty	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. FOR WALK-IN</b>				

1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	

**B. FOR ELECTRONIC FILING**

1. Email scanned copy of documentary requirements to gsistaskforceupdating@depe.dqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	

# GSIS MEMBERSHIP

## 2. RE-BUILDING-UP AND/OR ACTIVATION OF INACTIVE STATUS

<b>Office of Division:</b>	Schools Division Office – Administrative Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government Employee
<b>Who may avail:</b>	National Employees Inactive Status – SDO proper, Elementary & Secondary

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Membership Information Sheet (MIS)	downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms
2. Copy of SDS signed appointment or copy of duly attested Appointment	HR-Teaching Unit or HR-Non-Teaching Unit
3. Assumption of Duty	
4. Membership Service Profile (MSP)	nearest GSIS Office but if with umid card may be taken from GWAPS kiosk or enroll online at <a href="http://egsismo.gov.ph">egsismo.gov.ph</a>
5. Service Record from previous government agency, if there is any	previous employer if there is any

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<b>A. FOR WALK-IN</b>				
1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@deped.gov.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	

# GSIS MEMBERSHIP

## 3. TRANSFER OF OFFICE CODE AND/OR AGENCY

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government Employee	
<b>Who may avail:</b>	National Employees Inactive Status – SDO proper, Elementary & Secondary	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished Member's Request Form (MRF)		downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms
2. Membership Service Profile (MSP)		nearest GSIS Office but if with umid card may be taken from GWAPS kiosk or enroll online at <a href="http://egsismo.gov.ph">egsismo.gov.ph</a>
3. Service Record indicating previous school assignment		HR-Teaching Unit or HR-Non-Teaching Unit
<b>Additional requirements for transferee from other government agency:</b>		
4. Duly accomplished Membership Information Sheet (MIS)		downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms
5. Copy of SDS signed appointment or copy of duly attested Appointment		HR-Teaching Unit or HR-Non-Teaching Unit
6. Assumption of Duty		
7. Service Record from previous government agency, if there is any		previous employer if there is any

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. FOR WALK-IN</b>				
1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
<b>TOTAL</b>		<b>NONE</b>	<b>1 day</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to gsistaskforceupd atin g@depdqg.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
<b>TOTAL</b>		<b>NONE</b>	<b>1day</b>	

# GSIS UPDATING

## 4. FOR CHANGE OF NAME AND STATUS DUE TO MARRIAGE

<b>Office of Division:</b>	Schools Division Office – Administrative Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Member's Request Form (MRF)	downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms
2. Original copy of PSA Marriage contract or copy from Local Civil Registry Office	Philippine Statistics Authority or Local Registry Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				

1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	NONE	1 day	

**B. FOR ELECTRONIC FILING**

1. Email scanned copy of documentary requirements to gsistaskforceupdating@depe.dqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	



# GSIS UPDATING

## 5. FOR REVERSION TO MAIDEN NAME

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government Employee		
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly accomplished Member's Request Form (MRF)		downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms	
2. Approved CSC Resolution for Reversion to Maiden Name		Civil Service Commission	
3. Service Record indicating the corrected name		HR-Teaching Unit or HR-Non-Teaching Unit	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				

1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1day</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depe.dqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1day</b>	

## GSIS UPDATING

### 6. FOR CORRECTION OF NAME & DATE OF BIRTH, IF RECORD IN THE DIVISION OFFICE IS NOT CORRECT

<b>Office of Division:</b>	Schools Division Office – Administrative Services		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government Employee		
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly accomplished Member's Request Form (MRF)		downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms	
2. Original copy of PSA birth certificate		Philippine Statistics Authority	
3. Approved CSC Resolution for Correction of Name &/or Date of Birth		Civil Service Commission	
4. Valid ID bearing correct name &/or date of birth		LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D.	
5. Service Record indicating the corrected name &/or date of birth		HR-Teaching Unit or HR-Non-Teaching Unit	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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<b>A. FOR WALK-IN</b>				
1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete -Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depe.dqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete -Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	

## GSIS UPDATING

### 7. FOR CORRECTION OF NAME AND/OR DATE OF BIRTH DUE TO TYPOGRAPHICAL ERROR IN THE GSIS DATABASE

<b>Office of Division:</b>	Schools Division Office – Administrative Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Member's Request Form (MRF)	downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms
2. Original copy of PSA birth certificate &/or marriage contract, which ever is applicable	Philippine Statistics Authority
3. Valid ID bearing correct name &/or date of birth	LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<b>A. FOR WALK-IN</b>				
1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete -Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@deped.dqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete -Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	

# GSIS UPDATING

## 8. FOR CHANGE OF MAILING ADDRESS, CELLPHONE NUMBER, EMAIL ADDRESS

<b>Office of Division:</b>	Schools Division Office – Administrative Services		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government Employee		
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly accomplished Member's Request Form (MRF) indicating in the Details of Request the change &/or for correction of the abovementioned data		downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				

1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete-Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	

**B. FOR ELECTRONIC FILING**

1. Email scanned copy of documentary requirements to gsistaskforceupdating@depe.dqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	> complete -Prepare ARA Form-A and upload via webMSP			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	



# GSIS UPDATING

## 9. FOR UPDATING OF REMITTANCE

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government Employee		
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly accomplished Member's Request Form (MRF)		downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms	
2. Service Record indicating the updated salary		HR Non-Teaching Unit > For Elementary Congressional District(s): I-Jane Garcia II-Marissa Yepes III- Girlie Oliva IV-Mark Anthony Napiza V-Mark James Borja VI-Merced Paula Alcaraz	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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<b>A. FOR WALK-IN</b>				
1. Submit scanned copy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@deped.gov.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	1. Marivel Unciano (AO-IV)
	>deficient-inform requesting party of any deficiency			2. Lilibeth Ambat (ADAS-III)
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>	

# GSIS LOANS

## 10. MULTI-PURPOSE LOAN, POLICY LOAN, EMERGENCY LOAN & COMPUTER LOAN

<b>Office of Division:</b>	Schools Division Office – Administrative Services		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government Employee		
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Clear copy of latest payslip		Payroll Unit or School	
2. Certificate of No Pending Case		>for Teachers, Head Teachers, Principals, kindly request at DepEd NCR using this link: <a href="https://forms.gle/7xhAoSjk2Jv5AzLk7">https://forms.gle/7xhAoSjk2Jv5AzLk7</a> using DepEd email account >for Employees or Non-Teaching email toSDO-QC Legal Section at : Depedqclegalsection@gmail.com	
3 UMID Card/valid ID		LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
* FOR ELECTRONIC FILING ONLY				

1. Secure Certificate of no pending case first before applying for loans to avoid disapproval for lack of documentary requirements	10.1 Verify applicant to GSIS GW@PS portal for existing application	NONE	2 hours	1. Marivel Unciano (AO-IV)
	10.2 Assess completeness of documentary requirements through admin.services email address		2 hours	
2. Apply GSIS loan through GWAPS kiosk, GSIS over the counter or at egsismo.gov.ph	>deficient requirements - inform requesting party of any deficiency through email * Perform mathematical computation for compliance of NTHP *Verify existing approved loans		2 hours	2. Lilibeth Ambat (ADAS-III)
			2 hours	
3. Email documentary requirements at admin.services@depedqc.ph	10.3 Inform applicant for approved and disapproved loans stating the reason for disapproval of the same through email			
	<b>TOTAL</b>		<b>NONE</b>	<b>1 day</b>

# GSIS LOANS

## 11. GFAL / TOP-UP APPLICATIONS

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government Employee	
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary	
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Application Forms for GFAL & for Top-Up	downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms	
2. Statement of Account/Notice of Disclosure	Private Lending Institutions (PLI) Office	
3. Latest payslip	Payroll Unit/ School	
4. UMID Card / valid ID	LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D.	
5. Tentative Computation for GFAL & top-Up, if applicable	gsisncr@gsis.gov.ph or to Mr. Alvin Valones at advalones@gsis.gov.ph furnishing them the ff. documents; a) Latest Payslip b) Statement of Account (SOA) c) UMID card / valid ID	
6. Certificate of no pending case	>for Teachers, Head Teachers, Principals, kindly request at DepEd NCR using this link: <a href="https://forms.gle/7xhAoSjk2Jv5AzLk7">https://forms.gle/7xhAoSjk2Jv5AzLk7</a> using DepEd email account >for Employees or Non-Teaching Personnel, email to SDO-QC Legal Section at : Depedqclegalsection@gmail.com	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>* COMBINATION OF ELECTRONIC &amp; PERSONAL FILING</b>				
1. Accomplished GFAL & Top-Up Forms	11.1 Assess completeness of documentary requirements	NONE	2 hours	1. Marivel Unciano (AO-IV)
2. Send complete documentary requirements to SDO-QC Authorized Agency Officer (AAO) for signature	>deficient requirements - inform requesting party of any deficiency 11.2 Perform mathematical computation for compliance of NTHP		2 hours	2. Lilibeth Ambat (ADAS-III)
3. email all documents to gsisncr@gsis.gov.ph for tracking purposes but need to submit the hardcopy or put in a dropbox to the nearest GSIS office.	11.3 Stamped payslip for proper distinction of GFAL application		10 minutes	3. Cristina Buce (Office Aide)
			10 minutes	
	11.4 Sign the GFAL & Top-Up Forms by the AAO		2 hours	4. Geraldine Serafica (Office Aide)
	11.5 Return the documentary requirements to the applicant			
	<b>TOTAL</b>	<b>NONE</b>	<b>6 hours and 20 minutes</b>	

## LANDBANK LOANS (CITY PAID EMPLOYEES)

### 12. MUST BE ENROLLED IN LBP IACCESS/LBP MOBILE APP

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government Employee	
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary	
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Certified Photocopy of I.D.	SDO-QC-DepEd I.D.	
2. Certified photocopy of Payslip	SDO-QC	
3. Latest summary of Leave Credits (VL & SL) at least 30 days	Non-Teaching Unit	
4. Certificate of no pending case or filed Administrative Case. (should secure MTC, RTC & City Prosecutors Clearances)	Non-Teaching Personnel, email to SDO-QC Legal Section at : Depedqclegalsection@gmail.com	
5. USB OR CD		
> must be 18-63 years old within the term of the loan		
> no pending application for retirement or not due for retirement w/in the term		
> net monthly take home pay should be P5, 000.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PERSONAL FILING				
Submit to Admin Services all documentary requirements	12.1 Prepare whitelist hard copy & softcopy to be placed in USB or CD	NONE	4 hours	1. Lilibeth Ambat (ADAS-III)
	12.2 Have payslip, valid I.D, and whitelist signed by the ff:		2 hours	
	a) the one who prepared (LMA) b) City Asst. Dept. Head III c) SDS			
	12.3 Indorse/transmit to LBP- QC Hall		2 hours	
	TOTAL	NONE	1 day	



# PRIVATE LENDING INSTITUTIONS (PLI'S) LOANS

## 13. CITIBANK, EASTWEAST BANK, BDO ETC.

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary

<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Payslip	Payroll Unit or School
2. Statement of Account	Get stoppage form, fill out needed information, certificate of full payment
3. Certificate of full payment	
4. Stoppage Form	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>
<b>* FOR ELECTRONIC FILING ONLY</b>			
1. Secure payslip at school through school clerk	13.1 Check information if true and correct using payroll abstract		8 hours

2. Request SOA from previous PLI either personally or through the assistance of the loan officer	13.2 Verify if no undeducted obligations and incoming deductions by coordinating with other lending company or agency	NONE	8 hours
3. Get stoppage form	13.3 Verify if eligible or not to avail loan from PLI		8 hours
4. Fill out needed information	13.4 Create accommodation or non-accommodation letter and send to client and PLI through email		8 hours
5. Attached a copy of certificate of full payment	13.5 Check information if true and correct by coordinating with the PLI who issued the SOA		8 hours
6. Secure a copy of duly signed stoppage form from payroll	13.6 Check information if true and correct by coordinating with the PLI who issued the certificate of full payment		8 hours
	13.7 Check information if true and correct by coordinating with payroll		8 hours
	<b>TOTAL</b>	<b>NONE</b>	<b>3-7 days</b>

## 14. PAG IBIG LOANS

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government Employee		
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Pag-Ibig Loan Form		download at Pag-Ibig website	
2. Valid I.D.		LTO-Driver's License ; GSIS-UMID card; SDO-	
3. Payslip		Payroll Unit or School	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
<b>* PERSONAL FILING</b>			
Duly accomplish the form	14.1 Check if the informations are true and correct	NONE	30 minutes
			1 hour

Sign the form with two (2) witnesses	14.2 Counter check if there are other existing loans		
Let the Principal sign the form			2 minutes
Bring the form together with other required documents in the administrative office for signature	14.3 Sign the form		
Bring the signed form together with other required documents to Pag Ibig Office	14.4 Prepare and print authorization form		20 minutes
	<b>TOTAL</b>	<b>NONE</b>	<b>1 hour and 52 minutes</b>

## 15. PROVIDENT LOANS

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government Employee		
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Loan Application Form (LAF)		Downloadable form through SDO, QC website. Ha Administrative Services Office	
2. Certified true copy of Pay slips of Borrower & co-maker (by principal)		Payroll Unit or School	
3. Request Letter		Personal Document	
<b>CLIENT STEPS1</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>
<b>* PERSONAL FILING</b>			

1. Fill out (LAF) through handwritten form and submit the same with complete documentary requirements	15.1 Check information if true and correct using payroll abstract, verify if no undeducted obligations and incoming deductions by coordinating with other lending company or agencies (i.e. GSIS, PAGIBIG)	NONE	4 hours
2. For emergency purposes, must be signed by ASDS Engr. Marc Voltaire Padilla	15.2 Verify NTHP if eligible (NTHP) not to avail Provident loan		1 hour
3. Bring and show the original payslip of borrower & co-maker for authentication	15.3 Check and correct Application form and other requirements completely sign with original hand written of Borrower and Co-Borrower,		3 hours
4. Payslips must be free from undeducted obligations			
5. Bring all documents to the Administrative Office for Assessment and proper indorsement			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

# Office of the Schools Division Superintendent

## ACCOUNTING UNIT

### 1. Processing of Disbursement Vouchers (DV)

The DV is a form used to pay an obligation to employees/individuals/agencies/creditors for goods purchased or services obligation.

<b>Office or Division:</b>	Accounting Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Disbursement Transactions			
<b>Who may avail:</b>	All Creditors (within and outside DepEd)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. COA Circular 2012-001 dated June 14, 2012 (Checklist of documentary requirements for common government transactions)			DV is from Accounting Unit; supporting documents are from the creditors and other	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONNEL</b>
1. Submit claims with supporting documents at the Accounting Unit	1. Accounting Unit will check the completeness and accuracy of documents submitted	None	15 minutes	<ul style="list-style-type: none"> <li>• CA</li> <li>• JO</li> </ul>
2. Process the DV with the supporting documents for payment.	2. Accounting Unit will forward the documents to Budget Unit and other signatories of the DV.	None	1 to 2 days	<ul style="list-style-type: none"> <li>• CA</li> <li>• JO</li> </ul>
Total Number of Days and Hours			2 days and 15 minutes (maximum)	

## 2. Pre-Audit and Recording of Liquidation Reports from Accountable Officers

Cash Advances granted to Accountable Officers must be liquidated and submitted to Accounting Unit for pre-audit by the Commission on Audit (COA).

<b>Office or Division:</b>	Accounting Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Liquidation Transaction		
<b>Who may avail:</b>	All Accountable Officers (Recipient of Cash Advances)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>
1. Cash Disbursement Register/Liquidation Report			Accounting Unit
2. Bank Reconciliation Statement			Land Bank of the Philippines
3. Checks, Disbursement Vouchers and supporting documents under COA Circular 2012-01 dated June 14, 2012			Concerned Accountable Officers
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit the hard copies of CDR/LR with supporting documents and transmittal letters	1. Receive the documents and record in the logbook for monitoring purposes.	None	5 minutes



2. Conduct pre-audit of the submitted liquidation reports	2. Check and verify the submitted documents	None	30 Minutes (per submitted LR)
	3. Communicate with the Accountable Officers concerned if documents are deficient for compliance.	None	15 mins

	4. Record in the Accounting System or books of accounts the liquidation transaction and issue certificate that Cash Advances have been liquidated.	None	15 minutes
	5. The Head of the Accounting Unit will review the liquidation report submitted and approve the Journal Entry Voucher generated by the staff.	None	15 minutes
	6. After approval, the liquidation report will be submitted to COA on a weekly basis for post audit.	None	7 days
	<b>TOTAL</b>	<b>None</b>	<b>7 days and 60 minutes (Maximum)</b>

### 3. Consolidation of Financial Reports from Implementing Units

Submission of Consolidated Financial Reports are done on a monthly, quarterly, semi-annual and annual basis to COA, DBM, and BIR.

<b>Office or Division:</b>		Accounting Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Reports Generation and Consolidation		
<b>Who may avail:</b>		Implementing Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>General Purpose Financial Statements cited in Government Accounting Manual</li> </ol>		<ul style="list-style-type: none"> <li>Implementing Units and SD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	
1. Submit all the required financial reports (soft and hard copies) on a monthly, quarterly, semi-annual and annual basis.	1. Receive and record in the logbook the financial reports for consolidation.	None	5 minutes	•
	2. Check and verify the financial data submitted	None	30 mins to one hour every IU	•

	3. Enter in the FS Consolidator System the financial data submitted by IUs	None	30 minutes	•
	4. Finalize and generate the financial statements for submission to oversight agencies.	None	1 to 2 days	•
	5. Submit the Consolidated FS and other financial reports (soft and hard copies) to COA and other oversight agencies.	None	30 minutes to One Hour	•
	6. Inform the field of their status on the submission of FS for monitoring purposes.	None	30 minutes	•
<b>TOTAL</b>		<b>None</b>	<b>2 days and 2 hours</b>	

# PROPERTY AND SUPPLY SECTION

## 1. Submission of Request for Quotation

Procurement Unit uses the Philippine Government Electronic Procurement System (PhilGEPS) as (RFQs) in procurement of goods, services and infrastructure projects.

<b>Office or Division:</b>		Property and Supply Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who may avail:</b>		Suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Valid DTI Certificate/SEC Registration</li> <li>2. Valid Mayor's Permit (current)</li> <li>3. Valid Tax Clearance (current)</li> <li>4. Valid Certificate of PhilGEPS Registration (Platinum Membership) (current)</li> <li>5. Latest Audited Financial Statement</li> <li>6. Valid PCAB License (for Infra. Projects)</li> </ol>			Supplier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BEPAID</b>	<b>PROCESSIN G TIME</b>	<b>I</b>
1. Submit proposal/ quotation in response to the posted RFQs (Personally, or via on-line)	1. Received and collect proposals/quotations from interested suppliers			BAC • A • L • J • F C F

	2. Open and check the submitted and collected proposals/ quotations in reference to the posted procurement opportunities. Preparation of Abstract of Quotations	None	Steps 1-4 6-7 days	• Bi Co and Ri
	3. Notify the Suppliers with the Lowest Calculated Quotation			BAC • A • L

	and Responsive Officer thru BAC Resolution and Award			• Rico Magalang Officer In-Charge Procurement Unit
	4. Issuance of Purchased Order/Contract			BAC Secretariat • Alfea O. Julian • Rico Magalang Officer In-Charge Procurement Unit
<b>TOTAL</b>		<b>None</b>	<b>6-7 days</b>	

## 2. Invitation to Bid

Procurement Unit uses the Philippine Government Electronic Procurement System (PhilGEPS) as Invitation to Bid for the procurement of goods, services and infrastructure projects.

<b>Office or Division:</b>		Property and Supply Section		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who may avail:</b>		Suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
As provided for in the Standard Philippine Bidding Documents and the corresponding Invitation to Bid				Supplier
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>BA</b>
1. Submission of Letter of Intent to Participate and the Document Request List (DRL) generated from the PhilGEPS website and secure Bidding Documents	1. Receive the Letter of Intent /DRL and issue Order of Payment for the corresponding Bidding Documents	Standard Rates provided on the Guidelines on the Sale of Bidding Documents	From the date of Posting up the date of Opening of Bids	• • •

2. Attend the Pre Bidding Conference for Questions and Clarifications regarding the project.	2. Conduct of Pre Bidding Conference and Issuance of necessary Supplementary Bid Bulletin		Steps 1-8 (27 days)	
3. Submit the Bidding Documents on or before the Deadline set by the Committee	3. Submission and Opening of Bids			
4. Submission of Post Qualification Requirements	4. Bid Evaluation and Post-Qualification			
	5. Issuance of Notice of Award			
5. Posting of Performance Bond	6. Preparation of Contract or Purchase Order			
	7. Issuance of Notice to Proceed			
	8. Delivery and Monitoring		Subject to the prescribed delivery period	
<b>TOTAL</b>			<b>27 days</b>	





1. Prepare documents	1. Receive required documents and endorse request to in-charge personnel			• M (
2. Submit required documents	2. Verify and check for property accountability	None	<i>Steps 1-4</i>	• M ( F
3. Pay the amount by showing the Order of Payment at the <b>Cash Unit</b> of the Division for National Fund properties; <b>City Treasurer's Office</b> for	3. <b>If with Property accountability,</b> issue Order of Payment and proceed to payment		1-2 days	• M ( F

SEF/City Fund properties *Make sure to secure Official Receipt that will be issued upon payment 3.1 Return to Property and Supply Section for the processing and release of Clearance				
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	4. Once Official Receipt is presented, Property Clearance will be issued and Division Clearance will be signed			<ul style="list-style-type: none"> <li>• E</li> <li>• L</li> <li>(</li> <li>• J</li> </ul>
TOTAL		None	<b>1 -2days</b>	

### 3. Requisition of Supplies and Equipment

Division Section Heads and School Heads may request for additional supplies and equipment based on the following process:

<b>Office or Division:</b>		Property and Supply Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government Employee		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Requisition Slip				Property and Supply S
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BEPAID</b>	<b>PROCESSIN G TIME</b>	<b>PE</b>
1. Fill-out the Requisition Slip form	1. Receive the Requisition Slip form	None	<i>Steps 1-7</i> 1-2 days	<ul style="list-style-type: none"> <li>• F</li> <li>• In</li> <li>• A</li> <li>(</li> </ul>
2. Submit accomplished Requisition Slip	2. Check for availability			<ul style="list-style-type: none"> <li>• F</li> <li>• In</li> <li>• A</li> <li>(</li> </ul>
	2.1 Submit requests to Property and Supply Section Head for approval			<ul style="list-style-type: none"> <li>• A</li> <li>•</li> <li>•</li> </ul>

3. Sign issued receipts	3. If available, prepare request and print receipts			<ul style="list-style-type: none"> <li>• F</li> <li>• A</li> </ul>
4. Receive and check issued supplies /equipment	4. Release supplies/equipment and make sure all issued receipts are signed by the Accountable Officer			<ul style="list-style-type: none"> <li>• F</li> <li>• A</li> <li>• A</li> <li>• J</li> <li>• I</li> <li>• C</li> </ul>
	5. File and safe keep the signed receipts			<ul style="list-style-type: none"> <li>• F</li> <li>• A</li> <li>• C</li> </ul>
	6. If not available, advise requesting unit to prepare purchase request and submit to Procurement and Acquisition Unit			<ul style="list-style-type: none"> <li>• F</li> <li>• A</li> <li>• C</li> </ul>
<b>TOTAL</b>		<b>None</b>	<b>1-2 days</b>	

## 4. Request for Inspection of Unserviceable Properties

before To properly appraise and dispose unserviceable properties, Property and Supply Section must ins

<b>Office or Division:</b>		Property and Supply Section (PSS)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government Employee		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SEC</b>		
<ol style="list-style-type: none"> <li>1. Inventory and Inspection Report of Unserviceable Properties (IIRUP) - 4 copies</li> <li>2. Property Return Slip – 4 copies</li> <li>3. Report of Waste Material – 4 copies</li> <li>4. Photos of the property for disposal</li> </ol>		<ul style="list-style-type: none"> <li>• Accountable Officer / Proper Section</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSIN G TIME</b>	
1. Submit required documents	1. Receive required documents and endorse to personnel in-charge			
2. Submit additional documents if needed	2. Check and verify documents			

<p>3. Prepare and organize properties for disposal at school in preparation for the inspection</p>	<p>3. Schedule Inspection</p>	<p>None</p>	<p><i>Steps 1-6</i> 5 – 10 days</p>	
	<p>4. Visit requesting school to evaluate and prepare recommendation based on the inspection report</p>			
	<p>5. Submit recommendation to the Head of Agency for approval</p>			

<p>4. Submit approved recommendation to General Services Department of the Local Government Office for SEF/City Funded goods or equipment</p>	<p><b>6. National Fund:</b> Submit the approved recommendation to: Disposal Committee for appraisal ;</p> <p><b>SEF/City Fund:</b> Provide a copy of the approved recommendation to the requesting school</p> <p>*Disposal Committee will decide the appropriate mode of disposal</p>		
<b>TOTAL</b>		<b>None</b>	<b>5-10 days</b>



# CASH UNIT

## 1. Issuance of Official Receipt

All internal and external clients who have an order of payment will submit to cashier for issuance of Official receipt

<b>Office or Division:</b>		Cash Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		All internal & external clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of payment- Original copy		Accounting Section/ BAC Office Bidding Documents		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	
1. Secure Order of Payment/ Authority to Collect duly signed by Head of Accounting Section/ Procurement Office	1.1 Issue Order of Payment/ Authority to Collect	None	15 minutes	
2. Client presents duly filled-out Order of Payment /Authority to Collect	2.1 Verify the completeness and accuracy of information contained in the Order of Payment/ Authority to Collect	None	5 minutes	

3. Give the necessary payment to collecting officer either thru cash or check	3.1 Receive payment and encode the information of payment received in the Official Receipt	Applicable fees as contained in the Order of Payment/ Authority to Collect	5 minutes	
4. check/signed and verify data indicated in the Official receipt	4.1 Issue Official Receipt to the Payee/ donor	None	5 minutes	
TOTAL			<b>30 minutes</b>	

## 2. LDDAP-ADA/CHECK PAYMENT

All vouchers duly signed by the authorized Officers, payment either LDDAP ADA or Check Issuance depending on the type of transaction.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Internal and external clients			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Processed Disbursement Voucher/LDDAP ADA				Accounting Unit
2. Supporting Documentary Requirements				Concerned Office/
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BEPAID</b>	<b>PROCESSING TIME</b>	
	1.1 Receives and records processed DV and LDDAP ADA duly signed by Chief Accountant	None	5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>5minutes</b>	
<b>IN CASE OF CHECK PAYMENT</b>				
	1.2 Determines type of fund and issued the corresponding check	None	5 minutes	Ja W

	1.3 Controls check and advice number, prepares and encodes in the database system and print check and ACIC	None	10 minutes	. Ja W
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2

	1.4 Reviews accuracy of data on check and ACIC based of the processed DV and signs/initials.	None	5 minutes	Ja Wi
<b>IN CASE OF LDDAP-ADA</b>				
	1.5 Imports from the database system to generate the hash totals in the FINDES (online LBP System); controls and assign check number and prepares ACIC	None	10 minutes	Ja Wi
	1.6 Reviews hash totals, ACIC based on the processed LDDAP-ADA and sign initials	None	10 minutes	. M
<b>IN CASE BOTH CHECK AND LADDAP-ADA</b>				

	1.7 Records and transmit check and ACIC or LDDAP ADA with the necessary documents to authorized signatories	None	10 minutes	Jan Wi
	1.8 Authorized signatories sign check and ACIC/ LDDAP-ADA with necessary documents		1-2 days depending on the availability of signatories	. M
	1.9 Returns signed check and ACIC or LDDAP-ADA with the necessary documents to USB/CD			
	1.10 Receives and check if all			

	documents were duly signed and records accordingly			
	In case of LDDAP ADA photocopies, segregates and prepares for the Submission to AGDB;			

	In case of check, creates and approves for clearing check payments thru eMDS			
	1.1 Informs payee of availability for check release			
	2.1 Check ID of claimant and receives the document submitted to claim check			
3. Signs the check releasing logbook and DV	3.1 Checks signature against the ID Presented	None	5 minutes	Ja
4. Receives check and validates correctness of data (name of payee and amount)	4.1 Releasing of check	None	5 minutes	Ja
<b>Receipt of Official receipt (OR) for payment thru LDDAP-ADA-external</b>				
5. Proceeds to Cash Department and informs the Cash Department staff of detail of payment credited to their account (date and amount)	5.1 Searches database for LDDAP ADA number and located among the files submitted to the bank the LDDAP ADA involved in the transactions	None	10 minutes	Ja Ba
6. Issues OR for	6.1 Attaches the OR	None	10 minutes	Ja

the payment received thru LDDAP-ADA	to the DV and issuance of tax certificate when applicable			
<b>Inquiry on status of payment of obligation- internal and external</b>				
7. Client inquires on status of payment thru check or LDDAP-ADA, thru personal follow up, text message, landline call, messenger	7.1 Searches the Cash receipts and Disbursement Database system and informs the client of search result and/or furnishes copy of LDDAP-ADA, DV when requested	none	10 minutes	Ja Ba
<b>TOTAL</b>		<b>2 days 1 Hour and 30 Minut</b>		

### 3. Petty Cash

All expenses in small amount up to extend of 15,000 can be paid through petty cash fund.

<b>Office or Division:</b>		Cash Division	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2G - Government to Government	
<b>Who may avail:</b>		All Deped Employee	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO S</b>	
1. Approved Petty Cash Voucher 2. Signed by Requesting Officer 3. Accounting Section, SDS Office		Cash Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Secure Petty Cash Fund Form in Cash Unit	1.1 Issue Petty Cash Form	None	5minutes
2. Fill up the form with duly signed of the requesting party with the approval of the Accountant and the sds	2.1 Verify the completeness and accuracy of information contained in the Petty Cash Form	None	
3. Give the necessary payment of the request amount	3.1 Receive the petty cash form according to the approved petty cash form with official receipt presented		
<b>TOTAL</b>		<b>5 Minutes</b>	





	2. Re-check documents received and prepare Obligation Request Status (ORS) if no ORS is attached	None		<ul style="list-style-type: none"> <li>• M</li> <li>Le</li> <li>(P</li> <li>S</li> <li>•</li> <li>(M</li> <li>O</li> </ul>
	3. Assign ORS number and post in the registry	None		<ul style="list-style-type: none"> <li>• M</li> <li>II</li> </ul>
	4. Sign Box B of ORS for availability of allotment	None		<ul style="list-style-type: none"> <li>• C</li> </ul>
	5. Release signed ORS and attachments	None		<ul style="list-style-type: none"> <li>M</li> <li>Ac</li> </ul>
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

## 2. Fund Request

These are requests for allotment for newly-created items of teaching and non-teaching personnel of the

<b>Office or Division:</b>	Budget Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G - Government to Government Employee		
<b>Who may avail:</b>	All employees of SDO, Q.C. (National Roll)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Certified copy of Appointment</li> <li>2. Notice of Organization Staffing and Compensation Action (NOSCA)</li> </ol>			Human Resource S
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit the requirements to the Budget Unit	1. Receive and check the requirements	None	
	2. Prepare Matrix of Funding Requirement and transmittal	None	
	3. Sign Funding Request	None	
	4. Release Funding request to the Office of the Superintendent (for signature)	None	
	5. Submit Funding Request to DepEd-NCR	None	
<b>TOTAL</b>		<b>None</b>	<b>within the day</b>

# Information and Communications Technology Unit

## 1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the SDO proper and field personnel service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

<b>Office or Division:</b>		ICT Unit	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2G – Government to Government	
<b>Who may avail:</b>		SDO Personnel, School-based Personnel	
<b>CHECKLIST OF REQUIREMENTS</b>			
• ICT Account Management Form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit the accomplished ICT Account Management Form provided by the ICT Section (For walk-in)	1.1. Receive the ICT Account Management form from the client	None	1 minute
	1.2. Evaluate the document and interview the client	None	10 minutes
	1.3. Create/ delete/ rename account or reset password of client account	None	15 minutes
	1.4. Give the credentials to the client	None	5 minutes
<b>Total:</b>		<b>None</b>	<b>21 minutes</b>
2. Submit the accomplished ICT	2.1. Checking the sent email	None	2 minutes

Account Management form to ict@depedqc.ph or visit our website www.depedqc.ph for online ICT account management services	2.2. Evaluate the document sent. If blurry or has erroneous entry, incomplete information given, return to sender. If client has no Valid ID attached, return to sender.	None	5 minutes
	2.3. Create/ delete/ rename account or reset password of client account	None	15 minutes
	2.4. Give the credentials to the sender	None	5 minutes
<b>Total</b>		<b>None</b>	<b>17 minutes</b>

## 2. Troubleshooting of Computer Repairs and Maintenance

Evaluation, Assessment and Troubleshooting of Computer Repairs and Maintenance of ICT Equipment, Computer L

<b>Office or Division:</b>		ICT Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		SDO Personnel, School-based Person		
<b>CHECKLIST OF REQUIREMENTS</b>				
• ICT Technical Assistance Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	
1. Submit the accomplished ICT technical assistance form	1.1. Receive the ICT technical assistance form from the client	None	1 minute	
	1.2. Evaluate the document and interview the client	None	10 minutes	
	1.3. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	
	1.4. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	
	1.5. Give recommendation to the client on what to do	None	15 minutes	

	1.6. Return the equipment to the client	None	5 minutes
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 2 minutes</b>
2. Online or printed Request signed by the school head Send the request through ict@depedqc.ph (Subject: Request for Computer Repair)	2.1. The ICT Personnel in-charge in monitoring the ict@depedqc email will forward the request to the CMT assigned in that school	None	1 minutes
	2.2. The CMT assigned will coordinate with the school ICT Coordinator Regarding the scheduled virtual TA or onsite Repair	None	5 minutes
	<b>TOTAL</b>	<b>NONE</b>	<b>depends upon the availability of technician</b> *Note: The School will fetch the Computer Technician

### 3. Smart 5G Loading

Smart 5G Loading issued by Local Government Unit of Quezon City (LGU) for the SDO proper and field personnel.

<b>Office or Division:</b>		ICT Unit	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2G – Government to Government	
<b>Who may avail:</b>		SDO Personnel, School-based P	
CHECKLIST OF REQUIREMENTS			
• Smart 5g SIM Card Excel Template file			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit the accomplished Smart 5g SIM Card Excel Template file to sim@depedqc.ph	1.1. checking the sent emails	None	1 minute
	1.2. Evaluate the document sent. If has erroneous entry, incomplete information given, return to sender. If	None	10mins
	1.3. Compile all approved documents to the Smart 5g excel template file and upload to the Smart biz loading system	None	30 minutes
	1.4. Loading of Smart 5G SIM	None	10 minutes
	1.5. Creating Reports	None	20 minutes
	1.6. Give the credentials to the senders	None	10
<b>TOTAL</b>		<b>NONE</b>	<b>1 hours and 21 minutes</b>



#### 4. Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi Issues

Deactivation and replacement of Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi

<b>Office or Division:</b>		ICT Unit	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2G – Government to Government	
<b>Who may avail:</b>		SDO Personnel, School-based Personnel	
<b>CHECKLIST OF REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>• Lost/Defective Globe SIM Card, Smart SIM Card &amp; Smart Pocket Wi-fi Google Form</li> </ul> <p>Lost</p> <ul style="list-style-type: none"> <li>- Fill up and sign the Affidavit of Loss provided by ICT (the day of visit)</li> <li>- 1 Valid ID</li> </ul> <p>Defective</p> <ul style="list-style-type: none"> <li>- The SIM Card/Pocket Wi-fi including the packaging of sim and the box of the Pocket Wi-fi</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit the accomplished Google Form of Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket	1.1 Checking the responses of the Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Google Form	None	5 minute
	1.2. Evaluate the document sent. If blurry or has erroneous entry, incomplete information given, return to sender. If client has no Valid ID attached, return to sender.	None	1 minute
	1.3. all approved documents will be scheduled the date of their visit for replacement of the SIM Card or Pocket Wi-fi		5 minute

<p>1.1 The scheduled date of client. if <b>lost</b> the client will Provide a Valid ID and fill up and sign the Affidavit of loss provided by the ICT. If <b>Defective</b> client must provide the old defective SIM Card/Pocket Wi-Fi including the packing and the box</p>	<p>1.4 Evaluate the documents provided. If blurry or has erroneous entry, incomplete information given, return to sender. If client has no Valid ID attached, return to sender.</p>		<p>10 minute</p>
	<p>1.5 Approved Documents of visited clients will Replace the SIM Card or Pocket Wi-Fi</p>		<p>10 minute</p>
<b>TOTAL</b>		<b>NONE</b>	<b>31 minutes</b>

## 5. Uploading of Publications

This describes the procedures in the uploading of publications on the official website, Facebook Page, Workplace g

<b>Office or Division:</b>	Information and Communications Technology (ICT) Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Printed Copy</li> <li>Soft copy (Preferably PDF File)</li> </ul>			ICT Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>REMARKS</b>
1. Send the PDF file for uploading through FB GC "For SDS Signature"	1. Once approved for uploading, the Data Encoder assigned will upload it to the SDOQC website and Official FB Page MEMO Uploader	None	5 mins to 1 hour	
<b>TOTAL</b>		None	<b>5 mins to 1 hour</b>	

## 6. Events / Webinars Support

Giving the technical assistance to events/webinars including designing banners, programs, videos and moderating (Google Meet & etc.)

<b>Office or Division:</b>		ICT Unit	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2G – Government to Government	
<b>Who may avail:</b>		SDO Personnel	
<b>CHECKLIST OF REQUIREMENTS</b>			
(Request Letter) Indicate the ff: - Event Title - Date & Time - Program - Number of Expected participants - Platform (Streamyard or Google Meet)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Send the request at ict@depedqc.ph (Subject : Request for Event Webinar Support)	1. The ICT Personnel in-charge monitoring the ict@depedqc email will forward the request to the Data Encoder in-charge	None	1 minute
	1.2. The Data Encoder assigned will coordinate with the personnel request for TA Support	None	1 to 3 days
<b>TOTAL</b>		<b>NONE</b>	<b>1 to 3 days</b>

# PAYROLL SERVICES UNIT

## 1. Automatic Payroll Deduction System (Private Lending Institutions)

Private Lending Institutions (PLI) who are in the APDS will submit their billings in queue to be deducted from the salary

<b>Office or Division:</b>	Payroll Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government To Business Entity			
<b>Who may avail:</b>	All, Private Lending Institutions (PLI)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. CD (Billing txt file) (1 copy)</li> <li>2. Sworn Certification (1 copy)</li> <li>3. Authority to Deduct (1 copy)</li> <li>4. Disclosure Statement (1 copy)</li> <li>5. Promissory Note (1 copy)</li> <li>6. Email printout from Verifier (1 copy)</li> </ol>			<ul style="list-style-type: none"> <li>• For checklists 1-5: From conce</li> <li>• For printout from Verifier: From Administrative Section)</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>REMARKS</b>
1. Submit the requirements at the Payroll Services Unit	1. Billing Handlers will receive the requirements from PLI's on or before the end of the previous month of the effectivity date	None	5 minutes	<ul style="list-style-type: none"> <li>• PLI</li> <li>• R</li> <li>• A</li> <li>• E</li> <li>• G</li> <li>• (S</li> <li>• S</li> </ul>
2. Fill-out the logbook for queuing	2. Check the documents submitted	None	5 minutes	<ul style="list-style-type: none"> <li>• PLI</li> <li>• R</li> <li>• A</li> <li>• E</li> <li>• G</li> <li>• (S</li> <li>• S</li> </ul>
	3. Check the billing txt file from CD for any error (text alignment, etc.) versus the documents submitted	None	5 minutes	<ul style="list-style-type: none"> <li>• R</li> <li>• A</li> <li>• E</li> <li>• G</li> <li>• (S</li> <li>• S</li> </ul>

	4. Consolidate billing txt files of all PLI's	None	2 hours	<ul style="list-style-type: none"> <li>• R</li> <li>• A</li> <li>• E</li> <li>• G</li> <li>(S</li> <li>S</li> </ul>
	5. Prepare the upload list for upload queuing	None	45 minutes	<ul style="list-style-type: none"> <li>• R</li> <li>• A</li> <li>• E</li> <li>• G</li> <li>(S</li> <li>S</li> </ul>
	6. Upload the billing files by the Encoder in-charge	None	2 hours	<ul style="list-style-type: none"> <li>• A</li> <li>• M</li> <li>(E</li> <li>• A</li> <li>• R</li> <li>(S</li> <li>S</li> </ul>
	7. Check the ADDED, DELETED, and ERROR LIST from payroll system	None	2 hours	<ul style="list-style-type: none"> <li>• A</li> <li>• M</li> <li>(E</li> <li>• A</li> <li>• R</li> <li>(S</li> <li>S</li> </ul>
	8. File and safe keep the billing documents	None	3 hours	<ul style="list-style-type: none"> <li>• R</li> <li>• A</li> <li>• E</li> <li>• G</li> <li>(S</li> <li>S</li> </ul>
<b>TOTAL</b>		None	<b>1 day and 2 hours</b>	

## 2. Manual Billings (GSIS, PLI and Pagibig)

These are requests for salary deduction and/or stoppage for loans, insurances, savings that can be done manu

<b>Office or Division:</b>	Payroll Services Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE
1. Copy of filled-out Stop/Deduct Request Form (1 copy)			Requesting party
2. Photocopy of latest payslip (1 copy)			Requesting party
3. Certificate of Full Payment or Request for Stoppage from the PLI/GFI (for manual stoppage) (1 copy)			Requesting party with the concerned PLI
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit the requirements at the Payroll Services Unit	1. Receive the request form and attachment on or before 5 <sup>th</sup> day of the effectivity month	None	5 minutes
	2. Check and verify the submitted documents	None	30 minutes
	3. Consolidate all requests for action of the Encoder	None	1 hour

	4. Encoder will effect corresponding requests to the payroll system	None	5 minutes	
	5. File and safe-keep the requests	None	1 hour	
<b>TOTAL</b>		<b>None</b>	<b>2 hours and 40 minutes</b>	
<b>REMARKS: For request sent electronically</b>				
5. Submit electronically (thru official email, <b>dpsu@depedq.c.ph</b> ) the request with supporting documents (scanned)	1. Acknowledge receipt of the email	None	5 minutes	<ul style="list-style-type: none"> <li>• Re</li> <li>• Ri</li> <li>• AD</li> <li>• EI</li> <li>• G</li> <li>(S</li> <li>pr</li> </ul>
	2. Check and verify the attachment	None	20 minutes	<ul style="list-style-type: none"> <li>• Ri</li> <li>• AD</li> <li>• EI</li> <li>• G</li> <li>(S</li> <li>pr</li> </ul>
	3. Non –compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.	None	5 minutes	<ul style="list-style-type: none"> <li>• R</li> <li>A</li> <li>• E</li> <li>G</li> <li>(S</li> <li>S</li> </ul>



	4. If complete and valid: print emailed documents for consolidation	None	5 minutes	<ul style="list-style-type: none"> <li>• R</li> <li>A</li> <li>• E</li> <li>G</li> <li>(S</li> <li>S</li> </ul>
	5. Consolidation of all requests for action of the Encoder	None	1 hour	<ul style="list-style-type: none"> <li>• R</li> <li>A</li> <li>E</li> <li>G</li> <li>(S</li> <li>S</li> </ul>
	6. Encoder will effect corresponding requests to the payroll system	None	2 hours	<ul style="list-style-type: none"> <li>A</li> <li>M</li> <li>(R</li> <li>• A</li> <li>R</li> <li>(S</li> <li>S</li> </ul>
	7. File and safe-keep the requests	None	2 hours	<ul style="list-style-type: none"> <li>• R</li> <li>A</li> <li>• E</li> <li>G</li> <li>(S</li> <li>S</li> </ul>
<b>TOTAL</b>		<b>None</b>	<b>5 hours and 35 minutes</b>	

### 3. Supplementary Payroll

Supplementary payroll is for those who are not yet included in the regular payroll (payroll system) because no fund yet and for those who are inactivated from the regular payroll due to late submission of required supporting documents.

<b>Office or Division:</b>		Payroll Services Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>➤ <b><u>First Salary</u></b> <ol style="list-style-type: none"> <li>1. Form 48 (DTR)/IWAR (2 copies)</li> <li>2. Advanced Copy of Appointment (2 copies)</li> <li>3. Assumption of Duty (2 copies)</li> <li>4. Oath of Office (2 copies)</li> <li>5. Personal Data Sheet (2 copies)</li> <li>6. LBP Account Number (2 copies)</li> <li>7. Philhealth (MDR) (2 copies)</li> <li>8. Pag-ibig (MDF) (2 copies)</li> <li>9. BP/GSIS Number (2 copies)</li> <li>10. TIN (BIR) (2 copies)</li> </ol> </li> </ul>		<ul style="list-style-type: none"> <li>• Requesting Party</li> </ul>		
<ul style="list-style-type: none"> <li>➤ <b><u>Regular Salary</u></b> <ol style="list-style-type: none"> <li>1. Form 48 (DTR)/IWAR (2 copies)</li> </ol> </li> </ul>		<ul style="list-style-type: none"> <li>• Requesting Party</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
1. Submit all the required documents not later than every 2 <sup>nd</sup> working day of the succeeding month	1. Receive complete documents	None	5 minutes	• • •



	<b>TOTAL</b>	<b>None</b>	<b>1 day and 40 minutes</b>	
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#### 4. Special Payroll for Local Allowances

This is a special payroll for those who are not yet included in the regular payroll (payroll system) due to late submission

<b>Office or Division:</b>		Personnel Unit	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2C - Government to Citizen	
<b>Who may avail:</b>		All	
CHECKLIST OF REQUIREMENTS		WHERE TO SEC	
<p>➤ <b><u>Supplemental Allowance</u></b>  <i>For those who are newly hired:</i></p> <ol style="list-style-type: none"> <li>1. Request for Special Payroll</li> <li>2. Approved/Attested Appointment</li> <li>3. Assumption of Duty or First Day of Service</li> <li>4. Form 48 (DTR)/IWAR</li> <li>5. LBP Account Number</li> </ol> <p><i>For those who are inactivated from the system due to late submission of requirements:</i></p> <ol style="list-style-type: none"> <li>1. Request for Special Payroll</li> <li>2. Form 48 (DTR)/IWAR</li> </ol>		<ul style="list-style-type: none"> <li>• Requesting Pa</li> <li>• Requesting Pa</li> </ul>	
<p>➤ <b><u>Rice Allowance (For Newly Hired and Inactivated)</u></b></p> <ol style="list-style-type: none"> <li>1. Request for Special Payroll</li> <li>2. Certificate of Entitlement</li> </ol>		<ul style="list-style-type: none"> <li>• Requesting Pa</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME
1. Submit all the required documents not later than every 5 <sup>th</sup> working day of the month	1. Receive complete documents	None	5 minutes
	2. Check/Verify the submitted documents	None	10 minutes

	3. Prepare payroll within 2 working days	None	Within 1 day
	4. Forward payroll to the Human Resource Section for the signature in the Attendance Report of the Personnel Officer		
	5. Forward payroll from Human Resource Section to the Office of the Assistant Schools Division Superintendent (ASDS) for signature		
	6. Return the duly signed payroll to the Personnel In-Charge of Allowance for rechecking	None	5 minutes
	7. Submit payroll to Quezon City Local Government for audit and processing of payment	None	Within 1 hour
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 1 hour, 20 minutes</b>

# HUMAN RESOURCE TEACHING UNIT

## SUBMISSION OF EMPLOYMENT APPLICATION (TEACHER I APPLICATION)

All interested and qualified applicants who meet the minimum qualification standards regardless of gender, orientation, political opinion and affiliation are welcome to apply and must register to google link at <https://bit.ly/OrientationRegForm>

<b>Office of Division:</b>	Human Resource Teaching Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C-Government to Citizen		
<b>Who may avail:</b>	Licensed Professional Teacher for Permanent Positions (Elem, JHS) Teachers for Provisional Positions (SHS only)		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.	Letter of Intent addressed to the Schools Division Superintendent	-Client/teacher applicant -CSC Website/SDO	
2.	Duly Accomplished Personal Data Sheet and Work Experience Sheet	-PRC -PRC	
3.	Photocopy of Valid and Updated PRC License/ID	-Emanating Graduate School -Previous Employment/Employer	
4.	Photocopy of Certificate of Eligibility/Report of Rating	-Client/teacher applicant -SDO -CSC Website/SDO	
5.	Photocopy of Transcript of Records		
6.	Photocopy of Certificate of Employment or Contract of Service or duly signed Service Records, whichever is/are applicable		
7.	Photocopy of Relevant Trainings and Specialization		
8.	Checklist of Requirements		
9.	Omnibus Sworn Statement		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
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1. Submit the complete pertinent documents	1.1 Receive and stamp the hard copy of the result of pre-assessment from the School as received and forward to HR Office.	None	5 minutes	➤ ➤
<b>TOTAL:</b>		None	5 Minutes	



# APPLICATION FOR RECLASSIFICATION OF POSITIONS

Reclassification refers to the change in the position title requiring issuance of appointment with corresponding increase. Applicants must classify the documents submitted according to approved reclassification qualifications and must be forwarded to the Re...

<b>Office of Division:</b>	<b>Human Resource Teaching Unit</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>Deped Public School Teachers</b>

<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SEND</b>
1. Duly accomplished Equivalent Record Form – 4 Original Copies	-SDO/School
2. Authenticated copy of Transcript of Records in the Masteral Course signed by the University/College Registrar – 1 Original and 2 certified photocopies.	-Emanating Graduate School -SDO
3. Permit to Study or Accreditation of Units in the Masteral Course – 1 original and 2 photocopies	-Emanating Graduate School
4. Approved Curriculum for Masteral Course (for T-III) (1 original and 2 photocopies)	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes

	<b>1.2 Process ERF application and attached necessary documents</b>	<b>None</b>	<b>30 minutes</b>
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	<b>1.3 Forward to authorized signatories for signature on ERF Form</b>	<b>None</b>	<b>1 hour</b>
	<b>1.4 Indorse the ERF application to Regional Office</b>	<b>None</b>	<b>5 minutes</b>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour, 50 Minutes</b>

# APPLICATION FOR LEAVE

Leave of absence is generally defined as a right granted to officials and employees not to report to work with or without pay as may

<b>Office of Division:</b>	<b>Human Resource Teaching Unit</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>	
<b>Who may avail:</b>	<b>Deped Public School Teachers</b>	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SEC</b>
<b>VACATION LEAVE</b> 1. Duly accomplished CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 3. Letter request (1 original copy)\ <b>Additional requirements:</b> <ul style="list-style-type: none"> <li>▪ Indorsement from the Principal</li> <li>▪ Certification of actual last day of service (3 original copies)</li> </ul>		-CSC website/SDO/School -SDO/School  -Teacher -Teacher  -School -School
<b>CHECKLIST REQUIREMENTS</b>		

<p><b>SICK LEAVE</b></p> <ol style="list-style-type: none"> <li>1. Letter Request (3 original copies)</li> <li>2. Duly accomplished CSC Form 6 (3 original copies)</li> <li>3. CSC Form 41 Medical Certificate if more than 20 days sick leave duly noted by D.O Medical Officer with documentary stamp (1 original copy &amp; 2 photocopies)</li> </ol> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> <li>▪ Indorsement from the Principal (3 original copies)</li> <li>▪ Clearance Form (4 original copies)</li> <li>▪ Certification of actual last day of service (3 original copies)</li> <li>▪ Incident Report from the Principal (if the incident happened inside the School) or Police Report (if the incident happened outside the School) - <i>For Rehabilitation Leave only</i></li> </ul> <p><b>PATERNITY LEAVE</b></p> <ol style="list-style-type: none"> <li>1. Indorsement from the Principal (3 original copies)</li> <li>2. Letter Request (3 original copies)</li> <li>3. Duly accomplished CSC Form 6 (3 original copies)</li> <li>4. Notice of Allocation of Paternity Leave (CS Form No. 6A s. 2020)</li> </ol> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> <li>▪ Marriage Contract (1 certified photocopy)</li> <li>▪ Birth Certificate of Child or Medical Certificate of Wife if miscarriage (1 certified photocopy)</li> </ul>	<p>-Client/ -CSC w -SDO/S</p> <p>-Schoo -SDO/S -Schoo</p> <p>-Schoo -Client/ -CSC w -CSC w</p> <p>-PSA -PSA</p>
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CHECKLIST REQUIREMENTS	WHERE TO SEC
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<p><b>MATERNITY LEAVE</b></p> <ol style="list-style-type: none"> <li>1. Duly accomplished CSC Form 6 (3 original copies)</li> <li>2. Letter Request (3 original copies)</li> </ol> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> <li>▪ Indorsement from the Principal (3 original copies)</li> <li>▪ Clearance Form (4 original copies)</li> <li>▪ Certification of actual last day of service (3 original copies)</li> <li>▪ CSC Form 41 Medical Certificate if more than 20 days sick leave duly noted by D.O Medical Officer with documentary stamp (1 original copy &amp; 2 photocopies)</li> </ul> <p><b>STUDY LEAVE</b></p> <ol style="list-style-type: none"> <li>1. Duly accomplished CSC Form 6 (3 original copies)</li> <li>2. Study Leave Agreement (3 original copies)</li> <li>3. Schedule of Study Leave (3 original copies)</li> <li>4. Letter Request (3 original copies)</li> <li>5. Certification of Class Substitute Teachers</li> </ol> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> <li>▪ Indorsement from the Principal (3 original copies)</li> <li>▪ CS Form 86 Health Examination Record duly noted by D.O Medical Officer (1 original &amp; 2 photocopies)</li> <li>▪ Clearance Form (4 original copies)</li> </ul>	<p>-CSC Website/SDO/School -Client/Teacher</p> <p>-School -SDO/School -School -SDO/School</p> <p>-CSC Website/SDO/School -SDO/School -Graduate School -Client/Teacher</p> <p>-School -SDO/School</p> <p>-SDO/School</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
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<p>1. Submit complete documentary requirements within the prescribed timeline from the concerned office .</p>	<p>1.1. Receive the complete documents as to the completeness</p>	<p>None</p>	<p>10 minutes</p>	<p>➤ R</p>
	<p>1.2. Forward the complete document to the Personnel for appropriate Action</p>	<p>None</p>	<p>2 hours</p>	<p>➤ R</p>

	1.3. Review the submitted complete document and provide appropriate action	None	30 minutes	➤ HR Ele ➤ Per Cha Liza (CD Roy (CD Ros (CD Pac Rey Dvi Rio (CD Rex Mac Bie Liw (CD Raz Cla Vel Raf Cor (CD Edg Enr Cza Mar (CD Ron (CD Em (CD Epi Seg (CD
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL
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	1.4. Forward to the authorized signatories for signature/approval	None	1 Hours, 25 Minutes	<ul style="list-style-type: none"> <li>➤ HRMO for Elementary</li> <li>➤ Personnel In-Charge</li> <li>Liza Fuyonan (CD1)</li> <li>Roy Ilustre (CD1)</li> <li>Rossel Maceda (CD2)</li> <li>Paolo James Reyes (CD2)</li> <li>Dvina Rioflorida (CD3)</li> <li>Rexmond Madala (CD3)</li> <li>Bienvenido Liwanagan (CD3)</li> <li>Razel Claudette Velez (CD4)</li> <li>Rafael Constantino (CD5)</li> <li>Edgardo Enriquez (CD5)</li> <li>Czareanah Marasigan (CD5)</li> <li>Fabia (CD5)</li> <li>Rommel Apo (CD5)</li> <li>Emma Espiritu (CD6)</li> <li>Epimaco Segura (CD6)</li> </ul>
	<b>TOTAL:</b>	None	3 Hours, 55 Minutes	

## APPLICATION FOR RETIREMENT

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement is applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

<b>Office of Division:</b>	<b>Human Resource Teaching Unit</b>	
<b>Classification:</b>	<b>Complex</b>	
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>	
<b>Who may avail:</b>	<b>DepEd Public School Teachers that reached the retiring age</b>	
	<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Application letter for retirement (3 original copies)</li> <li>2. GSIS Application for retirement benefits form (4 original copies)</li> <li>3. Teachers Clearance (3 original copies)</li> <li>4. SDO Clearance (3 original copies)</li> <li>5. Report of Last Day of Service (3 original copies)</li> <li>6. Declaration of Pending/Non-Pendency Case (3 original copies)</li> <li>7. Certificate of No Pending Administrative Case (1 original copy &amp; 2 photocopy)</li> <li>8. Certification of Last Payment/Salary Received (1 original copy &amp; 2 photocopy)</li> </ol>	<ul style="list-style-type: none"> <li>-Client/Teacher</li> <li>-GSIS Website/SDO</li> <li>-SDO/School</li> <li>-SDO/School</li> <li>-School</li> <li>-SDO/School</li> <li>-DepEd NCR (thru online)</li> <li>-SDO (Payroll unit)</li> </ul>
	<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

9.	Certificate of No Loan Balance/Provident Loan (1 original & 2 photocopies)	-SDO (Payroll unit)
0.	Ombudsman Clearance (1 original & 1 photocopy)	-Office of the Ombudsman -School
1.	Statement of Assets, Liabilities & Net worth (3 certified photocopies)	-School -SDO
2.	Leave card from the school (3 certified photocopies)	-SDO
3.	Service Record (2 original copies)	
4.	Certification of Leave of Absence without pay (2 original copies)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL
1. Submit complete requirements for Retirement to Records Unit	1.1 Receive complete documents from Records Unit checked by Congressional District In-Charge	None	30 Minutes	<ul style="list-style-type: none"> <li>➤ HRMO for Elementary</li> <li>➤ Personnel In-Charge Liza Fuyonan (CD1) Roy Ilustre (CD1) Rossel Maceo (CD2) Paolo James Reyes (CD2) Dvina Rioflorida</li> </ul>

	1.2. Check and verify the completeness of the documents	None	30 Minutes	(CD3) Rexmond Madeja (CD3) Bienvenido Liwanagan (CD4) Razel Claudette Velez (CD4) Rafael Constantino (CD5) Edgardo Enriquez (CD5) Czareanah Marie Fabia (CD5) Rommel Apo (CD6) Emma Espiritosa (CD6) Epimaco Seguerra (CD6)
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL
	1.3. Inform the concerned person if the requirements are incomplete	None	1 Day	➤ HRM Elem ➤ Pers Char Liza (CD1) Roy (CD1) Ros Mac (CD2) Paol Reye Dvin Riof (CD3) Rex Mad Bien Liwa
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement & other pertinent papers for signature.	None	1 Hour	

	1.5. Forward complete documents to SDS office for signature and for release in the GSIS.	None	2 Days	(CD4 Raze Clau Vele Rafa Cons (CD5 Edg Enri (CD5 Czar Mari (CD5 Rom (CD6 Emn Esp (CD6 Epin Seg (CD6
	1.6. Indorse the application for retirement to GSIS	None	2 Days	
<b>TOTAL:</b>		None	5 Days, 2 Hours	

# FOREIGN TRAVEL AUTHORITY ON OFFICIAL TIME OR OFFICIAL BUSINESS

Processing of required documents for DepEd personnel who are going to travel outside country for personal and official business

<b>Office of Division:</b>	Human Resource Teaching Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	DepEd Public School Teachers		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO</b>	
1.	Indorsement from the Principal (3 original copies)	-School	
2.	Letter of Intent (3 original copies)	-School	
3.	Travel Authority Request Form A (DO No.43 s. 2014 (3 original copies)	-SDO/ School	
4.	Invitation (1 original & 1 photocopy)	-Event Organizer	
5.	Estimated Departure (1 original & 1 photocopy)	-Client/Teacher	
6.	Clearance Form (3 original copies)	-SDO/School	
7.	Designation of Relieving teacher/employee in their absence (3 original copies)	-School	
8.	Certificate of No Pending Administrative Case (1 original 1 photocopy)	-DepEd NCR (thru online)	
9.	Certificate of Bona fide Employee (3 original copies)	-SDO/School	
0.	Annex D (Travel Request Form)	-SDO/School	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL
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<p>1. <b>Submit all documentary requirements within the prescribe timeline to HR Teaching Unit</b></p>	<p>1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details</p> <p><i>If incomplete submission, coordinate with concerned office/personnel to request lacking documents and/or confirm any inconsistencies, If complete and accurate prepare the necessary additional requirements</i></p>	<p>None</p>	<p>15 minutes</p>	<p>➤ Record</p>
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	1.2. Route the travel documents for signature of authorized officials	None	1 day	<ul style="list-style-type: none"> <li>➤ HRMO Element</li> <li>➤ Personnel In-Charge</li> <li>Liza Fuyona (CD1)</li> <li>Roy Ilu (CD1)</li> <li>Roselle Macedo (CD2)</li> <li>Paolo Reyes Dvina Rioflora (CD3)</li> <li>Rexmond Madeja (CD3)</li> <li>Bienvenido Liwana (CD4)</li> <li>Razel Claude Velez (CD5)</li> <li>Rafael Constantino (CD5)</li> <li>Edgardo Enriquez (CD5)</li> <li>Czareen Marie Romm (CD5)</li> <li>Rommel Emma Espirit (CD6)</li> <li>Epimaco Seguer (CD6)</li> </ul>
<b>TOTAL:</b>		<b>nONE</b>		<b>1 D</b>



# PROCESSING OF APPOINTMENT (ORIGINAL, REEMPLOYMENT, REAPPOINTMENT, PROMOTION AND TRANSFER)

This service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred.

<b>Office of Division:</b>	<b>Human Resource Teaching Unit</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>New Entrants Public School Teachers</b>

<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SUBMIT</b>
1. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	-CSC Website/Appointment
2. Work Experience Sheet (3 original copies)	-CSC Website/Appointment -SDO/School
3. Position Description Form DBM CSC Form No. 1s. 2017(3 original 1 photocopy)	-Emanating School
4. Transcript of Records (Basic & Masteral (if any)- (3 certified photocopies)	-PRC/CSC
5. Authenticated copy of PRC Board rating/PRC Licensed/CSC Eligibility-Except for reappointment as provisional (1 original & 2 photocopies)	-Appointee
6. Latest approved appointment-Except for Original and Reappointment (3 photocopies)	-Appointee
7. Performance Rating-Except for original and reemployment (3 photocopy)	

<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SUBMIT</b>
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8.	Medical Certificate –CS Form No. 211 (Revised 2017) & results of Laboratory including Neuro-psychiatric (1 original , 1 photocopy)	-Accredited Health Care Facility
9.	NBI-Except for promotion, reappointment and transfer( 3 photocopies)	-NBI -PSA
10.	PSA Birth Certificate-Except for promotion, reappointment and transfer (3 certified photocopies)	-PSA -SDO -DBM/SDO/School
11.	Marriage Certificate (if any)-Except for promotion, reappointment and transfer)	-Appointee -School/Appointee
12.	Clearance CS Form 7-except for original and reemployment (3 original)	-School -SDO
13.	NOSCA (for reclassification only) (3 certified photocopies)	-SDO/School -DepEd NCR (thru online)
14.	Latest pay slip except for original and reemployment (1 certified photocopy)	
15.	Latest Sworn Statement of Assets Liabilities and Net worth-except for reappointment, promotion (2 certified photocopies)	
16.	Assumption to duty, CS Form No. 4revised 2018 (5 original copies)	
17.	Oath of Office CS Form No. 32 Revised 2018 (4 original copies)	
18.	Call-Up (3 certified photocopies)	
19.	Certificate of No Pending Administrative Case-except for original, reemployment) (1 original and 1 photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 Minutes	➤ HRMO for Elementary ➤ Personnel In Charge Liza Fuyon (CD1) Roy Ilustre Rossel Mac (CD2) Paolo James Reyes (CD2)
	1.2 Prepare Appointment paper.	None	40 Minutes	

	1.3. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	1 Day	Dvina Riofl (CD3) Rexmond M (CD3) Bienvenido Liwanagan Razel Clau Velez (CD4) Rafael Constantino (CD5) Edgardo E (CD5) Czareanah Fabia (CD5) Rommel Ap (CD6) Emma Esp (CD6) Epimaco Seguerra (	
2.	Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 Minutes	
<b>TOTAL:</b>		None	1 Day, 1 Hour		

## REQUEST FOR CHANGE OF NAME AND STATUS

This process of correcting clerical or typographical errors in the Certificate of Live Birth is governed by the provisions of the law on marital status.

<b>Office of Division:</b>	Human Resource Teaching Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	DepEd Public School Teachers		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.	Request letter (2 original copies)	-Client/Teacher -CSC -PSA	
2.	Resolution Order from CSC (1 original 2 certified photocopies)		
3.	Birth Certificate from PSA (1 original 2 certified photocopies)	-School -PSA	
	<i>Additional requirements:</i>		
	▪ Indorsement of the Principal		
	▪ Certificate of Marriage – for Change of Name and/or Status only		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSO
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1. Submit all documentary requirements	1.1 Receive complete documents for change of name.	None	10 minutes	➤ HRMO for Elementary ➤ Personnel In-Charge Liza Fuyonara (CD1) Roy Ilustre (CD1) Rosel Macera (CD2) Paolo James Reyes (CD2) Dvina Rioflora (CD3) Rexmond Ma (CD3) Bienvenido Liwanagan (CD3) Razel Claude Velez (CD4) Rafael Constantino (CD5) Edgardo Enriquez (CD5) Czareanah M. Fabia (CD5) Rommel Apolinario (CD6) Emma Espiritu (CD6) Epimaco Seguerra (CD6)
	1.2 Prepare Special Order copy furnish the CSC.	None	20 minutes	
	1.3 Record on Service card/leave card of teacher concerned.	None	5 minutes	
	1.4. Forward to authorized signatories	None	1 day	
<b>TOTAL:</b>		None	1 Day, 40 Minutes	

## ISSUANCE OF SERVICE RECORD

Service record is a collection of either electronic or printed material which provides a documentary history of a person's as their annual salary while serving as an employee of an organization.

<b>Office of Division:</b>	Human Resource Teaching Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Public School Teachers			
CHECKLIST REQUIREMENTS		WHERE TO SE		
1.	Accomplished Transaction/Request Form (2 copies)	-SDO	-Teacher/Previous government em	
2.	Service Record from previous government employer, if transferee or came from other Government Agency (1 certified photocopy)	-School/SDO Accounting		
3.	Latest Payroll slip (1 photocopy)	-School	-Client/Teacher	
	<i>Additional Requirements:</i>	-GSIS/SDO		
	▪ Leave card from the school (1 certified photocopy)			
	▪ Appointment as Regular (Substitute) and as Regular (Permanent), if record in GSIS is substitute-for GSIS Updating (1 certified photocopy)			
	▪ GSIS Form - for GSIS Maturity - (1 original copy)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS

1. Accomplish Transaction / Request Form	1.1 Receive and review request from client			➤ HRMO for Elementa ➤ Personnel Charge Liza Fuy (CD1) Roy Ilust (CD1) Rossel Maceda (CD1) Paolo Jar Reyes (CD1) Dvina Rioflorida (CD3) Rexmond Madeja (CD1) Bienvenido Liwanaga (CD4) Razel Claudette Velez (CD1) Rafael Constantino (CD5) Edgardo Enriquez (CD5) Czareana Marie Fal (CD5) Rommel (CD6) Emma Espiritu (CD6) Epimaco Seguerra (CD6)
	1.2 Retrieve of documents from file	None		
	1.3 Process request	None		
2. Receive the signed service record	2.1. Release record.	None		
TOTAL:		None	30 Minutes to 2 Days	

## ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Certificate of employment is issued upon request of the employee which will be used to verify employment history of a

Office of Division:	Human Resource Teaching Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	DepEd Public School Teachers/Former Teachers		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1.	Letter request (2 original copies)	-Client/Teacher	
2.	Valid Identification card (1 certified photocopy)	-Client/Teacher	
3.	Latest payroll slip (1 certified photocopy)	-Client/Teacher	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL
1. Submit required documents	1.1 Receive and verified complete submitted documents.			<ul style="list-style-type: none"> <li>➤ HRMO</li> <li>➤ Elemen</li> <li>➤ Person</li> <li>➤ Charge</li> <li>➤ Liza Fu</li> <li>➤ (CD1)</li> <li>➤ Roy Ilu</li> <li>➤ (CD1)</li> <li>➤ Rossel</li> <li>➤ Maceda</li> <li>➤ Paolo J</li> <li>➤ Reyes</li> <li>➤ Dvina</li> </ul>



	1.2 Prepare and sign Certificate of Employment	None	14 Minutes	Rioflor (CD3) Rexmo Madeja Bienve Liwana (CD4) Razel Claude Velez (C Rafael Consta (CD5) Edgard Enrique (CD5) Czarear Marie F (CD5) Romme (CD6) Emma Espiritu (CD6) Epimac Seguer (CD6)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to client	None	14 Minutes	
<b>TOTAL:</b>		<b>None</b>	<b>14 Minutes</b>	

## PROCESSING OF TERMINAL LEAVE BENEFITS

Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her separation/ retirement/ resigned/ separated and should have payment for their remaining leave balances.

<b>Office of Division:</b>	Human Resource Teaching Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DepEd teachers that reached the retiring age requirement

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Leave Form CSC form 6 (3 original copies)</li> <li>2. Approved retirement (1 certified true copy)</li> <li>3. GSIS Retirement application form (1 certified true copy)</li> <li>4. GSIS Retirement voucher (1 certified true copy)</li> <li>5. Leave Card (1 certified photocopy)</li> <li>6. ATM (Account No.) (1 photocopy)</li> </ol> <p>To be accomplished by HR Personnel In-Charge</p> <ul style="list-style-type: none"> <li>▪ Statement of Vacation and Sick Leave Credits Earned</li> <li>▪ Computation of Terminal Leave Pay</li> <li>▪ Service Record</li> <li>▪ Certification of Leave Without Pay, if any</li> <li>▪ Notice of Salary Adjustment (NOSA)</li> <li>▪ List of Actual Retiree to be Paid (LARP)-DBM Form Annex A)</li> <li>▪ List of Actual Retiree to be Paid (LARP)-DBM Form Annex B</li> </ul>	<ul style="list-style-type: none"> <li>-SDO</li> <li>-Retired Teacher</li> <li>-Retired Teacher</li> <li>-Retired Teacher</li> <li>-Retired Teacher</li> </ul>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERS
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<p>1. Prepare all the necessary documents required for terminal leave.</p>	<p>1.1 Received application for Terminal Leave</p>	<p>-----</p>	<p>-----</p>	<p>➤ HRMO for Elements ➤ Personnel Charge Liza Fuy (CD1) Roy Ilus (CD1) Rossel Maceda Paolo Ja Reyes (C Dvina Rioflorid (CD3) Rexmon Madeja (B Bienven Liwanag (CD4) Razel Claudett Velez (C Rafael Constan (CD5) Edgardo Enriquez (CD5) Czarean Marie Fa (CD5) Rommel (CD6) Emma E (CD6) Epimaco Seguerra (CD6)</p>
	<p>1.2. Compute Terminal Leave Benefits</p>	<p>None</p>		
	<p>1.3 Indorse to DepEd NCR for Approval/Payment</p>	<p>None</p>		
<p><b>TOTAL:</b></p>		<p>None</p>	<p>4 Hours to 1 Day</p>	

## APPLICATION FOR RESIGNATION

Any teaching personnel who tenders resignation from his current position shall submit pertinent documents to the school. The requirements submitted shall then indorse to the Division for appropriate action.

<b>Office of Division:</b>	Human Resource Teaching Unit		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	DepEd Public School Teachers who tend to resign		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.	Application letter for resignation (3 original copies)	-Client/Teacher -SDO/School	
2.	CSC Clearance Form 7 (3 original copies)	-School -DepEd NCR (thru online)	
3.	Report of Last Day of Service (3 original copies)	-School/Teacher -SDO (payroll unit)	
4.	Certificate of No Pending Administrative Case (1 original copy & 2 photocopy)	-School/Teacher -School	
5.	Latest IPCR (2 certified photocopy)	-School/SDO (Accounting Unit)	
6.	Certification of Last Payment/Salary Received (1 original copy & 2 photocopy)		
7.	Latest SALN (2 certified photocopy)		
8.	Leave card (2 certified photocopy)		
9.	Latest payroll slip (1 certified photocopy)		

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PE</b>
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1. Submit all documentary requirements	1.1 Receive complete documents for resignation			➤ HRMO Element ➤ Person In-Cha Liza Fuyon (CD1) Roy Ilu (CD1) Rosse Maced (CD2) Paolo James Reyes (CD2) Dvina Rioflo (CD3) Rexmo Madeja (CD3) Bienve Liwana (CD4) Razel Claude Velez Rafael Consta o (CD5) Edgar Enriqu (CD5) Czarea Marie (CD5) Romm Apo (C Emma Espirit (CD6) Epima Segue (CD6)
	1.2 Prepare Special Order, Acceptance of resignation, transmittal and other documents to be signed by the signatories.	None	1 hour	
	1.3 Record on Service Card/Leave Card of teacher concerned as OUT or inactive.	None	5 minutes	
	1.4. Forward to authorized signatories	None	1 day	
<b>TOTAL:</b>		None	1 Day, 1 Hour 20 Minutes	

## APPLICATION FOR TRANSFER OF STATION WITHIN THE DIVISION

Teachers who wish to transfer from one station to another must signify their request thru writing. This must be filed and School Head concerned.

Office of Division:	Human Resource Teaching Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	DepEd Public School Teachers who wish to transfer		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.	Application letter for transfer stating valid reasons and school to transfer (3 original copies)	-Client/Teacher	
2.	Indorsement from the School Head (3 original copies)	-School	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL
1. Submit all documentary requirements	1.1 Receive complete documents for transfer.	-----	-----	<ul style="list-style-type: none"> <li>➤ HRMO for Element</li> <li>➤ Personnel Charge Liza Fuy (CD1) Roy Ilus</li> </ul>

	1.2 Check and validate reasons of transfer as stated in the letter	None	1 hour	(CD1) Rossel M (CD2) Paolo Ja Reyes (C Dvina R (CD3) Rexmon Madeja Bienven Liwanag (CD4) Razel C Velez (C Rafael Constan (CD5) Edgardo Enrique Czarean Marie Fa (CD5) Rommel (CD6) Emma E (CD6) Epimaco Seguerr
	1.3 Check and validate the teacher needs analysis of receiving and originating school including availability of vacant items.	None	1 hour	
	1.4. Forward to authorized signatories	None	1 day	
<b>TOTAL:</b>		None	1 Day, 2 Hours 5 Minutes	

## APPLICATION FOR TRANSFER OF STATION OUTSIDE THE DIVISION

Teachers who wish to transfer from SDO QC to another must signify their request thru writing. This must be filed and signed by the School Head concerned.

Office of Division:	Human Resource Teaching Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	DepEd Public School Teachers who wish to transfer		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.	Application letter for transfer stating valid reasons and Division and specific school to transfer (3 original copies)	-Teacher	
2.	Latest Performance Rating (1 original copy)	-School/Teacher -NCR/Teacher -School	
3.	No Pending Administrative Case Certification (1 original copy)		
4.	Indorsement from the School Head (3 original copies)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL
1. Submit all documentary requirements	1.1 Receive complete documents for transfer.			<ul style="list-style-type: none"> <li>➤ HRMO</li> <li>➤ Eleme</li> <li>➤ Person</li> <li>➤ Charg</li> <li>➤ Liza F</li> </ul>



	1.2 Prepare indorsement of Transfer to Regional Office.	None	1 hour	(CD1) Roy II (CD1) Rosse Macec (CD2) Paolo Reyes Dvina Rioflo (CD3) Rexme Madej Bienv
				Liwan (CD4) Razel Claud Velez Rafael Const (CD5) Edgar Enriqu (CD5) Czare Marie (CD5) Romm (CD6) Emma Espiri (CD6) Epima Segue (CD6)
	1.4. Forward to authorized signatories	None	1 day	
<b>TOTAL:</b>		None	1 Hour and 5 Minutes	

# TASKFORCE/LOAN & REMITTANCE UNIT

## 1. CREATION/BUILD-UP OF GSIS BUSINESS PARTNER (BP) NUMBERS FOR NEW MEMBERS

Under Section 3 of RA No. 8291, membership in the GSIS shall be compulsory for all government employees receiving salary, irrespective of employment status, except members of the Armed Forces of the Philippines and the Philippine National Police, and their family members, in accordance with their relationship with their agencies.

<b>Office of Division:</b>	<b>Schools Division Office</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Newly Hired Employees-SDO proper Secondary
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Membership Information Sheet (MIS) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> and downloadable Forms
2. Copy of SDS signed appointment or copy of duly attested Appointment (1 copy) 3. Assumption of Duty (1 copy)	* HR-Teaching Unit or HR-Non-Teaching Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR WALK-IN</b>			
1. Submit hardcopy of documentary requirements to the GSIS TF, Loan and Remittance Unit	1. 1.1 Assess completeness of supporting documents	NONE	10 minutes
	deficient-inform requesting party of any deficiency		5 minutes
	complete-Prepare ARA Form-A and upload via webMSP		7 hours & 45 minutes

	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>
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<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>
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<b>B. FOR ELECTRONIC FILING</b>			
1. Email scanned copy of documentary requirements to	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours
	➤ deficient-inform requesting party of any deficiency		
	➤ complete-Prepare ARA Form-A and upload via webMSP		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

## 2. RE-BUILDING-UP AND/OR ACTIVATION OF INACTIVE STATUS

Members without premium payment for 6 months will be automatically deactivated from GSIS, hence, upon re-entry or members profile.

<b>Office of Division:</b>	<b>Schools Division Office – Administrative</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government Employee
<b>Who may avail:</b>	National Employees Inactive Status – SDO p Secondary
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Membership Information Sheet (MIS) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> und downloadable Forms
2. Copy of SDS signed appointment or copy of duly attested Appointment (1 copy) 3. Assumption of Duty (1 copy)	* HR-Teaching Unit or HR-Non-Teaching
4. Membership Service Profile (MSP) (1 copy)	* Nearest GSIS Office but if with UMID can GWAPS kiosk or enroll online at <a href="https://ec">https://ec</a>
5. Service Record from previous government agency, if there is any (1 copy)	* Previous employer if there is any

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR WALK-IN</b>			
1. Submit hardcopy of documentary requirements to the GSIS TF, Loan and Remittance Unit	1.1 Assess completeness of supporting documents	NONE	10 minutes
	deficient-inform requesting party of any deficiency		5 minutes
	complete-Prepare ARA Form-A and upload via webMSP		7 hours & 45 minutes
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
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<b>B. FOR ELECTRONIC FILING</b>			
1. Email scanned copy of documentary requirements to	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours
	▶ deficient-inform requesting party of any deficiency		
	▶ complete-Prepare ARA Form-A and upload via webMSP		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

### 3. TRANSFER OF OFFICE CODE AND/OR AGENCY

An active member who was transferred to other agency/school shall inform the Agency Authorized Officers (AAO's) and

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government Employee
<b>Who may avail:</b>	National Employees Inactive Status – SDO pro Secondary
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Member's Request Form (MRF) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under downloadable Forms
2. Membership Service Profile (MSP) ( 1 copy)	* Nearest GSIS Office but if with UMID card n GWAPS kiosk or enroll online at <a href="https://egsis.gov.ph">https://egsis.gov.ph</a>
3. Service Record indicating previous school assignment (1 copy)	* HR-Teaching Unit or HR-Non-Teaching Unit
<b>Additional requirements for transferee from other government agency:</b>	
1. Duly accomplished Membership Information Sheet (MIS) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under downloadable Forms
2. Copy of SDS signed appointment or copy of duly attested Appointment (1 copy) 3. Assumption of Duty (1 copy)	* HR-Teaching Unit or HR-Non-Teaching Unit
4. Service Record from previous government agency, if there is any (1 copy)	* Previous employer if there is any

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR WALK-IN</b>			
1. Submit hardcopy of documentary requirements to the GSIS TF, Loan and Remittance Unit	1.1 Assess completeness of supporting documents	NONE	10 minutes
	➤ deficient-inform requesting party of any deficiency		5 minutes 7 hours & 45 minutes

	➤ complete-Prepare ARA Form-A and upload via webMSP		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

<b>B. FOR ELECTRONIC FILING</b>			
2. Email scanned copy of documentary requirements to	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours
	➤ deficient-inform requesting party of any deficiency		
	➤ complete-Prepare ARA Form-A and upload via webMSP		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

#### 4. FOR CHANGE OF NAME AND STATUS DUE TO MARRIAGE

These are requests for change of surname and marital status to be reflected to the Member Service Profile (MSP) of the

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Employees – SDO proper, Elementary
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Member's Request Form (MRF) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under C downloadable Forms
2. Original copy of PSA Marriage contract or copy from Local Civil Registry Office (1 copy)	* Philippine Statistics Authority or Local Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR WALK-IN</b>			
1. Submit hardcopy of documentary requirements to the GSIS TF, Loan and Remittance Unit	1.1 Assess completeness of supporting documents	NONE	10 minutes
	deficient-inform requesting party of any deficiency		5 minutes
	complete-Prepare ARA Form-A and upload via webMSP		7hours & 45 minutes
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>
<b>B. FOR ELECTRONIC FILING</b>			
1. Email scanned copy of documentary requirements to	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours



	<ul style="list-style-type: none"> <li>➤ deficient-inform requesting party of any deficiency</li> </ul>		
	<ul style="list-style-type: none"> <li>➤ complete-Prepare ARA Form-A and upload via webMSP</li> </ul>		
		<b>TOTAL</b>	<b>NONE</b>

## 5. FOR REVERSION TO MAIDEN NAME

Members formerly married but legally separated/annulled may request reversion to maiden name with complete documentary requirements.

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Employees – SDO proper, Elementary
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Member's Request Form (MRF) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick downloadable Forms
2. Approved CSC Resolution for Reversion to Maiden Name or Marriage Certificate with annotation as null and void (1 copy)	* Civil Service Commission or Philippine Statistics Authority
3. Service Record indicating the corrected name (1 copy)	* HR-Teaching Unit or HR-Non-Teaching Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR WALK-IN</b>			
1. Submit hardcopy of documentary requirements to the GSIS TF, Loan and Remittance Unit	1.1 Assess completeness of supporting documents	NONE	10 minutes
	deficient-inform requesting party of any deficiency		5 minutes
	complete-Prepare ARA Form-A and upload via webMSP		7 hours & 45 minutes
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>
<b>B. FOR ELECTRONIC FILING</b>			
2. Email scanned copy of documentary requirements to	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8. hours

	<ul style="list-style-type: none"> <li>➤ deficient-inform requesting party of any deficiency</li> </ul>		
	<ul style="list-style-type: none"> <li>➤ complete-Prepare ARA Form-A and upload via webMSP</li> </ul>		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

## 6. CORRECTION OF NAME OR DATE OF BIRTH (If record in the division office is not correct)

If record in the division office is not correct, the member/employee may request correction subject for verification and a etc.

<b>Office of Division:</b>	<b>Schools Division Office – Administrative S</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Employees – SDO proper, Elementary
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Member's Request Form (MRF) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under downloadable Forms
2. Original copy of PSA birth certificate (1 copy)	* Philippine Statistics Authority
3. Approved CSC Resolution for Correction of Name &/or Date of Birth (1 copy)	* Civil Service Commission
4. Valid ID bearing correct name &/or date of birth (1 copy)	* LTO-Driver's License ; * GSIS-UMID card; * SDO-QC-DepEd I.D.
5. Service Record indicating the corrected name &/or date of birth (1 copy)	* HR-Teaching Unit or HR-Non-Teaching U

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR WALK-IN</b>			
1. Submit hardcopy of documentary requirements to the GSIS TF, Loan and Remittance Unit	1.1 Assess completeness of supporting documents	NONE	10 minutes 5 minutes 7 hours & 45 minutes
	deficient-inform requesting party of any deficiency		
	complete-Prepare ARA Form-A and upload via webMSP		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>B. FOR ELECTRONIC FILING</b>			
1. Email scanned copy of documentary requirements to	1. 1.Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8. hours
	➤ deficient-inform requesting party of any deficiency		
	➤ complete-Prepare ARA Form-A and upload via webMSP		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

[gsistaskforceupdating@depedqc.ph](mailto:gsistaskforceupdating@depedqc.ph)

## 7. CORRECTION OF NAME AND/OR DATE OF BIRTH (Due to typographical error in the

If record is incorrect due to typographical error in the GSIS Database, the member/employee may request correction su Agency e.g. Civil Service, GSIS etc.

<b>Office of Division:</b>	<b>Schools Division Office – Administrative</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government Emplo</b>
<b>Who may avail:</b>	<b>National Employees – SDO proper, Eleme</b>
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Member's Request Form (MRF) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> un downloadable Forms
2. Original copy of PSA birth certificate &/or marriage contract, whichever is applicable (1 copy)	* Philippine Statistics Authority
3. Valid ID bearing correct name &/or date of birth (1 copy)	* LTO-Driver's License; * GSIS-UMID card; * SDO-QC-DepEd I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR WALK-IN</b>			
1. Submit hardcopy of documentary requirements to the GSIS TF, Loan and Remittance Unit	1.1 Assess completeness of supporting documents	NONE	10 minutes
	deficient-inform requesting party of any deficiency		5 minutes
	complete-Prepare ARA Form-E and upload via webMSP		7 hours & 45 minutes
<b>B. FOR ELECTRONIC FILING</b>			
1. Email scanned copy of documentary requirements to	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8. hours
	deficient-inform requesting party of any deficiency		

	complete-Prepare ARA Form-E and upload via webMSP		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

## 9. UPDATING OF REMITTANCE

These are requests for member's salary changes due to Tranche, step increment, promotion or demotion.

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Ser</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government Employee</b>
<b>Who may avail:</b>	<b>National Employees – SDO proper, Elementary</b>
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Member's Request Form (MRF) (1 copy)	* Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under downloadable Forms
2. Service Record indicating the updated salary (1 copy)	* HR Non-Teaching Unit For Elementary:  Congressional District(s):  I-Jane Garcia II-Marissa Yepes III- Girlie Oliva IV-Mark Anthony Napiza V-Mark James Borja VI-Merced Paula Alcaraz

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR WALK-IN</b>			
1. Submit hardcopy of documentary requirements to the GSIS TF, Loan and Remittance Unit	1.1 Assess completeness of supporting documents	NONE	15 minutes
	deficient-inform requesting party of any deficiency complete-prepare ARA Form-C and upload via WebMSP		7 hours & 45 minutes
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>B. FOR ELECTRONIC FILING</b>			



1. Email scanned copy of documentary requirements to	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours
	<ul style="list-style-type: none"> <li>➤ deficient-inform requesting party of any deficiency</li> <li>➤ complete-prepare ARA Form-C and upload via WebMSP</li> </ul>		
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day</b>

## 10. GSIS LOANS (MPL PLUS,POLICY, EMERGENCY)

Loan applications like MPL Plus, Policy Loan, Emergency Loan, Educational Loan must be verified and approved by the

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Serv</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government Employee</b>
<b>Who may avail:</b>	<b>National Employees – SDO proper, Elementary</b>
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Clear copy of latest payslip (1 copy)	* Payroll Unit or School
2. Certificate of No Pending Case (1 copy)	* for Teachers, Head Teachers, Principals, kin NCR using this link: <a href="https://forms.gle/7xhAo">https://forms.gle/7xhAo</a> DepEd email account * for Employees or Non-Teaching email to SDO at: <a href="mailto:Depedqclegalsection@gmail.com">Depedqclegalsection@gmail.com</a>
3. UMID Card/valid ID (1 copy)	* LTO-Driver's License; * GSIS-UMID card; * SDO-QC-DepEd I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR ELECTRONIC FILING ONLY</b>			
1. Secure Certificate of no pending case first before applying for loans to avoid disapproval for lack of documentary requirements	10.1 Verify applicant to GSIS GW@PS portal for existing application	NONE	2 hours
	10.2 Assess completeness of documentary requirements through admin.services email address		2 hours

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. FOR ELECTRONIC FILING ONLY</b>			

<p>2. Apply GSIS loan through GWAPS kiosk, GSIS over the counter or at <a href="http://egsismo.gov.ph">egsismo.gov.ph</a></p>	<p>➤ deficient requirements - inform requesting party of any deficiency through email  - Perform mathematical computation for compliance of NTHP  - Verify existing approved loans</p>	<p>NONE</p>	<p>2 hours</p>
<p>3. Email documentary requirements at <a href="mailto:admin.services@depedqc.ph">admin.services@depedqc.ph</a></p>	<p>10.3 Inform applicant for approved and disapproved loans stating the reason for disapproval of the same through email</p>		<p>2 hours</p>
	<p><b>TOTAL</b></p>	<p><b>NONE</b></p>	<p><b>1 – 7 days</b></p>

## 11. LANDBANK LOANS (City Paid Employees)

Exclusive for City paid permanent employees of Schools Division Office. Applicant must be enrolled in LBP iaccess/ LE

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government Employee</b>
<b>Who may avail:</b>	<b>National Employees – SDO proper, Elementary &amp; Sec</b>
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certified Photocopy of I.D. (1 copy)	* Requesting Party
2. Certified photocopy of Payslip (1 copy)	* Requesting Party (SDO-QC Administrative Services S
3. Latest summary of Leave Credits (VL & SL) at least 30 days (1 copy)	* Non-Teaching Unit
4. Certificate of no pending case or filed Administrative Case. (should secure MTC, RTC & City Prosecutors Clearances) (1 copy)	* Non-Teaching Personnel, email to SDO-QC Legal Se <b><u>Depedqclegalsection@gmail.com</u></b>
5. 1 USB OR CD	* Requesting Party
6. Must be 18-63 years old within the term of the loan	
7. No pending application for retirement or not due for retirement w/in the term	
8. Net monthly take home pay should be P5,000.00	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
<b>A. PERSONAL FILING</b>			
Submit to GSIS TF, Loan and Remittance	12.1 Send scanned/picture copy of pay slip and	NONE	4 hours

Unit all documentary requirements	information form to City hall Personnel office thru: Mr. Nath Obmerga for preparation of whitelist		4 hours
	12.2 Have pay slip, valid I.D, and whitelist signed by:		
	a) the one who prepared (LMA) b) City Asst. Dept. Head III or other authorized signatories		
	<b>TOTAL</b>	<b>NONE</b>	<b>1-7 days</b>

## 12. PRIVATE LENDING INSTITUTIONS (PLI'S) LOANS

]Loan applications for Private Lending Institution's (PLI's) must be forwarded to the authorized PLI verifier of the School accommodation report.

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government Employee</b>
<b>Who may avail:</b>	<b>National Employees – SDO proper, Elementary &amp;</b>
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Payslip	* Payroll Unit or School
2. Statement of Account	* Private Lending Institution (PLI)/Bank
3. Certificate of full payment	
4. Stoppage Form	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
<b>A. FOR ELECTRONIC FILING ONLY</b>			
1. Secure payslip at school through school clerk (1 copy)	13.1 Check information if true and correct using payroll abstract	NONE	8 hours
2. Request SOA from previous PLI either personally or through the assistance of the loan officer (1 copy)	13.2 Verify if no undeducted obligations and incoming deductions by coordinating with other lending company or agency		8 hours
3. Get stoppage form (1 copy)	13.3 Verify if eligible or not to avail loan from PLI		8 hours

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
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4. Fill out needed information	13.4 Create accommodation or non-accommodation letter and send to client and PLI through email	NONE	8 hours
5. Attached a copy of certificate of full payment (1 copy)	13.5 Check information if true and correct by coordinating with the PLI who issued the SOA		8 hours
6. Secure a copy of duly signed stoppage form from payroll (1 copy)	13.6 Check information if true and correct by coordinating with the PLI who issued the certificate of full payment		8 hours
	13.7 Check information if true and correct by coordinating with payroll		8 hours
	<b>TOTAL</b>	<b>NONE</b>	<b>3-7 days</b>

### 13. PAG IBIG LOANS

PAG-IBIG loan application form must be verified and signed by the authorized signatory of the Schools Division Office

<b>Office of Division:</b>	<b>Schools Division Office – Administrative Services</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	National Employees – SDO proper, Elementary & Secondary
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Pag-Ibig Loan Form (1 original)	* Download at PAG-IBIG website
2. Valid I.D. (1 copy)	* LTO-Driver's License ; * GSIS-UMID card; * SDO-QC-DepEd I.D.
3. Payslip (1 copy)	* Payroll Unit or School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<b>A. PERSONAL FILING</b>			
1 Duly accomplish the form	14.1 Check if the information are true and correct	NONE	30 minutes
2. Sign the form with two (2) witnesses	14.2 Counter check if there are other existing loans		1 hour
3. Let the Principal sign the form			
4. Bring the form together with other required documents in the administrative office for signature	14.3 Sign the form		2 minutes



5. Bring the signed form together with other required documents to PAG-IBIG Office	14.4 Prepare and print authorization form		20 minutes	
	<b>TOTAL</b>	<b>NONE</b>	<b>1 hour and 52 minutes</b>	

# HUMAN RESOURCE DEVELOPMENT UNIT

## Submission of Reports (GAD Plan and Budget/ Accomplishment Report and INSETS

<b>Office or Division:</b>		Human Resource Development	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2C – Government to Citizen	
<b>Who may avail:</b>		Teachers and Non-teaching Personnel of the Div	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SEC</b>
1. None			HRD
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1.	1.1. Receive from client submitted copy of the report	None	10 minutes
	1.2. Route the report to SGOD HRD	None	1 day
	1.3. Receive, process, and do appropriate actions such as comments, provision of TA/Inputs to the document, and affix signature for recognition of the report	None	30mins
	1.4. Record the general Title of the document and essential details	None	10 mins

	1.5. Course through the document to the respective authorized signatories for further review and approval	None	10 mins
2. Indorse back to school the approved report/document	2.1 Prepare indorsement communication to send back the report to the respective school	None	10 mins
	2.2 Course through the document to the school	None	10 mins
	<b>TOTAL:</b>	<b>None</b>	1 day and 1 h and 20 mins

# PLANNING UNIT

## Request for Basic Education Data (External Stakeholder)

Includes copy of official enrolment, Master list of schools, performance indicators. Data requests from school districts through proper channels indicating the purpose of such requests.

<b>Office or Division:</b>	Planning Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	External/ School Stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SERVE</b>	
1. Letter request addressed to SDS (1 Original Copy, 1 Photocopy)		Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit Letter request addressed to the SDS to Records Office or via email <a href="mailto:sdo.quezoncity@deped.gov.ph">sdo.quezoncity@deped.gov.ph</a> ; cc: planning@depedqc.ph	1.1. Receive the letter request from the client and forward it to the SDS	None	10 minutes
	1.2. Refer letter request to Chief, SGOD	None	4 hours
	1.3. Refer the Letter request to Planning Office	None	5 minutes
	1.4. Make the necessary action undertaken to the said letter request	None	3 days

	1.5. Prepare the transmittal letter and attachments to be signed by SDS for hardcopy reply	None	20 minutes
	1.6 Receive signed report and forward to Records Section	None	15 minutes
2. Receive the necessary documents	2.1 Release the documents to the End User	None	2 minutes
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 4 hours, 52 minutes</b>

# RESEARCH UNIT

## 1. Request for Permit to Conduct Study

Includes request to conduct study – thesis, dissertation, and other commissioned research – involving teaching, teaching-related, and non-teaching personnel of the Division and schools in Quezon City and other researchers from other institutions

<b>Office or Division:</b>	Research		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Schools and Other Educational Institutions (Internal Stakeholders)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter request address to SDS signed by the requesting party and research adviser (1 Original Copy, 1 Photocopy)		Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit Letter request address to Records Office	1.1. Receive the letter request to conduct study from the client and forward it to the SDS	None	10 minutes
	1.2. Refer letter request to conduct study to Chief, SGOD	None	4 hours
	1.3. Refer the letter request to conduct study to Senior Education Program Specialist	None	10 minutes
	1.4. Review and evaluate the letter request to conduct study	None	3 working days
	1.5. Prepare the approval and indorsement letter for initial signature of the SEPS	None	4 hours

	1.6 Release the approval and indorsement letter for signature of the Chair of the Schools division Research Committee (SDRC)	None	10 minutes
	1.7 Sign the approval and indorsement letter	None	30 minutes
	1.7 Release the signed approval and indorsement letter to the Records Section		10 minutes
2. Receive the necessary documents	2.1 Release the documents to the End User	None	10 minutes
<b>TOTAL:</b>		<b>None</b>	<b>4 working days, 1 hour, 20 minutes</b>

## 2. Request for Review and Approval of Non-BERF Research and Innovation Proposals

Includes request to review and to approve Non-BERF research and innovation proposals of teaching, teaching-related, and non-teaching personnel of the Division and schools in Quezon City.

<b>Office or Division:</b>	Research		
<b>Classification:</b>	Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Schools (Teaching/Teaching-Related/Non-Teaching)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Research or Innovation Project proposal with proper indorsement from the school head (1 Original Copy, 1 Photocopy)		Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit Letter request address to Records Office	1.1. Receive the Research or Innovation Project proposal from the school and forward it to the SDS	None	10 minutes
	1.2. Refer the Research or Innovation Project proposal to Chief, SGOD	None	4 hours
	1.3. Refer the Research or Innovation Project proposal to Senior Education Program Specialist	None	10 minutes
	1.4. Review and evaluate the Research or Innovation Project proposal	None	10 working days
	1.5. Prepare the approval with comments and suggestions and the indorsement letter with initial signature of the SEPS	None	4 hours



	1.6 Release the approval and indorsement letter for signature of the Chair of the Schools division Research Committee (SDRC)	None	10 minutes
	1.7 Sign the approval and indorsement letter	None	30 minutes
	1.7 Release the signed approval and indorsement letter to the Records Section	None	10 minutes
2. Receive the necessary documents	2.1 Release the documents to the End User	None	10 minutes
<b>TOTAL:</b>		<b>None</b>	<b>11 working days, 1 hour, 20 minutes</b>

### 3. Request for Issuance of Certificate of Completion for the Completed Non-BERF Research and Innovation

Includes request for issuance of Certificate of Completion for the Completed Non-BERF Research and Innovation of teaching, teaching-related, and non-teaching personnel of the Division and schools in Quezon City.

<b>Office or Division:</b>	Research		
<b>Classification:</b>	Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Schools (Teaching/Teaching-Related/Non-Teaching)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Ring-bound copies of Completed Research or Innovation Project with proper indorsement from the school head (1 Original Copy, 1 Photocopy)		Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit Letter request address to Records Office	1.1. Receive the ring-bound copies of Completed Research or Innovation Project from the school and forward it to the SDS	None	10 minutes
	1.2. Refer the ring-bound copies of Completed Research or Innovation Project to Chief, SGOD	None	4 hours
	1.3. Refer the ring-bound copies of Completed Research or Innovation Project to Senior Education Program Specialist	None	10 minutes
	1.4. Review and evaluate the ring-bound copies of Completed Research or Innovation Project	None	10 working days

	1.5. Prepare the certificate of completion and the indorsement letter with initial signature of the SEPS	None	4 hours
	1.6 Release the certificate of completion and the indorsement letter for signature of the Chair of the Schools division Research Committee (SDRC)	None	10 minutes
	1.7 Sign the approval and indorsement letter	None	30 minutes
	1.7 Release the signed approval and indorsement letter to the Records Section	None	10 minutes
2. Receive the necessary documents	2.1 Release the documents to the End User	None	10 minutes
<b>TOTAL:</b>		<b>None</b>	<b>11 working days, 1 hour, 20 minutes</b>

## SCHOOL MANAGEMENT, MONITORING, AND EVALUATION UNIT

Includes request for application for permit to operate and recognition of private schools, issuance of Special Order, National Assessment, and Quality Management System.

<b>Office or Division:</b>		School Management Monitoring and Evaluation	
<b>Classification:</b>		Operational Processes	
<b>Type of Transaction:</b>		G2C – Government to Citizen	
<b>Who may avail:</b>		Internal and External Stakeholders	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. School Compliance to quality standards (Public and Private Schools) DO.88, s.2010, DO.40,s.2014, DO.51,s.2015		Public and Private Schools	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit letter intent address to RD, through SDS or send via email: <a href="mailto:monitoring_evaluation@depedqc.ph">monitoring_evaluation@depedqc.ph</a>	1.1. Receive from records unit	1.1. none (Public) 1.2. P2,020.00 / course (Private schools only)	10 minutes
	1.2. Route the communication to SGOD -M&E	None	30 mins
	1.3. Create shared folder to school applicant for uploading of documents	None	30 mins
	1.4. Check and review completeness of documents uploaded online	None	1 - 2 days

	1.5. Prepare schedule for the Virtual Inspection Process (VIP)	None	30 mins
	1.6. Conduct VIP as scheduled	none	45 mins
	1.7. Prepare indorsement to the Regional Office	none	30 mins
	1.8. Review and approval of the Regional Director	none	1-3 days
	<b>TOTAL:</b>	<b>P2,020 / course (Private only)</b>	<b>5 - 7 days</b>
<b>2. Issuance of Special Order (SO) to Grade 12 Graduates in Private Schools (SO system V.1) DO.10s,2018</b>		<b>Private Schools Implemen</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
2. Submit letter intent addresses to SDS or send via email: <a href="mailto:monitoring.evaluation@depedqc.ph">monitoring.evaluation@depedqc.ph</a>	2.1 Receive from records unit	None	10 minutes
	2.2. Route the communication to SGOD -M&E	None	30 mins
	2.3. Check and review learners in LIS system if completer	None	2 days

	2.4. Apply QR code scanner in all documents submitted	none	30 mins
	2.5. Prepare communication for the issuance of SO, signed by SDS	none	45 mins
	2.6. Release to requesting school SO Number	none	30 mins
<b>Total</b>		<b>none</b>	<b>2-3 days</b>
<b>3. National Assessments (PEPT / PVT) – Orig. SF9 SF10, Birth certificate (PSA), 2pcs ID pictures(identical)</b>		<b>Test takers applica</b>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
3. Submit indorsement letter addresses to SDS or send via email: <a href="mailto:monitoring.evaluation@depedgc.ph">monitoring.evaluation@depedgc.ph</a>	3.1. Receive from records unit	None	10 minutes
	3.2. Route the communication to SGOD -M&E	None	30 mins
	3.3. Check and review document submitted	P 50.00 – Regular Schedule	30 mins
	3.4. Forward to RO as recommended by SDS	none	1 day
	3.5. Schedule of Exam. From BEA	P200.00	1 day

	3.6. Release of COR from BEA	none	2- 3 weeks
<b>TOTAL:</b>		<b>P50.00- Regular and P200.00 Walk-in</b>	Max. of 3 weeks and 3 days
<b>4. Quality Management System (SBM Validation / QAME )</b>		<b>Public Schools and SDO p</b>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
4a. Submit SBM Self-assessment tool address to SDS or send via email: <a href="mailto:monitoring.evaluation@depedqc.ph">monitoring.evaluation@depedqc.ph</a>	4.1. Receive from records unit	None	10 minutes
	4.2. Route the communication to SGOD -M&E	None	30 mins
	4.3. Check and review assessment tool	none	30 mins
	4.4 Encode results of scores	none	15 mins
	4.5. Virtual Validation and TA	none	45 mins
	4.6. Notify school for field validation	none	30 mins
	4.7. Actual Field Validation	none	Half day
	4.8. Prepare summary results	none	2 days

	4.9. Recognition of SBM level of practice	none	1 day
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>
4b. Submit matrix of program on Learning and Development for Quality Assurance, Monitoring and Evaluation (QAME) or via email: <a href="mailto:monitoring.evaluation@depedqc.ph">monitoring.evaluation@depedqc.ph</a>	4b.1. Review and check the content of program	None	10 minutes
	4b.2. Create online evaluation	none	30 mins
	4b.3. Monitor and evaluate programs	none	1-3 days
	4b.4 Conduct post evaluation / debriefing on the results of responses	none	45 mins
	4b.5. Generate results of responses for recommendation	none	1 hour
<b>TOTAL:</b>		<b>None</b>	<b>2-3 days</b>



## SOCIAL MOBILIZATION AND NETWORKING SECTION

### Request for Partnership (Brigada Eskwela/Adopt-A- School, Senior High School, Other Special Programs/ Projects)

<b>Office or Division:</b>	Social Mobilization and Networking Section		
<b>Classification:</b>			
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	External Stakeholder		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter of intent for Partnership (Project Brief/Proposal) addressed to SDS (1 Original Copy, 1 Photocopy)		Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Submit Letter of Intent for Partnership to Records Unit.	1.1. Receive the letter of intent for partnership from the client and have it forwarded to the OSDS.	None	10 minutes
	1.2. Refer letter of intent for partnership to the Chief, SGOD.	None	4 hours
	1.3. Refer the Letter of Intent for Partnership to SEPS (SocMob).	None	10 minutes
	1.4. Reviews the letter of intent for partnership.	None	2 days
	1.5. Set schedule and meet with the partnership proponent.	None	3 hours

	1.6 If aligned with DepED policies/priorities, prepares the MOU/MOA Deed of Donation/Deed of Acceptance or sponsorship for review of the Legal Section. If not aligned, sends an official reply to the requesting party.	None	3 days
	1.7 Signs MOU/MOA, Deed of Donation/Acceptance	None	30 mins.
	1.8 Releases the approved MOU/MOA, or Deed of Donation/Acceptance.	None	5 mins.
2. Receive the necessary documents	2.1 Releases the document to the requesting party.	None	5 minutes
<b>TOTAL:</b>		<b>None</b>	<b>5 days, 8 hours</b>

# MEDICAL SECTION

## Services for medical examination for students, teachers, and non-teaching personnel

<b>Office or Division:</b>		Health & Nutrition Section (MEDICAL SE	
<b>Classification:</b>			
<b>Type of Transaction:</b>		G2C – Government to Citizen	
<b>Who may avail:</b>		Teachers & Non-Teaching Personnel of t	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO</b>
Please refer to Agency Action			School
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Newly hired and promoted Teachers & Non-Teaching Personnel	<p>Medical Examination of teachers &amp; NTP by Medical Officer on Duty after submission of required lab result</p> <ol style="list-style-type: none"> <li>1. Laboratory results:               <ol style="list-style-type: none"> <li>a. Urinalysis</li> <li>b. chest x-ray</li> <li>c. complete blood count</li> <li>d. drug exam (shabu &amp; marijuana)</li> </ol> </li> <li>2. Psychological or Psychiatric Exams</li> <li>3. Blood f pressure monitoring (to be done at the Medical Clinic)</li> <li>4. Physical Examination &amp; medical examination (to vbe done at the Medical Clinic)</li> <li>5. CS Form 211</li> </ol>	None	15 minutes

<p>2. Annual Physical Examination of Teachers and Non-Teaching Personnel</p> <p>*Due to Covid-19 Pandemic, no face to face Examination</p> <p>instead, online examination of teachers &amp; non-teaching personnel was implemented.</p>	<p>Physical Examination of teachers &amp; NTP by Medical Officer on Duty after submission of required lab results.</p> <ol style="list-style-type: none"> <li>1. Laboratory results: <ol style="list-style-type: none"> <li>a. Urinalysis</li> <li>b. chest x-ray</li> </ol> </li> <li>2. Blood pressure monitoring (to be done at the Medical Clinic)</li> <li>3. Physical Examination &amp; medical examination (to be done at the Medical Clinic)</li> <li>4. Form 86</li> </ol>	<p>none</p>	<p>10 minutes if physically fit to work</p>
<p>3. Application for Maternity Leave/Sick Leave/Sick Leave prior to Retirement of teachers &amp; non-teaching personnel</p>	<p>Signing &amp; approval of the following forms with endorsement from the principal</p> <ol style="list-style-type: none"> <li>1. CS Form 41</li> <li>2. CS Form 6</li> </ol>	<p>none</p>	<p>10 minutes (if documents are complete)</p>

<p>4.Reinstatement from Maternity Leave/Sick Leave/ COVID Leave</p>	<p>Evaluation of the following documents and physical examination of teachers and NTP.</p> <ol style="list-style-type: none"> <li>1.General Form 6</li> <li>2. Birth certificate for Maternity Leave.</li> <li>3. Medical certificate from Attending Physician that personnel is fit to work for sick leave</li> <li>4.Histopathology examination/operative technique and Clinical abstract for Gynecological cases/surgical cases.</li> <li>5.RT-PCR Result and Brgy. Clearance for COVID leave</li> </ol>	<p>none</p>	<p>10 minutes (if physically fit work)</p>
<p>5.Medical Certificate for GSIS Claims for COVID cases</p>	<ol style="list-style-type: none"> <li>1. Report to nurse in charge per district for COVID 19 master list log in</li> <li>2. Get GSIS disability compensation from Administrative Section</li> <li>3. Present documents to nurse on duty for evaluation</li> <li>4. Medical Officer on duty accomplished forms advise teacher or NTP to submit all documents to Personnel Section</li> </ol>	<p>none</p>	<p>20 minutes</p>

# DENTAL SECTION

Services for dental examination for students, teachers, and non-teaching personnel.

CHECKLIST OF REQUIREMENTS			WHERE
<ul style="list-style-type: none"> <li>Dental Schedule Logbook Slip</li> <li>Form 86 Dental Record Form Teacher's Clearance Form</li> <li>Athletes Dental Health Record</li> </ul>			<ul style="list-style-type: none"> <li>Teachers</li> <li>ES and H</li> <li>Students</li> </ul>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
<p>1. Teacher/NTP must sign on the Dental Schedule Logbook and will be given a Clinic Appointment Slip by Clerk.</p> <p>2. Teacher/NTP must come on the scheduled day of appointment.</p> <p>3. Patient must have their BP taken at the Medical Section.</p> <p>4. Dental Treatment/Procedure is done on the patient.</p> <p>5. Patient must sign on the Dental Treatment Logbook.</p>	<p><b>TOOTH EXTRACTION/ SIMPLE SURGICAL PROCEDURES</b></p>	<p>one</p>	<p>Approximately 1 hour on case to case basis</p>
<p>T S</p>	<p><b>AGENCY ACTION</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>

<p>1. Teacher/NTP must sign on the Dental Schedule Logbook and will be given a Clinic Appointment Slip by Clerk.</p> <p>2. Teacher/NTP must come on the scheduled day of appointment.</p> <p>3. Patient must have their BP taken at the Medical Section</p> <p>4. Dental Treatment/Procedure is done on the patient.</p> <p>5. Patient must sign on the Dental Treatment Logbook</p>	<p><b>RESTORATIVE TREATMENT/ DENTAL FILLINGS</b></p>	<p>None</p>	<p>Approximately 1 hour on case to case basis</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
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<ol style="list-style-type: none"> <li>1. Teacher/NTP must sign on the Dental Schedule Logbook and will be given a Clinic Appointment Slip by Clerk.</li> <li>2. Teacher/NTP must come on the scheduled day of appointment.</li> <li>3. Patient must have their BP taken at the Medical Section.</li> <li>4. Dental Treatment/ Procedure is done on the patient.</li> <li>5. Patient must sign on the Dental Treatment Logbook</li> </ol>	<b>ORAL PROPHYLAXIS</b>	None	30 min. to 1 hour on case to case basis
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
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	<p><b>ORAL EXAMINATION OF ATHLETES</b></p> <p>1. Dental Staff visit the School.</p> <p>2. Coordinate with the Clinic Teacher.</p> <p>3. Perform Oral Examination on the Athlete.</p>	None	10 minutes per athlete.
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## EDUCATION FACILITIES SECTION

Request for school facilities inspection and technical assistance services to ensure structurally safe buildings, grounds for the Division Office, schools, and learning centers to maintain a healthy and conducive learning environment.

<b>Office or Division:</b>		Education Facilities Section	
<b>Classification:</b>			
<b>Type of Transaction:</b>		G2C – Government to Citizen	
<b>Who may avail:</b>		External/ School Stakeholders	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SEC</b>
1. Letter of Request, List, Narrative Report			Client
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Receive incoming communications & queries related to Education Facilities Section	1.1. Evaluation of the said communication letters	None	10 minutes
	1.2. Endorsement of the evaluated letter	None	1-2 days
	1.3. Waiting for the response for the particular request & action to be taken	None	1-10 days
	1.4. For Inspection and Validation.	None	1 day
2.Prepare Priority List for Quezon City	2.1. Coordination/ Follow up for the approved list of projects to be implemented	None	1-15 days

	2.2. For Inspection and Validation	None	1 day
	2.3. Preparation of Program of Works (POW)	None	5 days
	2.4. Submission to DepEd – Central Office	None	1 day
3.Render Technical Assistance	3.1 Monitoring/ Validation and Inspection	None	1 day
	3.2 Copy Furnished of Report	None	1-3 days
4. Other tasks/given by the SDO	4.1 Submission of the relative documents	None	1-5 days
<b>TOTAL:</b>		<b>None</b>	

# 1. Submission of Employment Application (Non-Teaching Related)

Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her following credentials and other requirements.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Any person who is eligible for the position	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Application Requirements Checklist		HR Non-Teaching Unit
2. Transmittal/Endorsement/Application Letter (2 copies)		Applicant
3. Duly accomplished CSC Form 212 with latest Passport Size ID picture (2 original)		CSC Website
4. Updated PRC License/Certificate of Registration from PRC/CSC eligibility (1 original & 2 photocopies)		PRC/CSC
5. Transcript of Records/Diploma for Masteral/Doctorate Degree and/or Certificate of Completion for CAR (1 original & 2 photocopies)		School/s attended
6. Updated Service Record/Certificate of Employment/Designation (1 original & 2 photocopies)		Previous/Current employer
7. Performance Ratings for the last 3 rating periods prior to application (1 original & 2 photocopies of each rating)		
8. Specialized Trainings e.g. Scholarship Programs, short courses, study grants (1 original & 2 photocopies of each training)		Applicant

9. Documentation of Outstanding Accomplishment/s (1 original & 2 photocopies of each accomplishment)	
10. Electronic-copy of requirements/documents, if available	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the complete pertinent documents to the HR Non Teaching Unit	1.1. Check the completeness and veracity of documents submitted	None	15 minutes	HR Non Teaching Unit Staff
	1.2. Stamp Validated on the applicant's pertinent documents	None	10 minutes	HR Non Teaching Unit Staff
2. Submit the complete pertinent documents to the Records Unit	2.1. Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Non Teaching Unit	None	10 minutes	Records Section staff
	2.2. Encode application details	None	10 minutes	HR Non Teaching Unit Staff
<b>TOTAL</b>		<b>None</b>	<b>45 minutes</b>	

## 2. Application for ERF (Equivalent Record Form)

This service is to validate the classification level of teachers covered by the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DepEd SDO, QC Head Teachers/Principals
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. ERF Application Requirements Checklist	HR Non-Teaching Unit
2. Plantilla Allocation List ( <i>3 originals</i> )	
3. Service Record ( <i>2 originals</i> )	
4. Rank list of Personnel who are qualified for the desired position, duly signed by the Chairman and Members of the Ranking Committee or Certification that the applicant is a lone candidate ( <i>2 copies</i> )	
5. Endorsement Letter signed by Principal/ Immediate Supervisor ( <i>3 copies</i> )	School/Office of requestor
6. Duly accomplished Equivalent Record Form ( <i>3 originals</i> )	HR Non-Teaching Unit
7. Authenticated copy of Transcript of Records – Graduate Studies ( <i>1 original &amp; 2 photocopy</i> )	Applicant
8. Certificate of relevant training for the last 5 years, at least 24 hours duration ( <i>1 copy each</i> )	

9. Permit to study or Accreditation of units – Graduate Studies (3 photocopy)	
10. Certification that the candidate has “Very Satisfactory” rating for the last 3 years (IPCRF) (3 photocopy)	Previous/Current employer
11. List of teachers in each of the eight major subject areas, duly identified by their respective item number per Plantilla of Personnel, each page duly signed/certified correct by the head of the school and attested by the Schools Division Superintendent/duly authorized signatory (2 original)	Applicant

12. Updated copy of the school’s Plantilla of Personnel for the current fiscal year – highlighting the name of the teachers in subject area of the teacher for reclassification (1 original)	Applicant
13. Justification for the need of the Position (1 original)	
14. SF7 for the current school year (2 original)	
15. Service Record (1 copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receive and check for the completeness of the submitted ERF requirements	None	20 minutes	HR Non Teaching Unit Staff

	1.2. Process ERF application and attached necessary documents	None	25 minutes	HR Non Teaching Unit Staff
	1.3. Forward to authorized signatories for signature on ERF Form	None	30 minutes	HR Non Teaching Unit Staff
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2.1. Indorse the ERF application to Regional Office	None	5 minutes	Records Section Staff
<b>TOTAL</b>		<b>None</b>	<b>80 minutes</b>	



### 3. Application for Leave

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	DepEd SDO, QC Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Vacation Leave</b>		
1. CS Form 6 (3 originals)	HR Non-Teaching Unit	
2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 originals)		
3. Letter request, if necessary (1 copy)	Client	
<i>Additional Requirements for Vacation Leave more than 30 days:</i>		
1. Endorsement letter from School head/Head of agency (2 copies)	Client	
2. Certificate of No Pending Case (1 copy)	HR Non-Teaching Unit	
3. Photocopy of Leave Card (1 copy)	Client	
<b>Sick Leave</b>		
1. CS Form 6 (3 originals)	HR Non-Teaching Unit	
2. Medical Certificate, if more than 5 days sick leave (1 copy)		
3. Letter request, if necessary (1 copy)	Client	

<i>Additional Requirements for Vacation Leave more than 30 days:</i>	
1. Endorsement letter from School head/Head of agency (2 copies)	Client
2. Certificate of No Pending Case (1 copy)	HR Non-Teaching Unit
3. Photocopy of Leave Card (1 copy)	Client
<b>Paternity Leave</b>	
1. CS Form 6 (3 originals)	HR Non-Teaching Unit
2. Letter request, if necessary (1 copy)	Client
<i>Additional Requirements:</i>	
1. PSA Marriage Contract (1 photocopy)	PSA
2. Birth Certificate of Child/Medical Certificate of Wife if Miscarriage (1 photocopy)	PSA/Client
<b>Maternity Leave</b>	
1. CS Form 6 (3 originals)	HR Non-Teaching Unit
2. Letter request, if necessary (1 copy)	Client
3. Endorsement letter (2 copies)	

4. Last day of Service (2 copies)	
<i>Additional Requirements:</i>	
4. Special Order Form (3 originals)	HR Non-Teaching Unit
5. Medical Certificate (1 copy)	
6. Clearance (4 originals)	
<b>Solo Parent Leave</b>	
1. CS Form No. 6 (Revised 1995) Application for Leave (3 originals)	HR Non-Teaching Unit

2. Letter request, if necessary (1 copy)	Client
<i>Additional Requirements:</i>	
1. PSA Birth Certificate of Child (1 photocopy)	PSA
2. Photocopy of Solo Parent ID (1 photocopy)	Client
<b>Special Privilege Leave</b>	
1. CS Form 6 (3 originals)	HR Non-Teaching Unit

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Check for the completeness and receive the documents	None	10 minutes	Records Section Staff
	1.2. Forward the complete document to the HR Non-Teaching Unit for appropriate action	None	10 minutes	Records Section Staff
	1.3. Review the submitted complete document and provide appropriate action	None	30 minutes	HR Non Teaching Unit Staff

	1.4. Forward to the Office of the SDS/ASDS for	None	20 minutes	HR Non Teaching Unit Staff
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	Approval (Administrative Section for Maternity Leave)			
	1.5. Forward the approved Form 6 to the Records Section for release	None	15 minutes	ASDS/SDS Office Staff
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section Staff
<b>TOTAL</b>			<b>1 hour, 35 minutes</b>	

## 4. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	DepEd SDO, QC employees that reached the retiring age requirement	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Endorsement Letter from School head/Head of agency (2 copies)		Concerned retiree
2. Letter of intention to retire (1 copy)		
3. Routing (3 copies)		HR Non-Teaching Unit
4. Service Record (3 originals)		
5. Division Office Clearance (4 originals)		
6. Statement of Assets & Liabilities (2 originals)		
7. Notice of Salary Adjustment (3 copies)		
8. Certificate of No Pending Administrative Case (1 original)		
9. Certificate of Last Day of Service (1 copy)		School/SDO
10. Certificate of Last Salary Received (1 original)		Payroll Unit
11. Certification of Leave with or without pay (2 originals)		HR Non-Teaching Unit

12.Ombudsman Clearance (1 original)	
13.Declaration of Pendency/Non-Pendency of Case (3 copies)	
14.GSIS Application for retirement benefits form (1 original)	
15.Certificate of no Provident loan (1 original)	DepEd-NCR
16.PSA Marriage Certificate, for married women only (1 original & 2 photocopies)	PSA
17.Regional Clearance, for Principal only (3 copies)	DepEd-NCR
18.Certificate of No Liquidated Cash Advance , for Principal, PSDS, and section heads (3 copies)	Quezon City Hall

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements for retirement to Records Section	1.1. Receive complete documents for retirement	None	10 minutes	Records Section Staff
	1.2. Check and verify the completeness of the documents. If requirements are incomplete, inform the concerned person	None	1 day	HR Non Teaching Unit Staff

	1.3. Prepare 1st endorsement, certificate of leave without pay (if applicable), service record, and notice of salary adjustment	None	4 hours	HR Non Teaching Unit Staff
	1.4 Forward retirement to Administrative section for approval	None	20 minutes	HR Non Teaching Unit Staff
	1.5. Forward retirement to ASDS office for approval for release in the Records Section	None	1 day	Administrative Section Staff
	1.6. Forward retirement to Records section for release	None	1 day	ASDS Office Staff
	1.7. Release to GSIS office	None	2 days	Records Section Staff
<b>TOTAL</b>		<b>None</b>	<b>5 days &amp; 1 hour</b>	

## 5. Foreign Travel Authority Request on Official Time or Official Business

Processing of required documents for DepEd personnel who are going to travel outside country for personal and official purposes.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	DepEd SDO, QC Employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Letter of endorsement from school head (2 <i>copies</i> )	Requesting Party	
2. Letter of Intent (3 <i>copies</i> )		
3. Certificate of departure (3 <i>copies</i> )		
4. Justification for travel with template – explaining the purpose of the trip, projective expenses are not excessive and the trip is expected to bring substantial benefit to the country (3 <i>copies</i> )		
5. OIC letter/substitute teacher with conforme of designate OIC (3 <i>copies</i> )		
6. Travel Authority/Request Form A (DO No. 43 s. 2014) (3 <i>originals</i> )	HR Non-Teaching Unit	
7. Certificate of No Pending Case (3 <i>originals</i> )		
8. Profile (3 <i>originals</i> )		
9. Invitation (3 <i>copies</i> )	Requesting party	
10. Program of Activities (3 <i>copies</i> )		
11. Itemized budget/Estimated cost (3 <i>copies</i> )		



12. Curriculum vitae (3 copies)	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribe timeline to Personnel Unit	1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details.	None	10 minutes	Records Section
	1.2. If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies	None	1 day	HR Non Teaching Unit Staff
	1.3. If complete and accurate, prepare the necessary additional requirements and provide appropriate action	None	15 minutes	HR Non Teaching Unit Staff
	1.4. Forward request to Administrative Section for approval	None	20 minutes	HR Non Teaching Unit Staff

	1.5. Forward request to ASDS Office for approval	None	1 day	Administrative Section Staff
	1.6. Forward request to SDS Office for approval	None	1 day	ASDS Office Staff

	1.7. Release the signed endorsement and documents to DepEd NCR	None	1 day	Records Section Staff
2. Receive approved travel documents	2.1. Release the approved travel request to client	None	2 weeks	Records Section Staff
<b>TOTAL</b>			<b>2 weeks, 4 days, &amp; 45 minutes</b>	

## 6. Issuance of Certificate of Employment

Certificate of employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	DepEd SDO, QC Employee/ Former Employee	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter request (1 copy)		HR Non-Teaching Unit
2. Photocopy of latest payslip (1 copy)		Client

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with other required documents	1.1. Receive submitted complete documents	None	2 minutes	HR Non Teaching Unit Staff
	1.2. Verify the complete documents submitted	None	5 minutes	HR Non Teaching Unit Staff
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	HR Non Teaching Unit Staff/HRMO
2. Receive Certificate of Employment	2.1. Release Certificate of Employment to Client	None	2 minutes	HR Non Teaching Unit Staff

<b>TOTAL</b>	<b>None</b>	<b>14 minutes</b>
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## 7. Issuance of Service Record

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	DepEd SDO, QC Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter request (2 copies)	Client
2. Previous copy of Service Record, if previously employed in other agency (2 copies)	Previous/Current employer
3. Photocopy of present Appointment (1 copy)	Client
4. Latest payroll slip (1 photocopy)	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with other required documents	1.1. Receive submitted complete documents	None	2 minutes	HR Non Teaching Unit Staff
	1.2. Retrieve of documents from file	None	5 minutes	HR Non Teaching Unit Staff

	1.3.Process request	None	30 minutes – 2 days depending on the length of service	HR Non Teaching Unit Staff
	1.4. Forward to the administrative services for signature	None	5 minutes	HR Non Teaching Unit Staff
2. Receive the signed service record	2.1. Release service record	None	2 minutes	HR Non Teaching Unit Staff
<b>TOTAL</b>		<b>None</b>	<b>2 days &amp; 14 minutes to 44 minutes</b>	

## 8. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

This service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred employee.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	New entrants SDO, QC employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Call up Letter ( <i>1 photocopy</i> )		Appointee
2. Publication – CSC Form No. 9, Revised 2018 received by CSCFO ( <i>1 photocopy</i> )		HR Non-Teaching Unit
3. Plantilla ( <i>1 copy</i> )		
4. Deliberation ( <i>1 copy</i> )		
5. Appointment – CSC Form No. 33-A, Revised 2018 ( <i>3 original</i> )		
6. Oath of Office – CS Form No. 32, Revised 2018 ( <i>1 original</i> )		
7. Certificate of Assumption to Duty – CS Form No. 4, Series of 2018 ( <i>4 original</i> )		
8. Clearance – CSC Form 7, except for original and reemployment ( <i>3 originals &amp; 1 photocopy</i> )		
9. Position Description Form-DBM-CSC Form No. 1, Revised version No. 1 s. 2017 ( <i>4 originals</i> )		

10. Personal Data Sheet – Duly accomplished CSC Form 212, Revised 2017 (4 original)	
11. Work Experience Sheet (4 original)	
12. Certified true copy of original Transcript of Records (3 photocopies)	Emanating School
13. CSC Eligibility, except for Reappointment as Provisional (1 original & 2 photocopies)	CSC
14. Latest Payslip (1 photocopy)	Appointee
15. Statement of Assets & Liabilities (3 originals)	
16. Latest Approved Appointment, except for Original and reemployment (3 photocopy)	
17. Performance Rating, except for Original and reemployment (3 photocopy)	Previous/Current employer
18. Medical Certificate – CSC Form No. 211, Revised 2017 (1 original & 2 photocopies)	HR Non-Teaching Unit

19. Results of Neuropsychiatric Medical Exam and Laboratory test (1 original & 3 photocopies)	
20. NBI Clearance, except for promotion, reappointment and transfer (3 photocopy)	NBI
21. PSA Birth Certificate, except for promotion, reappointment and transfer (3 photocopy)	PSA
22. Marriage Certificate, if applicable, except for promotion, reappointment and transfer (3 photocopy)	PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	HR Non-Teaching Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A)	None	5 minutes	HR Non-Teaching Unit
	1.3. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	HR Non-Teaching Unit
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1. Appointment for signature of appointee in the acknowledgment at the back of the appointment and Furnish a copy of his/her appointment	None	5 minutes	HR Non-Teaching Unit
	2.2. Appointment and other supporting documents with Appointment Transmittal and Action Form for submission to CSCFO	None	5 minutes	HR Non-Teaching Unit
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	

## 9. Processing of Terminal Leave Benefits

Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	DepEd SDO, QC employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Transmittal (2 copies)	HR Non-Teaching Unit	
2. Letter request (1 original)	Concerned Retiree	
3. Service Record (1 original)		
4. GSIS Retirement Voucher (1 original)		
5. GSIS Retirement Clearance (1 photocopy)		
6. Latest Notice of Salary Adjustment (NOSA) (1 original)	HR Non-Teaching Unit	
7. List of Terminal Leave (3 copies)		
8. Statement of Vacation and Sick Leave Credits (3 copies)		
9. List of actual retiree to be paid (3 copies)		
10. Certification of Accumulated Leave Credits by the Division Personnel Officer (3 originals)		
11. Certified Copies of Leave Cards (1 original)	School/SDO	
<b>For deceased employee:</b>		
1. Death certificate (1 photocopy)	PSA	

2. PSA Marriage Certificate (1 photocopy)	
3. Survivorship, If applicable (1 photocopy)	Spouse
4. Special Power of Attorney (1 original & 2 photocopies)	Attorney
5. PSA Birth Certificate of Children, if employee has no living spouse (1 photocopy)	PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section Staff
	1.2. Check the document as to completeness	None	10 minutes	Record Section Staff
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Record Section Staff

	1.4. Review the submitted complete document and inform the concerned person if the requirements are incomplete and provide appropriate action	None	3 days – 1 week depending on the length of service	HR Non Teaching Unit Staff
	1.5. Forward to the Accounting Section for Approval	None	20 minutes	HR Non Teaching Unit Staff
	1.6. Forward to the Administrative Services for Approval	None	20 minutes	Accounting Section Staff
	1.7. Forward to the ASDS for Approval	None	20 minutes	Administrative Section Staff
	1.8. Forward to the SDS for Approval	None	20 minutes	ASDS Office Staff
	1.9. Forward the approved terminal leave to the Records Section for release to DepED-NCR	None	15 minutes	SDS Office Staff
<b>TOTAL</b>		<b>None</b>	<b>1 week, 3 hours, &amp; 55 minutes/ 3 day, 3 hours, 55 minutes</b>	

## 12. Request for Correction of Name and Change of Status

This process of correcting clerical or typographical errors in the Certificate of Live Birth is governed by changing the marital status.

<b>Office or Division:</b>	Human Resource Non-Teaching Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DepEd SDO, QC employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. PSA Marriage Certificate, for Change of Status ( <i>1 original and 1 photocopy</i> )	PSA
2. PSA Birth Certificate, for Correction of Name ( <i>1 original and 1 photocopy</i> )	PSA
3. Request Letter ( <i>1 copy</i> )	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete documents	1.1. Receive and check the complete document	None	5 minutes	HR Non Teaching Unit Staff
	1.2. Updating of records	None	5 minutes	HR Non-Teaching Unit Staff

	1.3. Preparation of Special Order Form, for change of name (3 original copies)	None	30 minutes	HR Non-Teaching Unit Staff
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	

## RECORDS SECTION

### 1. Issuance of Requested Documents (Non-Certified True Copy)

Issuance of Requested Documents is provided to active and in-active teaching and in-active non-teaching personnel. A document copy is issued to authorized requesting person if document secured in the Records Section is not original. Requested by the owner himself and or authorized person.

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized		
3. Certificate of No Record signed by the School Head (1 Copy)		School		
4. Affidavit of Loss (1 Copy)		Requesting person		
5. Special Power of Attorney if authorized representative (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
1. Fill up the requisition slip form	1. Provide client the requisition slip form	None	5 minutes	Ad
2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document	2. Receive the form and search the requested document	None	5 minutes	Ac
3. Receive the requested document	3. Prepare, print and give the document to the client	None	30 minutes	A (F
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

## 2. Issuance of Requested Documents (Certified True Copy and Photocopy of Documents)

CTC document copy is issued to authorized requesting person if document secured in the Records Section is originated / created by the Agency. The said document can be issued if requested by the owner himself and or authorized person. Issuance of Requested Documents is provided to active and in-active teaching and in-active non-teaching personnel whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Certificate of No Record signed by the School Head (1 Copy)		School		
4. Affidavit of Loss (1 Copy)		Requesting person		
5. Special Power of Attorney if authorized representative (1 Copy)		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the requisition slip form	1. Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document	2. Receive the form and search the requested document	None	5 minutes	Administrative Staff (Records)



3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	30 minutes	Administrative Staff (Records)
	3.2 Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Records Officer III

	3.3 Release the Document to the client	None	10 Minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 5 minutes</b>	

### 3. Certification, Authentication, Verification of Reconstructed Diploma

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd.

<b>Office or Division:</b>	Records Sec
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Former and Present Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>High School/Elementary Graduates:</b> 1. Indorsement 2. Reconstructed Diploma 3. PSA Birth Certificate Copy (1 Original and 2 photocopies) 4. Request Letter 5. Valid ID 6. Authorization Letter (If the requesting party is not the record owner) (1 original copy) 7. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy) 8. Affidavit of Loss (1 original copy) 9. Resolution/Petition Letter from DepEd NCR (for corrected copy) 10. Joint Affidavit of Two Disinterested Person with valid ID's of signatories (for corrected copy) 11. Affidavit of Discrepancy (for corrected copy)  <i>Additional Requirement for Undergraduates:</i> 12. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the	School Attended School Attended  Client Client Client Client  Client  Client  Client  Client  Client  Client  School Attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1. Encode the return indorsement and attached the reconstructed diploma and other supporting documents	None	10 minutes	Administrative Staff (records)
	2. Forward to the Administrative Section for AO V initial in the reconstructed diploma and signature in the indorsement	None	20 minutes	Designated Releasing & Receiving Staff AO V
	3. Forward to the OSDS for signature of reconstructed diploma	None	20 minutes	Designated Releasing & Receiving Staff SDS
2. Receive the requested document	2. Release the document to the client	None	5 minutes	Administrative Staff (Records)

<b>TOTAL:</b>	<b>None</b>	<b>1-hour and 5 minutes</b>	
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## 4. Receiving and Releasing of Incoming and Outgoing Communication

The procedure of proper receiving and releasing of communications.

<b>Office or Division:</b>		Records Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B – Government to Private G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Communication Address to the Superintendent (2 original copies for the SDO and 1 original/Xerox for the client)		Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official communications to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	Receiving personnel
	1.2. Encode and forward communication and other documents to OSDS/ASDS/action units (HR-Teaching, HR-NTP, Admin, SGOD, CID, Payroll, and others) for appropriate action.	None	5 minutes	Records Staff
	1.3. Read and Review communication	None	4 hours	SDS/ASDS/Division Chiefs/Section/Unit Heads
	1.4. Route communications to the concerned office/personnel for action/initial/signature	None	5 minutes	Functional Division Staff
	1.5. Act on the communication for ministerial transaction*	None	2 days	Concerned Office/Personnel

	1.6. Forward the acted communication to the Office of the Superintendent for approval	None	5 Minutes	OSDS Office
	1.7. Approves the communication and transmit it to the Records Section for release	None	5 Minutes	OSDS Office
	1.8. Receive and check the approved communication from the Office of the Superintendent/action units	None	5 Minutes	Records Staff
2. Client receives communication	2.1. Release the communication to school/concerned individual	None	5 Minutes	Records Releasing personnel/Records Officer IV
TOTAL			<b>2 days,4 hours, 35 minutes</b>	

**\*Note:** For ministerial transaction-within 3 days, complex transaction-within 7 days, and for highly Technical Transaction-within 20 days

# NOVALICHES DISTRICT HOSPITAL

## MEDICAL AND NURSING SERVICES

### Satellite Consultation Process

Steps for patients seeking consultation in the satellite clinic.

<b>Office or Division</b>	NURSING SERVICE			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Nurse/Doctor/Triage Officer for interview	1. Interview patient/relative	None	3 minutes	<i>Nurse on Duty</i> Nursing Service Department
2. Answer questions asked by nurse/doctor	2. Triage: Categorize patient accordingly: a. Satellite patient b. ER patient 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	None	3 minutes	<i>Nurse on Duty</i> Nursing Service Department  <i>Consultant on Duty</i> ER Department
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	19 minutes	<i>Nurse on Duty</i> Nursing Service Department  <i>Admitting Clerk</i> Admitting Section/Records

				Section
4. Patient shall render self for vital sign taking	4. Take patient Vital sign	None	5 minutes	<i>Satellite Nurse/ Nursing assistant</i>
5. Submit self for consultation	4. Examine patient	None	5 minutes	<i>Consultant on Duty Satellite Doctor</i>
5. Follow instructions given	<p>5.1 Patients for discharge/may go home: 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: Give request necessary forms and 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>	None	25 minutes	<p><i>Nurse on Duty Nursing Service Department</i></p> <p><i>Consultant on Duty ER Department</i></p>
<b>TOTAL:</b>		<b>100.00</b>	<b>1 hour</b>	



## Emergency Room Consultation Process

Steps for patients seeking for emergency consultation.

<b>Office or Division</b>	NURSING SERVICE			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Hospital Main entrance and register patient to admitting section.	1. Get patient information then instruct to proceed to ER	None	10 minutes	<i>Admitting Clerk</i>
2. Go to Emergency Room	2. Receive patient	None	5 minutes	<i>Nurse on Duty Nursing Service Department</i>
3. Prepare self to answer questions regarding illness and physical exam.	3. Interview patient/relative:  Classify into: Medicine Pedia Surgery OB-Gyne	None	5 minutes	<i>Nurse on Duty Nursing Service Department</i>  <i>Consultant on Duty ER Department</i>
4. Submit self for consultation	Examine patient	None	5 minutes	<i>Consultant on Duty ER Department</i>
5. Follow instructions given by staff	5.1 Patients for discharge/may go home: Instruct patient/relative of patient's home medications and date of when and where to follow up  5.2 Patients for emergency	None	35 minutes	<i>Nurse on Duty Nursing Service Department</i>  <i>Consultant on Duty ER Department</i>

	<p>medication/laboratory test/Radiology exam: Give request necessary forms and 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>			
<b>TOTAL:</b>		<b>150.00</b>	<b>1 hour</b>	

## Out-Patient Department Online Booking for Consultation Process

For all patients who seek consult at the Out-Patient Department Online Appointment Booking for Consultation Page.

<b>Office or Division</b>	NDH Out-Patient Department			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Hospital Card (1 original copy) Valid ID (1 original copy) Consent Form (with signature) PDF Out-Patient Record			NDH Out-Patient Department Online Page	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Send message to NDHQC Out-Patient Department Facebook Online Account for queuing and appointment.	1.1 Log into Out-Patient Department's Facebook Online page inbox.  1.2 Triage according to respective medical department.	None	15 minutes	NDH OPD Telemedicine Nurse
2.1 Fill up the Patient Information Sheet (google form)	2.1 Verifies the data in the Patient List (google sheet).  2.2 If for face –to-face, queues the patient for appointment date and time of consultation  2.3 If for telemedicine consultation patient will be requested to proceed to Telemed online platform link given  2.2 Verifies Telemed Consent and DPA Agreement form.  2.3 Verifies google sheet	None	20 minutes	Consultant on Duty  NDH OPD Telemedicine

	<p>registry and Patient's ID.</p> <p>2.4 Consultant on Duty initiates Video call consultation.</p>			
<p>3.1 Initiates Viber call thru Consultant on Duty's viber number or any secured encrypted platform agreed upon with the Consultant on Duty.</p> <p>3.2 Patients will send laboratory results to the Consultation on Duty thru email or viber.</p>	<p>3. Intervention and management. Consultant on Duty will assess the patient if physical check-up is necessary.</p> <p>3A. If Yes, Consultant on Duty will ask the patient to go to Emergency Room / Satellite clinic for urgent management or will be given a slot on the scheduled dates for physical OPD consults.</p> <p>3B. If No, Consultant on Duty proceeds with teleconsult via viber video call or secured / encrypted platform will give needed laboratory request and prescription. Pictures will be sent to the patient thru COD's viber account.</p> <p>3C. Schedule follow-up dates and time accordingly (face-to-face or Telemed)</p>	None	25 minutes	Telemedicine Consultant on Duty
<p>4. Acknowledges the appointment date and time. (Observes the OPD face to face consult guidelines)</p> <p>a. No Mask, No Entry.</p> <p>b. One companion per patient.</p> <p>c. No Appointment, No Consultation</p> <p>d. Must be in the OPD area 15 minutes before the appointment time.</p> <p>e. Print or take a picture of the verified appointment slip and health declaration form.</p> <p>(To be presented on the</p>	<p>4. Confirmation of follow-up dates and time accordingly.</p> <p>4.1 All patients' charts are logged, recorded, and sent thereafter to NDHQC OPD email and NDH Medical Records Section for safe keeping.</p>	None	15 minutes	Consultant on Duty NDH OPD Telemedicine

day of consultation)				
<b>TOTAL:</b>		<b>None</b>	<b>1 hour 15 minutes*</b>	

\* Time may vary depending on the stability of internet connection and computer literacy.

## Out-Patient Department Face-To-Face Consultation Process

For all patients who seek consult at the Out-Patient Department Online Page.

<b>Office or Division</b>	NDH Out-Patient Department			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Hospital Card (1 original copy) Valid ID (1 original copy) OPD Record Form (1 original copy)			NDH Out-Patient Department Building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtains general queue number for Triage  2. Proceed to OPD triage window and present the appointment slip and accomplished Health Declaration Form, if applicable or according to relevance of Infection Control protocols  3. Allow the OPD staff to get vital sign.	1. Verify the appointment slip. Triage patient if COVID or NONCOVID Case & take vital signs.  If with history of cough, fever, diarrhea, history of travel or contact with COVID suspect or confirmed, patients will be directed to the NDH Satellite Clinic for further evaluation and management.	None	5 minutes	OPD Security Guard –on-Duty Out-Patient Department Nurse on Duty
4. Prepare self to answer questions regarding illness and physical examination.	2. Interview patient / patient's relative.	None	5 minutes	<i>Nurse on Duty</i> Out-Patient Department
3. Submits self to consultation.	3. Examines the patient.	None	5 minutes	<i>Consultant on Duty</i> Out-Patient Department
4. Follows instructions given by the OPD staff for next follow-up schedule. (Telemed face to face)	4. Patient for discharge / may go home: Instruct patient / patient's relative on the home instructions and follow-up	None	15 minutes	<i>Consultant on Duty</i> Out-Patient Department

	check-up if needed.			
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes*</b>	

\* Time may vary Depending on the bulk of patients for the day.

## Admission Process

Steps for patient who will be admitted in the hospital.

<b>Office or Division</b>	Nursing Service Department			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with the doctor of patient's admission	1. Explain the urgency and importance of admission	None	10 minutes	<i>Consultant on Duty</i> ER Department
2. Sign Consent for admission	Secure consent for admission from patient/relative	None	3 minutes	<i>ER Nurse on Duty</i> Nursing Service Department
3. Prepare self for examination relevant to admission process	Prepare patient for additional examinations for admission process	None	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	Instruct relative to proceed to admitting section and hand over the Admitting and Discharge Record Form for processing	None	3 minutes	<i>Nurse on Duty</i> Nursing Service Department
5.1 Present Hospital Card of Patient and admitting and discharge Form to admitting section	5.1 Receive hospital card at Admission and Discharge Form	None	20 minutes	<i>Admitting Clerk</i> Admitting Section
5.2 Fill-up Patient Data Sheet				



<p>5.3 Receive 2 copies of Reminders to patient, watchers, and visitor form, read and sign</p> <p>5.4 Receive back the admission and discharge form with accomplished details of patient</p>	<p>5.2. Instruct relative to fill up Patient Data Sheet and record patient information on registry</p> <p>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)</p> <p>5.4 Give back Admission and Discharge Form to patient/relative and instruct to return to Emergency room</p>			
<p>6. Bring back the Admission and Discharge Form to Emergency Room and present to nurse</p>	<p>Receive the Admission and Discharge Form the properly filled up by admitting section from relative/patient</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Nurse on Duty</i> Nursing Service Department</p>
<p>7. Wait until patient is transferred to ward</p>	<p>Instruct Institutional Worker (IW) to transfer patient to ward/unit</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Nurse on Duty</i> <i>Nursing Attendant</i> Nursing Service Department</p> <p><i>Institutional Worker</i> Engineering and Facilities Management</p>
<b>TOTAL:</b>		<p><b>None</b></p>	<p><b>45 minutes</b></p>	

## Kangaroo-Mother Care Process

Describe the services pursuant to essential Intrapartum Newborn care

<b>Office or Division</b>	Pediatrics Department			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – for government services whose client is transacting public			
<b>Who may avail:</b>	Newborn weighing less than 2500 grams			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receives patient's chart from OR/DR Identify babies for KMC	None	15 minutes	<i>Consultant on Duty</i> Pediatrics Department
2. Give consent for KMC enrollment	Explain benefits of KMC Secure consent for enrollment to KMC	None	1 hour	<i>Consultant on Duty</i> Pediatrics Department
	Admits patient	None	1 hour	<i>Consultant on Duty</i> Pediatrics Department
	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	Patient is received at the ward by the ward nurse on duty and pediatrician on duty	None	30 minutes	<i>Ward Nurse on Duty</i> Nursing Service Department  <i>Consultant on Duty</i> Pediatrics Department
	Orientation to KMC	None	1 hour	<i>Consultant on Duty</i> Pediatrics Department
	Daily rounds by consultant and evaluation of patient's	None	30 minutes	<i>Consultant on Duty</i> Pediatrics

	progress			Department
8. Follow doctor's discharge advice.	Discharge if improved or transfer to tertiary hospital for further management.	None	30 minutes	<i>Consultant on Duty</i> Pediatrics Department  <i>Ward Nurse on Duty</i> Nursing Service Department
<b>TOTAL:</b>		<b>None</b>		

## Screening Test for Newborn

Indicate the steps for availing newborn screening services and diagnostics.

<b>Office or Division</b>	Pediatrics Department			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	Inborn Deliveries – on their 24 hours of life and more Out born Deliveries – on their 24 hours of life and more			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to respective screening areas	1. Receives babies for screening test	Covered by Philhealth	3 minutes	<i>NBS and HEARING PERSONNEL</i>
2. Screening Test	Do the screening procedure		15 minutes	<i>NBS and HEARING PERSONNEL</i>
3. Schedule for release of results	1 month for NBS  For NBHT: passed- immediate Failed- schedule for re screening or referral to ENT		For NBS – 2 minutes  For NBHT 2 minutes	<i>NBS and HEARING PERSONNEL</i>
<b>TOTAL:</b>			<b>22 minutes</b>	

## SPECIAL SERVICES

### Process Of Donating Human Breast Milk

This service is provided to potential donors who are willing to donate their extra breast milk to the Human Milk Bank Unit.

(Schedule of Operation: 08:00 am to 05:00pm Monday – Sunday)

<b>Office or Division</b>	Human Milk Bank Unit			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	Outpatient and In-Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Hospital Card Serological test within six (6) months (Hepatitis B, VDRL – Syphilis and HIV Screening)		Human Milk Bank Unit Ground Floor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquire for Donation	Explain the requirements for breast milk Donors	-	2 minutes	Human Milk Bank Personnel
New patient Registration Old Patient Present Hospital Card Undertake Screening and Serological Testing (if applicable)	Screen and conduct serological test if beyond 6 months.  Classify donors if: • Accepted • Temporary deferred • Permanently deferred	-	10 minutes	Human Milk Bank Personnel
Receive orientation about Human Milk Banking and Lactation	Provide orientation about Human Milk Banking and Lactation	-	10 Minutes	Human Milk Bank Personnel
Expression of breast milk	Receive expressed human breast milk	-	2 minutes	Human Milk Bank Personnel
<b>TOTAL:</b>		<b>None</b>	<b>24 minutes</b>	

## Provision Of Pasteurized Human Milk (In-Patient)

This service is provided to infants admitted to the Novaliches District Hospital, whose mother's milk supply is insufficient or unable to breastfeed due to medical reasons.

(Schedule of Operation: 08:00 am to 05:00pm Monday – Sunday)

<b>Office or Division</b>	Human Milk Bank Unit			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	In-Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Hospital Card Prescription Clinical Abstract Cooler with gel type icepacks Payment Processing fee and bottle deposit Kasunduan sa paggamit ng pasteurized donor milk		Human Milk Bank Unit Ground Floor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquire for availability of Pasteurized Human Milk	Confirm availability of Pasteurized Human Milk	-	5 minutes	Human Milk Bank Personnel
Present Prescription Clinical Abstract	Review Documents and Screen accordingly  Check the integrity of Cooler and gel type icepacks.  Register patient.	-	5 minutes	Human Milk Bank Personnel
Receive orientation about Pasteurized Human Milk and Lactation Accomplish Kasunduan sa paggamit ng pasteurized donor milk	Provide orientation about Pasteurized Human Milk and Lactation Receive accomplished Kasunduan sa paggamit ng pasteurized donor milk	-	10 Minutes	Human Milk Bank Personnel
Receive Pasteurized Human Milk	Give Pasteurized Human Milk	-	1 minute	Human Milk Bank Personnel
<b>TOTAL:</b>		<b>None</b>	<b>21 minutes</b>	

## Provision Of Pasteurized Human Milk (Out born Recipient)

This service is provided to infants who are admitted to the Novaliches District Hospital, whose mother's milk supply is insufficient or who cannot breastfeed due to medical reasons.

(Schedule of Operation: 08:00 am to 05:00pm Monday – Sunday)

<b>Office or Division</b>	Human Milk Bank Unit			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	Out-Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Hospital Card Prescription Clinical Abstract Cooler with gel type icepacks Payment Processing fee and bottle deposit Kasunduan sa paggamit ng pasteurized donor milk Waiver sa pagtanggap ng pasteurized donor milk para sa mga out born recipient		Human Milk Bank Unit Ground Floor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquire for availability of Pasteurized Human Milk	Confirm availability of Pasteurized Human Milk	-	5 minutes	Human Milk Bank Personnel
New patient Registration Old Patient Present Hospital Card  Present Requirements and fill-up the Recipient Records and Waiver Form	Review documents and evaluate accordingly.  Check the integrity of Cooler and gel type icepacks.  Register patient.  Issue order of Payment	-	5 minutes	Human Milk Bank Personnel
Pay to Cashier	Prepare Official Receipt	220/100ml 150/ bottle	2 minutes	Cashier
Present official receipt to Human Milk Bank Unit. Accomplish Kasunduan sa paggamit ng pasteurized donor milk and Waiver sa pagtanggap ng pasteurized donor milk para sa mga out born recipient. Receive orientation about Pasteurized Human Breast Milk	Accept official receipt. Receive accomplished Kasunduan sa paggamit ng pasteurized donor milk. And Waiver sa	-	5 Minutes	Human Milk Bank Personnel

and Lactation	pagtanggap ng pasteurized donor milk para sa mga out born recipient. Provide orientation about Pasteurized Human Milk and Lactation.			
Receive Pasteurized Human Breast Milk	Give Pasteurized Human Milk	-	1 minute	Human Milk Bank Personnel
<b>TOTAL:</b>		<b>₱370</b>	<b>25 minutes</b>	



# ANCILLARY SERVICES

## Laboratory Examination Process

Steps for patients requesting for laboratory examinations as requested by the physician.

<b>Office or Division</b>	Laboratory Department			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present Hospital card and laboratory request signed by the doctor.  Will receive necessary instructions depending on the requested examination.  For patients with request from other hospital, they have to consult with NDH doctors to acquire new laboratory request.	Accept laboratory request.  Instruct patient according to the requested examination.	None	3 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department
2.1 Will receive an order of payment and proceed to cashier section for payment.  2.2 For patients who cannot pay the indicated amount, they may proceed to Medical Social	2.1 Give an order of payment and instruct to proceed to cashier section for payment.	<b>CLINICAL CHEMISTRY TEST</b>  OGCT 75 Grams 302.00  BUA 135.00  BUN 122.00  Chloride	3 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department

Service for assistance.	Cholesterol	90.00			
		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			
	<b>CLINICAL MICROSCOPY TEST</b>				
	Fecalysis	40.00			
	Occult blood	50.00			
	Pregnancy Test	104.00			
	Urinalysis	45.00			
	<b>HEMATOLOGY TEST</b>				
	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		
		<b>IMMUNOSEROLOGY TEST</b>		
		HBSAG		
		800.00		
		ANTIHBBS		
		1000.00		
		ANTIHAV IgG		
		1100.00		
		ANTIHAV IgM		
		1100.00		
		HIV		
		1100.00		
		<b>BLOOD BANK TEST</b>		
		Cross matching + blood typing		
		1315.00		
		<b>SEROLOGY TEST</b>		
		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.	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	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	10 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department
6. Steps to claim results, present hospital card, valid ID or Official receipt before claiming the official examination result.	6. Verify Hospital card, valid ID or Official receipt and issue official examination results.	None	2 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department
<b>TOTAL:</b>			<b>25minutes</b>	

## Radiology Examination Process

Steps for patients requiring radiological procedures as requested by the doctor.

<b>Office or Division</b>	Radiology Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3 minutes	<i>Radiology Technologist Radiology Clerk Radiology Section</i>
2. Will receive order of payment and proceed to the cashier section for payment.  For patients who cannot pay the whole amount, they may ask assistance from the medical social service section of the hospital.	2. Give order of payment and instruct patient to proceed to cashier section for payment.	<b>X-RAY.</b>  Chest PA 300.00 Chest PA/L 400.00  Chest ALV/Coned down 250.00 Chest lateral	3 minutes	<i>Radiology Technologist Radiology Clerk Radiology Section</i>

		250.00		
		Chest lateral decubitus		
		250.00		
		Chest (portable)		
		315.00		
		Ribs / Thoracic Cage		
		400.00		
		Skull (PA/L)		
		400.00		
		Mandible		
		700.00		
		Mastoid		
		500.00		
		TMJ		
		600.00		
		Water's view		
		300.00		
		Paranasal Sinuses		
		450.00		
		Submentovertex / Towne's view		
		250.00		
		Orbits		
		450.00		
		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		
		<b>ULTRASOUND</b>		
		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	3 minutes	<i>Cashier</i> Cash Section
4. Present the official receipt at the radiology section and wait for your name to be called.	4. Verify the official receipt and instruct patient wait.	None	3 minutes	<i>Radiology Technologist</i> <i>Radiology Clerk</i> 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"> <li>• for X-ray: 2 working days</li> <li>• for Ultrasound: 10 to 20 minutes after the procedure.</li> </ul>	None	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	3 minutes	<i>Radiology Technologist</i> <i>Radiology Clerk</i> Radiology Section
<b>TOTAL:</b>		Depending on the requested procedure	<b>30 minutes</b>	



## Dental Consultation Process

Process for patients requesting for dental consultation.

<b>Office or Division</b>	Dental Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For new patients, proceed to OPD section, get a queuing number and follow OPD process.  For old patients, proceed to OPD section and present Hospital card and get queuing number. Follow OPD process.  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.	1. Follow OPD section process.	40.00	10 minutes	<i>OPD Nurse</i> Nursing Service
Proceed to dental section and wait to be called.	Call patients for dental examination.	None	2 minutes	<i>Dental Assistant</i> Dental Section
Proceed to dental Section, let the dentist check you.  For patients for dental examination and consultation only, skip steps 4, 5, and 6.	Examine patients and give necessary instructions.	None	10 minutes	<i>Dentist</i> Dental Section
For patients requiring dental extraction, they will receive an Order of payment. Proceed to	Give an Order of Payment and instruct client to	None	2 minutes	<i>Dental Assistant</i> Dental Section

cashier section for payment.	proceed to cashier section for payment.			
. Present an order of payment and pay indicated amount Receive an official receipt.	Accepts order of payment and indicated amount. Give an official receipt.	100.00 (Tooth Extraction)  50.00 (Oral Prophylaxis)	3 minutes	<i>Dental Assistant &amp; Dentist</i> Dental Section
. Present official receipt and wait to be called and be treated.	Verify Official receipt. Proceed to the desired dental management.	None	30 minutes	<i>Dental Assistant &amp; Dentist</i> Dentist Section
. Will receive a home instruction and prescription from the Dentist.	Give patient the necessary instructions and prescription.	None	5 minutes	<i>Dentist</i> Dental Section
<b>TOTAL:</b>			<b>1 hour</b>	

## Consultation To Psychiatrist and Provision Treatment Program Process

Steps for patient requesting for Psychiatrist consultation and provision of their treatment program.

<b>Office or Division</b>	Rehabilitation Medicine Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
2. Will receive instructions for psychiatrist consultation schedule.	2. Give instructions on psychiatrist consultation schedule.	None	3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
<b>3.1 Day of scheduled consultation:</b> 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: .2.1 Will receive new hospital card. For old patients: .1 Present the hospital card at the medical records for chart retrieval 4 for old patient without hospital card: .1 Follow the process of	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

citizens charter for old patient without / with loss hospital cards. Answer out-patient assessment form.				
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	3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
5.1 Present the order of payment and pay indicated amount.  5.2 Will receive official receipt.	5.1 Accept the order of payment and indicated amount.  5.2 Give Official receipt.	NON-Senior =100 Senior=ND	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	3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
7.1 Be ready for the examination.  7.2 Will receive a treatment program.	7.1 Examine the patient.  7.2 Provide the patient with a treatment program.  7.3 List down the patient on the consultation logbook.	None	15 minutes	<i>Physiatrist</i>
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	3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
<b>TOTAL:</b>		<b>100.00</b>	<b>40 minutes</b>	

# Physiatrist Treatment Process

Steps for patients requiring treatment program from the Physiatrist

<b>Office or Division</b>	Rehabilitation Medicine Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present hospital card and treatment program.	1. Accept the treatment program.	None	3 Minutes	Physical Therapist
2. Sign the consent form.	2. Ask the client to sign the consent form.	None	3 Minutes	Physical Therapist
3. Prepare for the treatment program.	3. Proceed to the treatment program.	None	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.	4. Give Order of payment and instruct client to proceed to cashier section for the payment.	Non-Senior =300 Senior=ND	3 minutes	Physical Therapist
5. 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	3 Minutes	Cashier
6. 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	3 Minutes	Physical Therapist

<b>TOTAL:</b>	<b>None</b>	<b>2 hours</b>	
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## Purchasing Medicines Process

Steps on how to purchase medicines for out-patient clients.

<b>Office or Division</b>	Pharmacy Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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.	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.		3 minutes	<i>Pharmacist</i> Pharmacy Section
4. Present the official	4. Verify the Official		3 minutes	<i>Pharmacist</i>

receipt at the pharmacy section.	receipt.			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.		5 minutes	<i>Pharmacist</i> Pharmacy Section
<b>TOTAL:</b>		<b>***</b>	<b>20 minutes</b>	

## DOH MAIP Medical Assistance

Provision of Medical Assistance through DOH MAIP

<b>Office or Division</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Hospital Card (1 original copy) Valid ID (1 original copy) Unified Intake Sheet (1 original copy) Statement of Account (SOA) Order of Payment Medical Certificate (OPD/ER) Discharge Summary/Clinical Abstract (Admitted) Certificate of Indigency		NDH MALASAKIT CENTER		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client present Statement of Account (Admitted)/ Order of Payment (OPD/ER) and Hospital Card	Receives Hospital Card, Statement of Account or Order of Payment.	None	2 minutes	Social Welfare Officer
3. For OPD Patient fill up the Unified Intake Sheet (UIS) and proceed for interview. For Admitted Present the MSS Card	For OPD give Unified Intake Sheet. Then interview, assess and evaluate patient classification For Admitted ask for the MSS Card	None	15 – 20 minutes	Social Welfare Officer
2. Client receive list of requirements	Provide and instruct patient/patient relative to complete the list of requirements	None	3 minutes	Social Welfare Officer
4. Client submit the requirements	Check the authenticity of the Documents and completeness of the requirements.	None	3 – 5 minutes	Social Welfare Officer
5. Client receive the SOA/ order of Payment and proceed to corresponding Section	Stamp the Order of payment/SOA and instruct to proceed to corresponding Section.	None	3 minutes	Social Welfare Officer
<b>TOTAL:</b>		<b>None</b>	<b>33 minutes</b>	



## Enrollment of Qualified Admitted Patient to Point of Service (POS)

Enrolment process for admitted patients to PHILHEALTH Point of Service (POS).

<b>Office or Division</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All Qualified patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Hospital Card (1 original copy) Birth certificate / Marriage Certificate (1 Xerox copy) Valid ID (1 original copy) PMRF (1 original copy) Unified Intake Sheet (1 original copy)		NDH MALASAKIT CENTER		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client receive text messages from the Social Welfare Officer.	Receives list of admitted patient from Admitting Section. Call and text patient contact number	None	2 minutes	Social Welfare Officer
2. Client present the hospital card/valid ID of the patient	Check the Philhealth Status of the patient.	None	2 minutes	Social Welfare Officer
3. Client fill up the Unified Intake Sheet (UIS) and proceed for interview	Give Unified Intake Sheet. Then interview, assess and evaluate patient classification	None	15 – 20 minutes	Social Welfare Officer
4. Client fill up the PMRF and provide the Birth certificate/married certificate and submit to the SWO	Check the authenticity of the Documents and completeness of the requirements. Then proceed to enrollment of patient to Point of Service (POS)	None	5 minutes	Social Welfare Officer
5. Client receive POS certification and proceed to Billing/Philhealth Window	Provide POS certification and instruct relative to proceed to Billing/Philhealth Window	None	3 minutes	Social Welfare Officer
<b>TOTAL:</b>		<b>None</b>	<b>32 minutes</b>	

## Medical And Financial Assistance to Welfare Agencies

Provision of Medical and Financial Assistance to Welfare Agencies

<b>Office or Division</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Hospital Card (1 original copy) Valid ID (1 original copy) Unified Intake Sheet (1 original copy) Statement of Account (SOA) Order of Payment Medical Certificate (OPD/ER) Discharge Summary/Clinical Abstract (Admitted) Certificate of Indigency Prescription Laboratory Request Special Procedure Request Radiology Request Quotation Social Case Study Inter-Agency Referral Referral Letter			NDH MALASAKIT CENTER	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client present Statement of Account (Admitted)/ Order of Payment, Prescription, Special Procedure, laboratory/ radiology request (OPD/ER) and Hospital Card	Receives Hospital Card, Statement of Account (Admitted)/ Order of Payment, Prescription, Special Procedure, laboratory/ radiology request (OPD/ER)	None	2 minutes	Social Welfare Officer
2. For OPD Patient fill up the Unified Intake Sheet (UIS) and proceed for interview. For Admitted Present the MSS Card	For OPD give Unified Intake Sheet. Then interview, assess and evaluate patient classification For Admitted ask for the MSS Card	None	15 – 20 minutes	Social Welfare Officer
3. Client receive list of requirements	Provide and instruct patient or relative to complete the list of requirements	None	3 minutes	Social Welfare Officer
4. Client submit the requirements	Check the authenticity of the Documents and	None	3 – 5 minutes	Social Welfare Officer

	completeness of the requirements.			
5. Client receive instruction and proceed to corresponding Welfare Agency	Properly instruct patient or relative to proceed to identified Welfare Agency	None	3 minutes	Social Welfare Officer
<b>TOTAL:</b>		<b>None</b>	<b>33 minutes</b>	

## Social Case Management

Process on assisting abandoned/neglected and patient without relative

<b>Office or Division</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Hospital Card (1 original copy) Valid ID (1 original copy) Unified Intake Sheet (1 original copy) Medical Certificate (OPD/ER) Discharge Summary/Clinical Abstract (Admitted) Certificate of Indigency Barangay Report Police Report		NDH MALASAKIT CENTER		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client present Hospital Card	Receives Hospital Card,	None	2 minutes	Social Welfare Officer
2. Provide complete information of relative	Conduct initial interview and gather information of patient relative	None	15 - 20 minutes	Social Welfare Officer
3. Cooperate with the hospital staff	Contact the relative and coordinate with the barangay	None	5 - 10 minutes	Social Welfare Officer
4. Fill up the unified Intake Sheet (UIS)	Interview, assess and evaluate patient with the used of UIS	None	15 – 20 minutes	Social Welfare Officer
4. For no companion and order prepare discharge, prepare his/her self	Coordinate with the ambulance driver	None	3 – 5 minutes	Social Welfare Officer
5. For Abandoned/neglected patient and order for May Go Home. Wait for the SWO further notice	Coordinate with the Welfare Agencies for temporary Shelter and provides the documentary requirements	None	Depends on the availability of Shelter	Social Welfare Officer
5. Ride the ambulance	Conduct home conduction/ Temporary Shelter	None	2 – 4 hours	Social Welfare Officer

<b>TOTAL:</b>	<b>None</b>	<b>4 hours and 57 minutes</b>	
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## Birth Certificate Registration Process

Steps for clients requesting for Birth Certificate registration.

<b>Office or Division</b>	Health and Information Management (Medical Records Section)			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For married parents, undergo Interview and submit a copy of marriage certificate to the midwife.  For married parents, skip steps 2 and 3.  For unmarried parents, undergo interview c/o midwife.	1. For married parents, undergo interview and accomplish Live Birth Certificate form tool and attach a copy of marriage certificate.  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).	None	5 minutes	<i>Midwife Nursing Service</i>
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	2 minutes	<i>Midwife Nursing Service</i>
3. For unmarried parents, Father of new born will proceed to the medical records section and present	3. Verify Valid ID o Cedula, instruct how to answer Live Birth Certificate Tool Form father's information	100.00 (notarization of documents)	20 minutes	<i>Medical Records Clerk / Medical Records Officer Health and Information</i>

a valid ID or Cedula, answer Live Birth Certificate Tool Form regarding father's information.	and Acknowledgement.			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	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> 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"> <li>• Hospital Card of Mother</li> <li>• Authorization letter</li> <li>• Copy of Mother's ID with signature</li> <li>• Copy of Representative ID with signature</li> </ul>	5. Verify hospital card, valid ID of parents, authorization letter and release the registered Live birth certificate.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
<b>TOTAL:</b>		<b>100.00</b>	<b>30 minutes</b>	

## Release Of Hospital Document Process

Steps when requesting a certified true copy of anesthesia record / operating room technique / discharge summary / clinical abstract for discharged patients.

<b>Office or Division</b>	Health and Information Management (Medical Records Section)			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Hospital Card (1 original copy) Certified 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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request form and present patient's hospital card.  For patient representative the following are required: <ul style="list-style-type: none"> <li>• Hospital Card</li> <li>• Authorization letter</li> <li>• Copy of patient's Valid ID with signature</li> <li>• Copy of Representative's Valid ID with signature</li> </ul>	1. Accept Request Form, Valid ID and Authorization Letter.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
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	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	3. Give an order of payment and	None	5 minutes	<i>Medical Records Clerk / Medical</i>

cashier section for payment.	instruct to proceed to the cashier section for payment.			<i>Records Officer Health and Information Management</i>
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)	10 minutes	<i>Cashier Clerk Cash Section</i>
<b>5. To claim the document:</b> Present the official receipt to the medical records section and claim the requested document.	5. Verify Official receipt and release the requested document.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer Health and Information Management</i>
<b>TOTAL:</b>		<b>50.00</b>	<b>30 minutes</b>	



## Retrieval Of Patient's Old Chart Process

Steps to retrieve old patients / discharged patient's chart.

<b>Office or Division</b>	Health and Information Management (Medical Records Section)			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Hospital Card (1 original copy)			First Floor Medical Records – Window 1	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Hospital card at the medical records card box.	1. Accept and verify patient's hospital card.	None	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	3 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	

## Retrieval Of Patient's Old Chart Process (Without Hospital Card)

Steps to retrieve old patients / discharged patient's chart. (Without hospital card)

<b>Office or Division</b>	Health and Information Management (Medical Records Section)			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and present Lost card data sheet to the medical records section.	1. Accept Lost card data sheet form.	None	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	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	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)	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	5. Verify official receipt and issue new hospital card with same hospital number. Give instructions to go back	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information

back to OPD or Emergency room and wait for your name to be called.	to OPD or Emergency room and wait for their name to be called.			Management
<b>TOTAL:</b>		<b>90.00-150.00</b>	<b>40 minutes</b>	

## Pulmonary Function Test Process

Steps for patients requiring pulmonary procedures as requested by the doctor.

<b>Office or Division</b>	Pulmonary Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Hospital Card (1 original copy) Pulmonary request signed by the Doctor (1 original copy) Valid ID (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)			Pulmonary Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Present the hospital card and pulmonary request form signed by the doctor.</p> <p>For patients with request from other hospitals, they will be instructed to go to the Out-patient Department to have a hospital record and change the outside request to the hospital's pulmonary request form.</p> <p>Instruction will be given depending on the requested procedure / examination.</p>	<p>1. Accept the pulmonary request form and give instructions depending on the requested procedure / examination.</p> <p>Schedule will depend on the number of patients</p>	None	3minutes	<i>Respiratory Therapist</i>
<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>	None	3 minutes	<i>Respiratory Therapist</i>
<p>3. Present the order of payment and pay the indicated amount at the cashier. Client will be given an official receipt.</p>	<p>3. Accept order of payment and give Official receipt after payment.</p>	None	3 minutes	<i>Cashier</i>

4. Present the official receipt at the pulmonary section	. Verify the official receipt and instruct patient to wait.	None	3minutes	<i>Respiratory Therapist</i>
5. Proceed to the pulmonary section for the procedure and listen to the instructions. After the procedure, patient will be instructed when the official result will be available.	5. Call the patient and proceed to the examination room for the procedure.  Give instructions to the patient and that the official result will be available after 7 working days.	None	30 minutes to 1 hour	<i>Respiratory Therapist</i>
6. To claim result, present hospital card, valid ID and official result.	6. Verify Hospital card, valid ID or Official receipt and release official examination result.	None	3 minutes	<i>Respiratory Therapist</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	

## 2-D Echocardiogram Process

Steps for patients for 2-D Echocardiogram procedure requested by the doctor.

<b>Office or Division</b>		Heart Station		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		<b>G2C</b> – for government services whose client is transacting public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Hospital Card (1 original copy) Heart Station request 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, Heart Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Present the hospital card and Heart Station request form signed by the doctor.  For patients with request from other hospitals, they will be instructed to go to the Out-patient Department to have a hospital record and change the outside request to the hospital's Heart Station request form.  Instruction will be given depending on the requested procedure / examination.	2. Accept the Heart Station request form and give instructions depending on the requested procedure / examination.  Schedule will depend on the number of patients.	None	3minutes	<i>Nurse sonographer/Clerk</i>
4. Will receive order of payment and proceed to the cashier section for payment.  For patients who cannot pay the whole amount, they may ask assistance from the medical social service section of the hospital.	4. Give order of payment and instruct patient to proceed to cashier section for payment.	None	3 minutes	<i>Nurse sonographer/Clerk</i>
5. Present the order of payment and pay the indicated	6. Accept order of payment and give	None	3 minutes	<i>Cashier</i>

amount at the cashier. Client will be given an official receipt.	Official receipt after payment.			
7. Present the official receipt at the Heart Station.	. Verify the official receipt and instruct patient to wait for their name to be called.	None	3minutes	<i>Nurse Sonographer/Clerk</i>
8. Proceed to the procedure room for the procedure and listen to the instructions. After the procedure, patient will be instructed when the official result will be available.	7. Call the patient and proceed to the procedure room for the procedure.  Give instructions to the patient and that the official result will be available after 7 working days.	None	1 hour or more	<i>Nurse Sonographer/ Cardiologist</i>
8. To claim result, present hospital card, valid ID and official receipt.	7. Verify Hospital card, valid ID or Official receipt and release official examination result.	None	3 minutes	<i>Nurse sonographer/Clerk</i>
<b>TOTAL:</b>		<b>Plain 2D- Echo - 1,700  2D- Echo w/ DS - 2,500</b>	<b>1 hour and 30 minutes</b>	







## Emergency Room Registration Process

Registration process for patients requiring immediate medical management and treatment.

<b>Office or Division</b>	Admitting Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	10 minutes	<i>Admitting Clerk</i> 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	3 minutes	<i>Admitting Clerk</i> 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	3 minutes	<i>Cashier</i> 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	3 minutes	<i>Admitting Clerk</i> Admitting Section
<b>TOTAL:</b>		<b>100.00</b>	<b>19 minutes</b>	

## Payment Process

Steps on the payment process for availed hospital products and services.

<b>Office or Division</b>	Cashier Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present Hospital Card, Order of Payment, Statement of Accounts and pay the indicated amount.	Accepts Order of Payment, Statement of Accounts and indicated amount.	Depends on the amount indicated in the Order of Payment, Statement of Account	3 minutes	<i>Cash Clerk / Cashier Section</i>
Will receive an Official receipt and will be instructed to go back to the respective ward/unit/section.	Issues Official receipt and instruct client to go back to the respective ward/unit/section.	None	3 minutes	<i>Cash Clerk / Cashier Section</i>
<b>TOTAL:</b>		<b>***</b>	<b>6 minutes</b>	

## Philhealth Processing

For Philhealth members, procedures, and requirements for Philhealth processing.

<b>Office or Division</b>	Billing and Claims Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
CF1 (1 original copy) CF2 (1 original copy) CE1 (1 original copy) MDR (1 original copy)			Business Office – Window 3	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. For Employed or Member in Formal Economy</p> <p>Answer CF1 and CF2 Form</p> <p>Ask Employer for certificate of contribution with signature of Employer and MDR</p> <p>Or may go to directly Philhealth office of your area to get the MDR.</p> <p>OFW Member</p> <p>1 Present MDR 2 if Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form 3 if not, you may proceed to Medical Social Service for further instructions.</p> <p>For individual paying, or</p>	<p>1. Instruct client to accomplish and complete all required documents depending on the Philhealth Member classification.</p>	None	5 minutes	<p><i>Billing Clerk / Philhealth Care Staff</i> Billing and Claims Section</p>

<p>self-employed, or voluntary</p> <p>1 Present the receipt of contribution and MDR.</p> <p>2 if Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form</p> <p>3 if not, you may proceed to Medical Social Service for further instructions.</p> <p>For Sponsored/ Indigent/ 4P's (Pantawid Pamilya Pilipino Program)</p> <p>.1 present CE1 (Sponsored Health Certificate) o MDR</p> <p>.2 answer CF1 and CF2 Form</p> <p>Lifetime or Senior Citizen</p> <p>.1 present Philhealth lifetime ID/ Senior Citizen's Card/ MDR</p> <p>.2 answer CF1 at CF2 Form</p>				
<p>2. Submit all accomplished documents to Billing and Philhealth section.</p>	<p>2. Verify all submitted documents and attached to patient's ledger.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Billing Clerk / Philhealth Care Staff Billing and Claims Section</i></p>
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>8 minutes</b></p>	

## Provision Of Statement of Account Process

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

<b>Office or Division</b>	Billing and Claims Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	<b>G2C</b> – for government services whose client is transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Hospital Card (1 original copy) Pre-billing Notification Slip (1 original copy) Statement of Account (1 original copy)			Business Office – Window 3	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3 minutes	<i>Billing Clerk / Philhealth Care Staff</i> 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. d. Go back to the Respective ward.	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. c. Proceed to the Cashier for payment. d. Go back to the Respective ward.	None	45 minutes	<i>Billing Clerk / Philhealth Care Staff</i> Billing and Claims Section

<b>TOTAL:</b>	None	48 minutes	
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## OFFICE OF THE CITY PROSECUTOR OF QUEZON CITY

### 1. Receiving Criminal Complaints for Preliminary Investigation

<b>Office or Division:</b>	Office of the City Prosecutor QC	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>Document</b>	<b>No. of Copies</b>	<b>Where to Secure</b>
e. Complaint-affidavit/ sworn-statement of witness/es of private complainant/victim (1 original copy, 4+ no. of respondent/s photocopies)	5 + number of respondents	Complainant
f. Affidavit/sworn- statement of witness/es ( 1 original copy, 4 +no. of respondent/s photocopies)	5 + number of respondents	Witness/es
g. Supporting Documents ( 1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondents	
a. Certificate to File Action (for offenses covered by the katarungan Pambarangay Law)		Barangay Hall
b. Medical Certificate (for frustrated attempted homicide, murder, and physical injuries cases)		Hospital/ Health Services of Philippine National Police (PNP)/ Crime Laboratory of PNP
c. Police Investigation Report		PNP

d. Police Sketches (for vehicular collision case)		PNP
e. Photographs (for vehicular collision case)		PNP
f. Inventory/ List of articles/Items subject of the offense with their respective values (for theft, robbery, Anti-Piracy and Anti-Highway Robbery, and Anti-Fencing Law cases)		PNP
g. Actual gambling paraphernalia or in case of its unavailability, title photograph of the subject item, if any, item/cash money (bet/wager) (for illegal gambling case)		PNP
h. Certification (for Anti-Car napping Law case)		Traffic Management Group I Land Transportation Office
i. Certification (for illegal possession of firearms, ammunitions and explosives cases) Certification of Non-Licensee or Non-Holder of Authority (for illegal recruitment case)		Firearms and Explosive Office
j. Certification (for illegal possession of firearms, ammunitions and explosives cases) Certification of Non-Licensee or Non-Holder of Authority (for illegal recruitment case)		Philippine Overseas and Employment Authority
k. Chemistry Report/ Laboratory examination report signed by		Hospital Health Services of Philippine National Police (PNP)/ Crime Laboratory of PNP Narcotics



forensic chemist (for Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act cases)		Comman Operative		
l. Death Certificate (for parricide, murder, homicide cases)		Philippine Statistics Authority		
m. Authority to File Complaint (for ;11 violation of the Tariff and Customs Laws or National Internal Revenue Code, respectively)		Bureau of Customs/ Bureau of Internal Revenue		
n. Birth Certificate; or dental chart accompanied by the certificate of the attending denti~t; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender (for minor victim/offender)		Philippine Statistics Authority I Dentist		
o. Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act", in cases where the offender is 15 years old and below 18 years old)		Department of Social Welfare and Development		
4. Investigation Data Form (1 original copy, 1 photocopy)	2	Office of the City Prosecutor of QC		
<b>PROCEDURES</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements properly bound, arranged, labeled paged.	Check the documents.	None	5 minutes	Receiving staff/ Docket Station

(IDF).	If complete, require the complainant to fill-up the Investigation Data Form (IDF)  If incomplete, return all documents			
2. Fill-out and submit IDF	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complainant/ witness (es) affidavit/s	None	5 minutes	Receiving staff/ Docket Station
3. Certify under oath information contained in the IDF and complaint/witness/es affidavits	Administer the Oath	None	10 minutes	Prosecutor on- duty
4. Submit to the receiving staff.	Stamp "Received" with name of office date, time, name and signature of receiving staff.	None	5 minutes	Receiving staff/ Docket Station
	Write or stamp the assigned NPS docket number on the IDF.		5 minutes	Receiving staff/ Docket Station
	Record the complaint in the appropriate logbook and electronic database, if any.		5 minutes	Receiving staff/ Docket Station
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook				
			35 minutes	

## 2. Receiving Criminal Complaints for Inquest Proceedings

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be charged in Court.

<b>Office or Division:</b>	Office of the City Prosecutor QC	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>Document</b>	<b>No. of Copies</b>	<b>Where to Secure</b>
1. Affidavit of Arrest/Apprehension (and Affidavit of Turn-over if citizen's arrest) (1 original copy, 4 + number of respondent/s - photocopies)	5 + number of respondents	Law Enforcement Authority
2. Investigation Report (1 original copy, 4 + number of respondent/s photocopies)	5 + number of respondents	Law Enforcement Authority
3. Affidavit of Complainant/s and witness/es (1 original copy) 4 + number of respondent/s photocopies)	5 + number of respondents	Complainant/s and Witness/es respondent/s
4. Supporting Documents (1 original copy, 4 + number of respondent/s photocopies):	5 + number of respondents	Law Enforcement Authority., Complainant/s and Witness/es and Other Government
<p style="text-align: center;">a. Murder, Homicide &amp; Parricide</p> <p>i. certified true/machine copy of death certificate of the victim</p> <p>ii. autopsy report and certificate of post mortem examination, if already available;</p>		<p>Philippine Statistics Authority (PSA)</p> <p>Law Enforcement Agency</p> <p>PSA</p>

i.marriage contract (Parricide Case)		
<p>b. Frustrated or Attempted Murder, Homicide, Parricide and Physical Injuries</p> <p>i. Medical certificate of complaining witness showing the nature or extent of the injury and duration of healing;</p> <p>ii. Certification or statement as to the duration of treatment or medical attendance;</p> <p>iii. Certification or statement as to the duration of incapacity for work</p> <p>7. Marriage contract in frustrated or attempted parricide cases</p>		<p>Hospital</p> <p>Hospital</p> <p>Hospital</p> <p>PSA</p>
<p>c. Violation of the Dangerous Drugs Law/Comprehensive Dangerous Drugs Act of 2002 (R.A. 9165)</p> <p>i. Chemistry report or certificate of laboratory examination duly signed by the forensic chemist, if available, the field test result on the seized drugs, as attested to by a PNP Narcotics Command operatives or other competent person</p> <p>ii. Machine copy or photograph of the buy-bust money, if available</p> <p>iii. Affidavit of poseur buyer, if any</p>		<p>Law Enforcement Agency</p> <p>Law Enforcement Agency</p> <p>Law Enforcement Agency</p>
<p>d. Theft and Robbery, Violation of the Anti- Piracy and Anti-Highway Robbery (PD 532) and Violation of the Anti- Fencing Law (PD 1612)</p> <p>i. List/inventory of the articles subject of the offense;</p> <p>ii. Statement of their respective values</p>		<p>Law Enforcement Agency or complainant</p> <p>Law Enforcement Agency or complainant</p>
e. Rape, Seduction and Forcible		



		Office  Land Transportation Office or Complainant
<p>g. Violation of Illegal Gambling (P.D. 1602)</p> <p>i. Gambling paraphernalia ii. Photograph of gambling paraphernalia, if any iii. Cash money, if any</p>		<p>Law Enforcement Agency</p> <p>Law Enforcement Agency</p> <p>Law Enforcement Agency</p>
<p>h. Illegal Possession of Firearms, Ammunitions and Explosives (P.D. 1866, as amended by R.A. 8294 as further amended by R.A. 10591)</p> <p>i. Chemistry report duly signed by the forensic chemist ii. Photograph of the explosives, if readily available iii. Ballistic report, if readily available</p>		<p>Law Enforcement Agency</p> <p>Firearms Explosives Office</p>

		Law Enforcement Agency
<p>i. Violation of R.A. 9262 (VAWC)</p> <p>i. Marriage contract, or affidavit/evidence of "dating relationship", if applicable</p> <p>ii. Barangay protection order (BPO), if any  In case the victim/offender is a minor, the inquest prosecutor shall require the submission of the following:</p> <ul style="list-style-type: none"> <li>• Birth certificate, or</li> <li>• Dental chart accompanied by a certification from the attending dentist, or</li> <li>• Affidavits of any of the parents/disinterested parties</li> <li>• Certificate of discernment from the Local Social Welfare Development (LSWD) in cases covered by RA. 9344 (Juvenile Justice and Welfare Act)</li> </ul>		<p>PSA</p> <p>Barangay where the complainant resides</p> <p>PSA</p> <p>Dentist where the complainant- minor was treated or referred</p>

		<p>Any of the parents/disinterested parties</p> <p>Department of Social WeLfare and Development</p>
<p>j. Violation of R.A. 7610 (Child Abuse)</p> <p>i. Birth certificate of minor victim/ offender</p> <p>ii. Dental chart accompanied by a certification from the attending dentist, or</p> <p>iii. Affidavit of any of the parents/disinterested parties</p> <p>v. Certificate of discernment from the Local Social WeLfare Development (LSWD) in cases covered by R.A. 9344 (Juvenile Justice and Welfare Act)</p>		<p>PSA</p> <p>Dentist where the complainant- minor was treated or referred</p> <p>Any of the parents/disinterested parties</p> <p>Department of Social WeLfare and Development</p>
<p>5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest, or the complainant</p>	2	Office of the Provincial or City Prosecutor
<b>PROCEDURES</b>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The law enforcement officer submits the documentary requirement properly bound, arranged, labeled and paged.	Check the documents.  If complete, require the complainant to fill-up the Investigation Data Form (IDF)  If incomplete, return all documents	None	5 minutes	Duty Inquest Prosecutor
2. Fill-out and submit IDF	Check the completeness of data in the IDF and require the complainant to subscribe/certify under oath the IDF and the complainant/ witness (es) affidavit/s	None	5 minutes	Duty Inquest Prosecutor
3. Certify under oath information contained in the IDF and complaint/witness/es affidavits	Administer the Oath	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp "Received" with name of office date, time, name and signature of receiving staff.	None	5 minutes	Receiving staff/ Docket Station

	Write or stamp the assigned NPS docket number on the IDF.		5 minutes	Receiving staff/ Docket Station
	Record the complaint on the official logbook and electronic database, if any.		5 minutes	Receiving staff/ Docket Station
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook				
			35 minutes	

### 3. Provision of Prosecutor's Clearance and/or Certification

A Prosecutors Clearance is a document issued to an individual for purposes of local or foreign employment, travel, firearm license, permit to carry firearms, and retirement. This basically assures that an individual has no pending cases.

<b>Office or Division:</b>	Office of the City Prosecutor QC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>				
<b>Document</b>	<b>No. of Copies</b>	<b>Where to Secure</b>		
1. Request Form or documents with case information	1	Office of the City Prosecutor - QC		
2. Valid government-issued identification card with photo	1	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.		
<b>PROCEDURES</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the request form together w/ the photocopy of ID at the front desk (Admin Div.) for initial assessment	Check the documentary requirements for completeness	P 50.00	5 min	Receiving staff Admin. Division
	After assessment, issue Order of Payment		5 min	Receiving staff Admin. Division

<p>*Make sure to secure the Order Payment that will be issued</p>	<p>Verify the status of case</p> <p>(NOTE: verification of status takes additional time if the client has crime records and/or pending cases)</p>		<p>10-15 min</p>	<p>Records Clerk (Records &amp; Docket Sec)</p>
<p>2. Payment of the required fees at the Cashier (Treasurer's Office) by showing the Order of Payment</p> <p>*Applicants are advised to wait for the issuance of the Official Receipt (OR)</p>	<p>Accept the payment and issued OR</p>		<p>5-10 min</p>	<p>Cashier (Treasurer's Office)</p>
<p>3. Present the OR to the front desk</p>	<p>Wait for the release of clearance and/or certification as the same will be processed by the staff of Admin. Div. after verification</p>		<p>10-15 min</p>	<p>Staff- Admin Div.</p>
<p>4. Receive the clearance/ or Certification and sign-in the docket book</p>			<p>5 min</p>	<p>Front desk staff</p>
			<p>50-55 minutes</p>	

#### 4. Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents

A copy of primary/original document that has been certified to prove that such is the true copy of the original document.

<b>Office or Division:</b>	Office of the City Prosecutor QC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>				
<b>Document</b>	<b>No. of Copies</b>	<b>Where to Secure</b>		
1. Request Form or documents with case information	1	Office of the City Prosecutor - QC		
2. Valid government-issued identification card with photo	1	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.		
<b>PROCEDURES</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the request form together w/ the photocopy of ID at the front desk (Admin Div.) for initial assessment	Check the documentary requirements for completeness	P 50.00	5 min	Verification Staff Docket Section
	Verify the status of the case		10 min	Verifying custodian

*Make sure to secure the Order Payment that will be issued	Issue the Order of Payment if the record is available to be paid at the Treasurer's Office		5 min	Docket Section
	Start processing the request		15 min	Records custodian In-Charge
2. Payment of the required fees at the Cashier (Treasurer's Office) by showing the Order of Payment  Official Receipt that will be issued upon Payment	Check the official receipt and attach on the requested documents.	50 pesos/ page (to paid a the City Treasurer's Office)	5 min	Records custodian  Docket Custodian
3. Return to the Docket Section for the processing and release of certification and present the official receipt to the in charge	Issue the CTC to the requesting Party			Staff- Admin Div.
4. Receive the Certification from the staff in charge				Front desk staff
			40 min	

# BUREAU OF FIRE PROTECTION

<b>Office or Division:</b>	FIRE STATION/OSCP/BOSS					
<b>Classification:</b>	<p>1.FIRE STATION/OSCP/BOSS SIMPLE TRANSACTION - TRANSACTION PROCESSED WITHIN ONE (1) DAY</p> <p>2.COMPLEX TRANSACTION - TRANSACTION PROCESSED WITHIN THREE (3) DAYS</p> <p>3.HIGHLY TECHNICAL TRANSACTION - TRANSACTION PROCESSED WITHIN SEVEN (7) DAYS</p> <p>NOTE: For the coverage of Simple, Complex and Highly Technical Transactions refer to Joint Memorandum Circular (JMC) No. 2021-01 Series of 2021 "Amending the DILG-DPWH-DICT-DTI JMC No. 2018-01 or the Guidelines in the Processing of Construction-Related Permits"</p>					
<b>Type of Transaction:</b>	<p>1.GOVERNMENT TO CITIZEN (G2C)</p> <p>2.GOVERNMENT TO BUSINESS ENTITY (G2B)</p>					
<b>Who may avail:</b>	OWNER OR AUTHORIZE REPRESENTATIVE, CONTRACTOR OR BUSINESS ENTITY					
<b>CHECKLIST OF REQUIREMENTS</b>	<b>BFP FRONT LINE SERVICES</b>					
	<b>FIRE SAFETY EVALUATION CLEARANCE (FSEC) APPLICATION</b>	<b>FIRE SAFETY INSPECTION CERTIFICATE (FSIC) APPLICATION</b>				
		<b>CERTIFICATE OF OCCUPANCY</b>	<b>NEW BUSINESS PERMIT WITH VALID FSIC ISSUED DURING OCCUPANCY PERMIT STAGE</b>	<b>NEW BUSINESS PERMIT WITHOUT VALID FSIC ISSUED DURING OCCUPANCY PERMIT STAGE</b>	<b>RENEWAL OF BUSINESS PERMIT</b>	<b>RENEWAL OF BUSINESS PERMIT WITHOUT VALID FSIC OR EXPIRED FSIC/ WITH EXISTING VIOLATION OF THE</b>

							<b>FIRE CODE/INCL UED IN THE NEGATIVE LIST</b>
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**APPLICATION FORM**

Applied in Fire Station/Lone District Fire Office	BFP FSEC Application Form (DCN No. BFP-QSF-FSED-001 REV.02 (08.24.20))	BFP FSIC Application Form (DCN No. BFP-QSF-FSED-002 REV.02 (08.24.20))
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Applied in OSCP/BOSS	Unified Application Form (OSCP)	Unified Application Form (BOSS)
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**DOCUMENTARY REQUIREMENTS**

<b>Three (3) set of the following documents</b>	1) Architectural documents	●					
	2) Civil documents	●					
	3) Electrical documents	●					
	4) Mechanical documents	●					
	5) Plumbing documents	●					
	6) Electronic documents	●					
	7)	●					



	Sanitary documents 8) Fire Protection documents Note: Documents refers to design plans, calculations and specifications signed and sealed by the Professional Engineer/Architect As-built plan together with the building permit (If there is changes/		●	●	●	●	●
<b>Copy of Fire Insurance, if any</b>				●	●	●	●
One (1) set of the estimate value of the building/structure or facilities (materials and labor cost) signed and sealed		●					
Copy of valid PRC Professional License of all involved professionals		●					
If applied in Fire Station/	Endorsement from the Office of		●				

Lone District Fire Office	Building Official (OBO)						
	Certificate of Completion		●				
	Certified true copy of assessment fee for securing Certificate of Occupancy from OBO		●				
	Certified True Copy of Valid Certificate of Occupancy			●			
	Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO)			●	●	●	●
<b>OTHER DOCUMENTS</b>							
Fire Safety Compliance Report (FSCR)	●						

Fire Safety Compliance and Commissioning Report (FSCCR)		●				
Fire Safety Maintenance Report (FSMR)				●	●	●
Note: FSCR/FSCCR/FSMR is required if the building/facilities/structures are required to install any or combination of the following: 1)Wet standpipe system; 2)Automatic fire suppression system; and 3)Automatic fire detection and alarm system.						
Fire Safety Clearance for welding, cutting, and other hot work operations (if required), shall be secured: 1) Per Project Duration – for new construction or renovation (during construction) This clearance should be applied during construction after the conduct of fire safety inspection	●					
2)Annual – for business establishments requiring almost daily repair or maintenance due to its nature of					●	●

business or operations.					
CLIENTS STEP	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE	
1. Accomplished the application form and submit the same with all the required documents stated in the BFP FSEC/FSIC Application Form or Unified Application Form	1. Issue queuing number, check completeness of submitted documents by the client and record the details of the applicant (e.g. Name of applicant, date of application, etc)	maximum of ten (10) minutes	For FSEC Application Fee: Php 200.00 FCCT = 0.1% of the verified estimated value (materials and labor) of the building/structure or facility but not more than Php 50,000.00	Customer Relations Officer (CRO)	
2. Wait for the queuing number to be called by the FCA and proceed to the assessment window for the release of OPS. Upon receipt of the OPS, proceed to the payment window.	2. Compute the fire code fees/taxes, call the applicant queuing number and issue OPS. For OSCP/BOSS : Backroom operation with OSCP/BOSS for one-time assessment thru sharing of information	maximum of ten (10) minutes	Sample computation:  FCCT = (Verified estimated value) x (.1%) = ___Php but not more than Php 50,000.00	Fire Code Assessor (FCA)	
3. Present the OPS and pay the corresponding Fire Code Fees indicated in the OPS. Upon receipt of the OR, proceed to releasing window to claim the stub by presenting the OR. Note: Releasing date and time of FSEC is indicated in the claim stub.	3. Collect the payment and issue Official Receipt (OR) For OSCP/BOSS : Backroom operation with OSCP/BOSS for one-time payment thru co-location For Local Stations with MOA with the LGUs, fire code fees/taxes shall be collected by the LGUs  4. Check copy of OR, record in the official logbook/log sheet the details of the payment (e.g. OR number amount paid, etc.) and release the claim stub.	maximum of ten (10) minutes	Note: Section 8.3.6 of JMC 2021-01 Series of 2021—In the event that there is substantial difference between the cost estimate of	Fire Code Collecting Agent (FCCA)	

		maximum of five (5) minutes	the building or structure as declared by the owner or applicant in the UAF	CRO
	5. Evaluation/Inspection  For OSCP : Evaluation of plans and specification with OBO (Backroom Operation) For BOSS : Joint Inspection	Total Processing Time: Simple Transaction - One (1) day Complex Transaction - Three (3) days Highly Technical Transaction - Seven (7) days	from current acceptable market construction cost per square meter or as indicated in Table II.G.1 of PD 1096, the higher the value will be adopted	Building Plan Evaluator (BPE)/ Chief, Fire Safety Enforcement Section/Unit (C, FSES/FSEU) / City/Municipal Fire Marshal (C/MFM)
4. On the date of release indicated in the Claim Stub, present the Claim Stub to the releasing window, claim the FSEC/NOD/FSIC for Certificate of Occupancy/FSIC for Business Permit (new/renewal) and acknowledge receipt in the Official Logbook/ Log Sheet.	6. Release the FSEC/NOD/FSIC for Certificate of Occupancy/FSIC for Business Permit (new/renewal). OSCP/BOSS : Release/Issuance of FSEC/NOD/FSIC for Certificate of Occupancy/FSIC for Business Permit (new/renewal) is thru OSCP/BOSS Releasing Officer	maximum of five (5) minutes	For FSIC (Certificate of Occupancy)/ FSIC (New Business and Renewal of Business) Application  FSIF = 15% of all fees charge by LGU/Philippine Economic Zone Authority (PEZA) but in no case shall be lower than Php 500.00  Sample computation:  FSIF = (All fees charged by the LGU/PEZA) x (15%) = _____ Php but in no	CRO

			<p>case shall be lower than Php 500.00  Note: If assessment from LGUs/PEZA = 0, then FSIF = 0</p> <p>Other fees</p> <p>If applicable compute the appropriate fees in accordance with Section 12.0.0.4 of the RIRR of RA 9514 (e.g. storage, conveyance, hotworks, etc.) as a prerequisite for the issuance of appropriate permits and licenses from the local and other government agencies concerned.</p>	
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**NOTE (1) Fire Safety Compliance Report (FSCR)**

- A written report composed of plans, specifications and design analysis per building prepared and duly signed by the Engineer/Architect- of -Record and his/her Fire Safety Practitioner.

**NOTE (2) Fire Safety Compliance and Commissioning Report (FSCCR)**

- A compilation report of all approved submittals, test and acceptance forms of all fire protection and life safety features, which shall form part of the —as-builtll documents turned over by the contractor to the building owner duly signed by the Contractor/Construction Manager and his/her Fire Safety Practitioner.

NOTE (3) Fire Safety Maintenance Report (FSMR)

- A written report prepared by the building owner, his/her fire safety practitioner or authorized representative duly signed by the Building Administrator and his/her Fire Safety Practitioner during the regular annual fire safety inspection. This is a compilation of the maintenance and testing records kept by the building's engineering and maintenance department, as a prerequisite for the issuance of FSIC for Business or Mayor's Permit renewal, Certificate of Annual Inspection , Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits or licenses being issued by other government agencies.

NOTE (4) Section 9.1.2 of JMC No. 01 Series of 2021

—To limit the face-to-face interaction between the applicant and the LGU officials, joint inspection teams (JITs) shall be organized to conduct inspection of the applicant's office/ premises, in relation to an application for new business permit or renewal. (BOSS) Section 9.1.4 of JMC No. 01 Series of 2021

—To address the lack of personnel of inspection departments and agencies compared to the number of establishments, LGUs are encouraged to use a system of risk classification of various businesses and adopt an inspection prioritization scheme on this basis, in close coordination with the Department of Health for Sanitary Permits, the BFP for the Fire Safety Inspection Certificate for the issuance of uniform guidelines on risk inspection for specific sectors. (BOSS)

# QUEZON CITY JAIL MALE DORMITORY

## Jail Help Desk Services

<b>Office or Division</b>	Jail Help Desk			
<b>Classification:</b>	Complex			
<b>Type of transaction:</b>	<b>G2G</b> – Government to Government G2C- Government to Citizens			
<b>Who may avail:</b>	1. Persons Deprived of Liberty (PDL) 2. Immediate Family Members of the PDL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
a. Written request for assistance			Requesting Party	
b. Copy of ID card of the requesting individual (1 photocopy)			Requesting Party	
c. Contact details			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present written request	1. Receive, record, and evaluate the request	None	2 Minutes	Jail Help Desk Office
2. Submit photocopy of any government issued ID card and contact details	2. Receive and record the personal circumstances and contact details of the requesting party.	None	2 Minutes	Jail Help Desk Office
3. Fill out client Feedback Form	3.1. Secure accomplished Client Feedback Form.	None	1 Minute	Jail Help Desk Office
	3.2. Refer the request for assistance to the concerned government agency.	None	3 Days	Jail Help Desk Office
	3.3. Request for written reply on	None	15 Days	Jail Help Desk Office



	action taken or disposition of the concerned government agency on the requested assistance.			
4. Receive information on the action taken or disposition of the government agency on the requested assistance	4. Inform the requesting party of the action taken or disposition of the government agency on the requested assistance.	None	1 Day	Jail Help Desk Office
TOTAL		None	19 Days and 5 Minutes	

## Jail Visitation Service/Visitor's Registration

<b>Office or Division</b>	Custodial Unit			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Visitors of PDL (family and friends)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
During Registration: present the following:			Philippines Statistics Authority, Bureau of Internal Revenue, Post Office, Land Transportation Office, PAG-IBIG, Department of Foreign Affairs, Social Security System, Government Service Insurance System and etc.	
Wife : Marriage contract (1 original/photocopy) and government issued ID cards (1 piece)				
Common law wife : Two government issued ID cards (2 pieces)				
Father/Mother : Government issued ID cards (2 pieces)				
Son/Daughter : Birth Certificate issued by PSA and two government issued ID cards				
Siblings : Birth Certificate (1 original copy) and government issued ID cards (2 pieces)				
Grandparents : Government issued ID cards (2 pieces)				
Friends/Relatives : Two government issued ID cards				
Note: For pregnant women, pre-natal booklet is necessary (1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For new visitors: present requirements for registration before the Jail Custodial Unit	1. Registration in-charge will check the database if the PDL is currently detained, check the requirements and interview the visitor Instruct the visitors to accomplish all the required data in the registration form.	None	5 Minutes	Visitors Registration-in-Charge, Jail Unit
2. Submit the accomplished form to	2. Registration in charge will encode in the biometrics registration system	None	5 Minutes	Visitors Registration-in-Charge, Jail Unit

the registration in charge and wait for name to be called for the finger scanning and photo	all the information of the visitor including the finger print and photo.			
3. Sign the visitors' waiver form and get one queuing number and wait for the number to be called during start of entry of visitors	3. Duty gate personnel will call and collect queuing number of visitors upon start of visitation schedule.	None	5 Minutes	Duty Gate Personnel, Jail Unit
4. Log-in in the biometrics system	4. Biometrics in charge will check if the person in the photo is the same as the person who logged-in and check if she/he is scheduled to visit based on the classification.	None	1 Minute	Biometrics-in - Charge, Jail Unit
5. Submit all personal belongings and food for inspection to the duty searcher	5. Duty searcher will strictly check all the personal belongings and food brought by the visitor for possible contrabands.	None	3 Minutes	Duty Searcher, Jail Unit
6. Proceed to the searching area the duty searcher for body frisking, strip search and/or cavity search	6. Duty searcher will body frisk all visitors but will randomly conduct strip search and cavity search to the visitors.	None	1 Minute	Duty Searcher, Jail Unit
7. Proceed to the designated visitation area	7. Duty custodial shall monitor all activities during the visitation time to ensure safety of the visitors and PDL.	None	1 Minute	Duty Custodial Personnel, Jail Unit
8. All visitor should Log-out in the biometrics system upon exit	8. Duty biometrics-in -charge must ensure that all visitors will log-out in the biometrics system.	None	1 Minute	Biometrics-in - Charge, Jail Unit
9. Approach the duty gate personnel for checking of the stamp on the arm	9. All visitors are checked whether they have the visitors stamp on their arm.	None	1 Minute	Duty Gate Personnel, Jail Unit

TOTAL	None	19 Days and 5 Minutes	
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## E-dalaw Service

<b>Office or Division</b>	Paralegal Service Unit			
<b>Classification:</b>	Complex			
<b>Type of transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	1.PDL 2.Relatives of PDL 3.Lawver of PDL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Personal / Letter Request			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request to Paralegal Service Unit	1.1. Evaluate the letter request. In-form the requesting party once request is approved.	None	5 Minutes	Paralegal JNOR, Jail Unit
	1.2. Start timer once conversation of the PDL and relative/lawyer begins.	None	15 Minutes	Paralegal JNOR, Jail Unit
2.Fill out Client Feedback Form	2.1. Secure accomplished Client Feedback Form.	None	1 Minute	Paralegal JNOR, Jail Unit
TOTAL		None	21 Minutes	

## Issuance of Certificate of Detention

<b>Office or Division</b>	Records Unit			
<b>Classification:</b>	Complex			
<b>Type of transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	PDL or their relatives			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO AVAIL</b>	
Letter Request containing the name of PDL, criminal case number and purpose for application (1 original copy)			Requesting Persons Deprived of Liberty	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the records unit and present the letter request	1.1. Records unit personnel will interview the requesting PDL or the person authorized by the PDL to receive the Certificate of Detention as to the purpose of the request.	None	3 Minutes	Records Unit Personnel, Jail Unit
	1.2. Verify if the name of PDL is in the file record.	None	1 Minute	Records Unit Personnel, Jail Unit
	1.3. If the name is in the file, prepare the Certificate of Detention.	None	3 Minutes	Records Unit Personnel, Jail Unit
	1.4. The records unit personnel who prepared it signs and submits the same to the warden for signature.	None	3 Minutes	Jail Warden, Jail Unit

2.Received the certificate from the Records Unit	2.Release the certificate.	None	1 Minute	Records Unit Personnel, Jail Unit
3.Sign in the Releasing Logbook of the Records Unit	3.Let the requesting party sign in the outgoing logbook	None	1 Minute	Records Unit Personnel, Jail Unit
4.Fill out Client Feedback Form provided by the Records Unit personnel	4.Ask client to fill out a Client Feedback Form	None	1 Minute	Records Unit Personnel, Jail Unit
TOTAL		None	13 Minutes	

# Traffic and Transport Management Department (TTMD)

## Administrative Division Internal Services

### 1. SERVICE NAME: RECRUITMENT, HIRING AND TRAINING OF TTMD PERSONNEL – the administrative process of hiring personnel

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All; at least High School Graduate for Traffic & College graduate for Officers & Supervisory Levels			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Letter of Intent/Application – 1 Copy (Original)	Applicant		
2.	Personal Data Sheet – 1 Copy (Original)	Applicant		
3.	Diploma - 1 Copy (Certified Photocopy)	School		
4.	Transcript of Records – 1 Copy (Certified Photocopy)	School		
5.	Eligibility – 1 Copy (Certified Photocopy)	Civil Service Commission (CSC)		
6.	Birth Certificate – 1 Copy	Philippine Statistics Authority (PSA)		
7.	Marriage Certificate (Authenticated) – 1 Copy	Philippine Statistics Authority (PSA)		
<b>APPLICANTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>
1. Applicants submit application letter with PDS; Dept. Heads/other Officials forward referrals	1.1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer	None	10 minutes	Receiving Clerk

	1.2. Checks qualifications of the applicants and refer to the Head for instruction	None	10 minutes	Chief, Admin
	1.3. Assesses applicants based on the documents submitted and refers to Chief Administrative Officer for evaluation	None	10 minutes	Chief, Admin
	1.4. Evaluates the documents submitted; gives instructions to administrative Clerks	None	15 minutes	Chief, Admin
	1.5. Encodes the name and other personal data of applicant in the master list of all applicants	None	15 minutes	Admin Clerk
	1.6. Sets the date for the interview of all applicants and availability of the TTMD Selection Committee; (June for those who will be hired for July and/or December for those who will be hired for January; this will depend on the availability of slots for COS).	None	15 minutes	Chief, Admin
	1.7. Inform all applicants on the date and time of interview through e-message or text message	None	15 minutes	Admin Clerk
2. Appear before the TTMD Selection Committee for Interview	2.1. Interviews all applicants	None	3 hours	TTMD Selection Committee
	2.2. Tabulates the result of the ratings of TTMD Selection Committee Members	None	1 hour	Admin Clerk



	2.3. Submits the result to the Chief Administrative Officer	None	15 minutes	Admin Clerk
	2.4. Presents result of the Interview to the TTMD Head for instructions.	None	15 minutes	Chief, Admin Officer
	2.5. Instruct Chief Administrative Officer to set final interview of applicants who passed the initial interview.	None	15 minutes	Head TTMD
	2.6. Inform all applicants on the date and time of interview through e-message or text message	None	15 minutes	Admin Clerk
3. Appear before the TTMD Head for final Interview	3.1. Interviews all applicants and advises them to wait for further instruction	None	3 hours	Head TTMD
	3.2. Gives instruction to the Chief Administrative Officer and identifies applicants to be hired	None	15 minutes	Head TTMD
	3.3. Informs successful applicants to submit all documentary requirements within 5 days	None	15 minutes	Chief Admin. Officer

4. Submits to TTMD all the documentary requirements	4.1. Receives and checks on the completeness of the and advises them to report on _____ for the signing of contract and for the general orientation	None	2 hours	Admin Clerk
	4.2. Prepares Contract of Service for the newly hired applicants	None	2 hours	Admin Clerk
5. Reports to TTMD on the specified date for contract signing and orientation	5.1. Have the newly hired personnel sign contract as Contract of Service employees of TTMD for the period _____;	None	2 hours	Admin Clerk
6. Attends Orientation	6.1. Conducts general orientation re: Administrative Matters Cross reference: Code of Ethics	None	2 hours	Chief, Admin Officer
7. Attends official	7.1. Conducts and facilitates	None	152 hours	TTMD Trainor's

training for TTMD newly hired personnel	training for all newly hired Contract of Service Cross reference: Program of Instruction			
	7.2. Reviews results of examination given after the training and recommends to the Head the deputation of deserving Newly Hired Personnel	None	2 hours	TTMD Trainor's
	7.3. Endorses to Admin Division for Issuance of Office Order to Newly Hired Personnel	None	30 hours	TTMD Trainor's
	7.4. Reviews recommendation of the Education Section and instructs Admin Clerk to prepare Office Order for the New COS	None	1 hour	Chief, Admin Officer
	7.5. Prepares Office Orders	None	15 minutes	Admin Clerk

	7.6. Recommends approval of the Office Orders by affixing initial for approval of the Head	None	15 minutes	Head TTMD
	7.7. Reviews, signs and approves Office Order	None	15 minutes	Head TTMD
	7.8. Releases Office Orders to the newly hired COS	None	15 minutes	Releasing Clerk
	7.9. Endorses the newly hired COS to the different Divisions for further mentoring on their actual assignments	None	15 minutes	Chief, Admin Officer
TOTAL:		None	203 hours 15 minutes	

## EDUCATION AND TRAINING SECTION INTERNAL AND EXTERNAL SERVICES

### 2. SERVICE NAME: NEWLY HIRED TRAFFIC ENFORCERS

<b>Office or Division:</b>	Education and Training Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who May Avail:</b>	Newly Hired Trainees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Endorsement Letter from OIC, Administrative Division		Administrative Division		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Prepares schedules of Program of Instructions of Newly Hired Trainees for approval of the Head TTMD.	None	3 Hours	OIC, Education & Training Section
	1.2. Upon approval, prepares letter request for Speakers/Venues for Training /Seminar.	None	5 minutes	Educ. Secretariat

1. Submits endorsement letter of Newly Hired Trainees Enforcers from OIC, Admin Division.	1.3. Receives, records endorsement letter of Newly Hired Trainees from Admin. Division	None	2 minutes	Educ. Secretariat
2. Presents, bring all the required and prescribed training materials.	1.4. Checks, inspect the prescribed individual training materials.	None	1 Hour	Educ. Secretariat
	1.5. Conducts and facilitates training/seminar to the Newly Hired Trainees as per Program of Instructions.	None	20 Working Days 160 Hours	Educ. Secretariat
	1.6. Assesses/evaluates examination of individual trainees.	None	3 Hours	Educ. Secretariat
	1.7. Endorses Newly Hired Trainees after the prescribed training period to Admin Division for further instructions.	None	5 minutes	OIC, Education & Training Section
	1.8. Prepares, submit after Activity Report to the Head, TTMD.	None	30 Minutes	Educ. Secretariat
<b>TOTAL:</b>		<b>None</b>	<b>167 Hours &amp; 42 minutes</b>	

## 2. 1. SERVICE NAME: TRAINING FOR DEPUTIZATION OF TRAFFIC ENFORCERS

<b>Office or Division:</b>	Education and Training Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who May Avail:</b>	Deputized Traffic Enforcers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request Addressed to the Head, TTMD		Requesting Clients Barangay/Agency		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request from head of Organization Unit/ Agency	1.1. Receives and records letter requests with attached routine slip and forward to the head of TTMD for approval.	None	10 minutes	Receiving Clerk
	1.2. Receives, records and coordinates approved letter request.	None	5 minutes	Educ. Secretariat
	1.3. Prepares letter Order for ocular inspection of venue.	None	5 minutes	TTMD Head and Educ. Secretariat
	1.4. Implements letter order, acknowledges, coordinates and set scheduled for time and date of training /seminar.	None	30 Minutes	Educ. Secretariat
	1.5. Prepares letter order/request for Speakers & Facilitators.	None	5 Minutes	Educ. Secretariat
	1.6. Conducts training/ seminar as set scheduled.	None	3 working days 24 Hours	Educ. Secretariat and invited Speakers

	1.7. Evaluates/assess Aspirants and check their individual examination	none	3 hours	Educ. Secretariat
	1.8. Prepares examination result and submit after activity report to the Head, TTMD	None	30 minutes	OIC, Educ. Sect. and Educ. Secretariat
	<b>TOTAL:</b>	<b>None</b>	<b>28 Hours and 25 Minutes</b>	

## 2.2. SERVICE NAME: ROAD SAFETY AWARENESS (Students and Guardians)

<b>Office or Division:</b>	Education and Training Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who May Avail:</b>	Road Users (Students and Guardians)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolled in School		School Division/Institutions		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Letter Request offers Services on Road Safety Awareness to conduct seminar of Road Users (Students) to School Institutions from Head, TTMD.	None	30 Minutes	Head, TTMD/ Educ. Secretariat
1. Receives letter request from Head, TTMD	1.2. Coordinates/Schedules as per Program of Instructions.	None	30 Minutes	Educ. Secretariat
	1.3. Gives instructions to conduct seminars on Road Safety Awareness to Road Users (Students).	None	30 Minutes	Head, TTMD/OIC, Education & Training Section
	1.4. Conducts ocular inspection for venues on Road Safety Awareness seminar to Road Users (Students).	None	1 Hour	Educ. Secretariat
2 .Attends seminar	1.5. Conduct seminar on Road	None	3 Hours	Educ. Secretariat



on Road Safety Awareness.	Safety Awareness to Road Users (Students).			
	1.6. Prepares and Submit After Activity Report on Road Safety Awareness Road Users (Students) to Head, TTMD.	None	30 Minutes	Educ. Secretariat
<b>Total:</b>		<b>None</b>	<b>6 Hours</b>	

### 2.3. SERVICE NAME: OTHER ROAD SAFETY TRAININGS

<b>Office or Division:</b>	Education and Training Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who May Avail:</b>	BPSO and Barangay Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request Addressed to the Head, TTMD			Barangays	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request Road Safety Awareness to conduct seminar, other training seminars	1.1 Receives letter request subject for approval of TTMD, Head.	None	30 Minutes	Client
	1.2 Coordinates/Schedules as per Program of Instructions.	None	30 Minutes	Educ. Secretariat
	1.3. Gives instructions to conduct seminars on Road Safety Awareness to Road Users (Barangay Constituents / BPSO).	None	30 Minutes	Head, TTMD/OIC, Education & Training Section
2 .Attends seminar on Road Safety Awareness.	1.5. Conduct training seminar on Road Safety Awareness to Road Users (Barangay Constituents / BPSO).	None	8 Hours	Educ. Secretariat & Invited Speakers
	1.6. Prepares and Submit After Activity Report on Road Safety Awareness Road Users Barangay Constituents / BPSO	None	30 Minutes	Educ. Secretariat

	to Head, TTMD.			
<b>Total:</b>		<b>None</b>	<b>10 Hours</b>	

## Enforcement Section External Services

### 3. SERVICE NAME: IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS AND ORDINANCES – the implementation of the Quezon City Traffic Code Ordinance and other relative laws, ordinances and regulations

<b>Office or Division:</b>	Enforcement Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Drivers / Motorist, Pedestrians and Concerned Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter – Complainant		Complainant		
2. Email – <a href="mailto:ttmd@quezoncity.gov.ph">ttmd@quezoncity.gov.ph</a>		QC Web Portal		
3. Phoned-in – Trunkline 8-988-4242 TTMD- 8-703-8906		QC Web Portal		
4. Text-in Complaints – (ComCen: 09565910499) /		QC Web Portal		
5. Walk-in TTMD form		TTMD		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Clients prepare Complaints / Requests	1.1. Receives and Records complaints / requests, attaches routing slip and forwards to the office of the Head, TTMD	None	10 minutes	Clerk (Receiving and Releasing Section, Administrative Division)
	1.2. Reviews / asses the nature of complaints / request and refer to the OIC, Enforcement for appropriate action / complete staff work	None	5 minutes	Head, TTMD
	1.3. Review / evaluate / assess the nature of complaint / request and forward to Traffic Enforcement Section (TES) for the conduct of verification / inspections.	None	5 minutes	OIC, Enforcement
	1.4. Prepares Letter Order forward to Head, TTMD for approval.	None	5 minutes	OIC, Enforcement
	1.5. Reviews and signs the Letter Order	None	5 minutes	Head, TTMD

	<p>1.6. Implement the Letter Order by conducting verification / inspection and operation; prepare After Inspection Report or After Operation Report, prepare reply / endorsement to the concerned department / agency / party or individual / sender for the review of OIC, Enforcement</p>	None	<p>72 hours (3 working days)</p>	OIC, Enforcement
	<p>1.7. Check / review the report (After Inspection Report / After Operation Report) submitted by the personnel of Enforcement Section, reply / endorsement to concern department / agency / party, affix the initial thereto and forward to the Head, TTMD</p>	None	5 minutes	OIC, Enforcement
	<p>1.8. Check / review the report (After Inspection / After Operation), supporting document/s and reply / endorsement, and affix signature thereto and transmit to the Head, TTMD for signature</p>	None	5 minutes	Head, TTMD

	1.9. Check document and sign if found complete; release to Receiving and Releasing Section for appropriate action	None	5 minutes	Head, TTMD
Receive the letter reply and/or copy of endorsement to office concern	2.1. Releases the document (endorsement / reply letter) to the concerned department / agency, copy furnish the complainant	None	5 minutes	Clerk (Receiving and Releasing Section, Administrative Division)
<b>TOTAL:</b>		None	72 hours 40 minutes	

## Engineering Section External Services

### 4. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITHOUT PAYMENT) – requirement for application of New Business Permits

<b>Office or Division:</b>	Engineering Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Owners of Business Establishment Without Delivery Vehicle			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly Accomplished Application Form			TTMD Receiving Area	
2. Business Number and Date Issued			Business Permit and Licensing Department (BPLD)	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Go to <a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a></p> <p>2. Fill up the application form and upload following requirements.</p>	<p>1.1 Evaluates and review the documents and gives forward to ancillary requirements.</p>	<p>None</p>	<p>5 minutes</p>	<p>Business Permit and Licensing Department (BPLD)</p>
	<p>1.2 Check thru <a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a> if their application is for compliance to traffic clearance.</p>	<p>None</p>	<p>5 minutes</p>	<p>Traffic and Transport Management Department (TTMD)</p>
	<p>1.3 Evaluate, check the document and send remarks to tax payer if their application is applicable for Traffic Clearance.</p>	<p>None</p>	<p>5 minutes</p>	<p>Traffic and Transport Management Department (TTMD)</p>
<p>3. Email to <a href="mailto:qctftmtc@gmail.com">qctftmtc@gmail.com</a> and submit the following requirements based on their remarks.</p>	<p>3.1 Forwarded to Engineering Section Personnel.</p>	<p>None</p>	<p>5 minutes</p>	<p>Engineering Section Personnel</p>
	<p>3.2 Prepares Letter Order for ocular inspection/coordination. Received and recorded by the Receiving/Releasing Clerk and to be forwarded to the office of Head, TTMD for signature</p>	<p>None</p>	<p>5 minutes</p>	<p>Engineering Section- OIC &amp; Receiving/Releasing Clerk</p>
	<p>3.3 Affixes his signature to the Letter Order. Received and recorded by the Receiving/Releasing Clerk and forwards the Letter Order to the Engineering Section.</p>	<p>None</p>	<p>5 minutes</p>	<p>Head, TTMD &amp; Receiving/Releasing Clerk</p>

	<p>3.4 Implements Letter Order; then prepares After Inspection Report with recommendation for approval or denial of the request Traffic Clearance. Engineering Section OIC, affixes initial to the documents. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of Head, TTMD for signature.</p>	None	24 hours (3 working days)	Section OIC, Engineering Section Personnel & Receiving/ Releasing Clerk
	<p>3.5 Approves and signs Traffic Clearance. Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section</p>	None	5 minutes	Head, TTMD
4. Receives TTMD traffic clearance / letter of denial	<p>Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests</p>	None	5 minutes	Releasing Clerk
<b>TOTAL:</b>		None	24 hours and 40 minutes	

**4.1. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR  
BUSINESS PERMIT (WITHOUT PAYMENT) –**  
requirement for application of Renewal Business Permits

<b>Office or Division:</b>	Engineering Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Owners of Business Establishment Without Delivery Vehicle			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly Accomplished Application Form			TTMD Receiving Area	
2. Business Number and Date Issued			Business Permit and Licensing Department (BPLD)	
3. Old Traffic Clearance – Photocopy			Traffic and Transport Management Department (TTMD)	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO</b>	<b>PROCESSI NG TIME</b>	<b>PERSON RESPONSIB LE</b>



		<b>BE PAI D</b>		
1. Go to <a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a> 2. Fill up the application form and upload following requirements.	1.1. Evaluates and review the documents and gives forward to ancillary requirements.	Non e	5 minutes	Business Permit and Licensing Department (BPLD)
	1.2. Check thru <a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a> if their application is for compliance to traffic clearance.	Non e	5 minutes	Traffic and Transport Management Department (TTMD)
	1.3. Send Remarks to tax payer	Non e	5 minutes	Traffic and Transport Management Department (TTMD)
3. Email to <a href="mailto:gctftmtc@gmail.com">gctftmtc@gmail.com</a> and submit the following requirements based on their remarks.	3.1. Forwarded to Engineering Section Personnel. (ancillary/evaluator)	Non e	5 minutes	Engineering Section Personnel
	3.2 Prepares Traffic Clearance.	Non e	5 minutes	Engineering Section Personnel
	3.3 Traffic Clearance Received and recorded by the Receiving/ Releasing Clerk	Non e	5 minutes	Engineering Section- OIC, Receiving/ Releasing Clerk
	3.4 Forwarded to the office of Head, TTMD for signature	Non e	5 minutes	Head, TTMD

4. Receives TTMD traffic clearance	Releases Traffic Clearance to requesting party	None	5 minutes	Releasing Clerk
<b>TOTAL:</b>		None	40 minutes	

#### 4. 1. 1. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITH PAYMENT) -

requirements for application of New Business Permits

<b>Office or Division:</b>	Engineering Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) / Government to Business (G2B)			
<b>Who may avail:</b>	Owners of Business Establishment with Delivery Vehicle, Trucking/Hauling & Transport Business			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly Accomplished Application Form			TTMD Receiving Area	
2. Business Number and Date Issued			Business Permit and Licensing Department (BPLD)	
3. Picture and copies OR/CR of motorized vehicles			Traffic and Transport Management Department (TTMD)	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Go to <a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a></p> <p>2. Fill up the application form and upload following requirements</p>	<p>1.1 Evaluates and review the documents and gives forward to ancillary requirements.</p>	<p>None</p>	<p>5 minutes</p>	<p>. Business Permit and Licensing Department (BPLD)</p>
	<p>1.2 Check thru <a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a> if their application is for compliance to traffic clearance.</p>	<p>None</p>	<p>5 minutes</p>	<p>Traffic and Transport Management Department (TTMD)</p>
	<p>1.3 Evaluate, check the document and send remarks to tax payer if their application is applicable for Traffic Clearance.</p>	<p>None</p>	<p>5 minutes</p>	<p>Traffic and Transport Management Department (TTMD)</p>
<p>3. Email to <a href="mailto:gctftmtc@gmail.com">gctftmtc@gmail.com</a> and submit the following requirements based on their remarks</p>	<p>3.1 Forwarded to Engineering Section Personnel. (ancillary/evaluator)</p>	<p>None</p>	<p>5 minutes</p>	<p>Engineering Section Personnel</p>
	<p>3.2 Prepares Letter Order for ocular inspection/coordination. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of Head, TTMD for signature</p>	<p>None</p>	<p>5 minutes</p>	<p>Engineering Section- OIC &amp; Receiving/ Releasing Clerk</p>
	<p>1.6 Affixes his signature to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.</p>	<p>None</p>	<p>5 minutes</p>	<p>Head, TTMD &amp; Receiving/ Releasing Clerk</p>

	1.7 Implements Letter Order; then prepares After Inspection Report with recommendation for approval or denial of the request Traffic clearance. Engineering Section OIC, affixes initial to the documents. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of Head, TTMD for signature.	None	24 hours (3 working days)	Section OIC, Engineering Section Personnel & Receiving/ Releasing Clerk
4. Pays given amount to the CTO (Miscellaneous Section)	1.8 Gives instruction to the Engineering Personnel to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed).	None	5 minutes	Section OIC, Engineering Section Personnel & CTO
	1.9 Approve with initial Traffic Clearance	None	5 minutes	Engineering Section- OIC
	2.0 Forwarded to the office of Head, TTMD for signature	None	5 minutes	HEAD, TTMD
Receives TTMD traffic clearance / letter of denial	2.1 Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests	None	5 minutes	Releasing Clerk
	<b>TOTAL:</b>	None	24 hours and 50 minutes	

**NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT  
(WITH PAYMENT)**

requirements for application of Renewal Business Permits

<b>Office or Division:</b>	Engineering Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen (G2C) / Government to Business (G2B)	
<b>Who may avail:</b>	Owners of Business Establishment with Delivery Vehicle, Trucking/Hauling & Transport Business	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1.	Duly Accomplished Application Form	TTMD Receiving Area
2.	Business Number and Date Issued	Business Permit and Licensing Department (BPLD)

3. Old Traffic Clearance – Photocopy		Traffic and Transport Management Department (TTMD)		
CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSIN G TIME	PERSON RESPONSIBL E
Go to <a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a> . Fill up the application form and upload following requirements.	1.1 Evaluates and review the documents and gives forward to ancillary requirements.	None	5 minutes	. Business Permit and Licensing Department (BPLD)
	1.2 Check thru <a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a> if their application is for compliance to traffic clearance.	None	5 minutes	Traffic and Transport Management Department (TTMD)
	1.3 Send Remarks to tax payer	None	5 minutes	Traffic and Transport Management Department (TTMD)
Email to <a href="mailto:qctftmtc@gmail.com">qctftmtc@gmail.com</a> and submit the following requirements based on their remarks.	3.1 Forwarded to Engineering Section Personnel. (ancillary/evaluator)	None	5 minutes	Engineering Section Personnel
	3.2 Prepares Traffic Clearance.	None	5 minutes	Engineering Section Personnel

4. Pays given amount to the CTO (Miscellaneous Section)	4.1 Gives instruction to the Engineering Personnel to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed).	None	5 minutes	Section OIC, Engineering Section Personnel & CTO
	4.2 Approves and signs Traffic Clearance Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	5 minutes	Engineering Section- OIC, Receiving/ Releasing Clerk
	4.3 Forwarded to the office of Head, TTMD for signature	None	5 minutes	Head, TTMD
5. Receives TTMD traffic clearance	Releases Traffic Clearance to requesting party.	None	5 minutes	Releasing Clerk
<b>TOTAL:</b>		None	45 minutes	

**4.2. SERVICE NAME: ISSUANCE OF PERMIT (TRUCKBAN EXEMPTION, TO PASS KALAYAAN AVENUE, TO MOVE HEAVY EQUIPMENT)**

<b>Office or Division:</b>	Engineering Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Business (G2B)	
<b>Who may avail:</b>	Owners of Company Having Project with The Government	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1.	Letter Request – 1 copy	Company Owner
2.	Duly Accomplished Application Form	TTMD Receiving Area
3.	Notice of Award – 1 copy (photo copy)	Government Agency having project with



4.	Notice to Commence – 1 copy (photo copy)	Government Agency having project with			
5.	Payment to the CTO – 1 copy (photo copy)	CTO			
6.	Comprehensive Insurance – 1 copy (photo copy)	Insurance Company			
7.	List of Franchise for Trucking/Hauling, w /Delivery Vehicle Business & Transport Business – 1set (photo copy)	Land Transportation, Franchise and Regulatory Board (LTFRB)			
8.	Official Receipt (OR) & Certificate of Registration (CR) of each vehicle for Trucking/Hauling, w /Delivery Vehicle Business & Transport Business – 1set (photo copy)	Land Transportation Office (LTO)			
9.	Vehicle Route – 1 copy	Company			
10.	Picture of truck	Company			
CLIENTS STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request with filled out form and requirements (all Xerox)		1.1 Receives, check and records submitted documents and attach routing slip to the documents. To be forwarded to the office of Head, TTMD	None	10 minutes	Receiving and Releasing Clerk
		1.2 Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/Releasing Clerk forwards the documents to the Engineering Section.	None	10 minutes	Head, TTMD & Receiving/ Releasing Clerk
		1.3 Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken.	None	10 minutes	Engineering Section-OIC

2. Pays given amount to the CTO (Miscellaneous Section)	2.1 Gives instruction to the Engineering Personnel to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed). The Engineering Personnel, will make the permit.	None	10 minutes	Section OIC, Engineering Section Personnel
	2.2 After the business owner pays the given amount the Engineering Personnel Prepare Permits.	None	10 minutes	Engineering Personnel
	2.3 Approves and signs the permits. Received and recorded by the Receiving/Releasing Clerk, forwards file of documents to the Engineering Section.	None	10 minutes	Head, TTMD
3. Receives TTMD traffic clearance	3.1 Releases Permit	None	5 minutes	Releasing Clerk
<b>TOTAL:</b>		None	1 hour and 5 minutes	

**4.3. SERVICE NAME: ISSUANCE OF TEMPORARY TERMINAL PERMIT**

<b>Office or Division:</b>	Engineering Section
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Transport Associations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form				TTMD
2. Letter Request Addressed to Head, TTMD				Transport Association
3. Barangay Certificate (Original Copy)				Barangay where the Business is Addressed
4. Security Exchange Commission (SEC) Registration / Cooperative Development Authority (CDA)				Transport Association
5. Latest Vehicle Official Receipt (OR) / Certificate Registration (CR) with decision				Transport Association
6. Least of Contract or Authorization (For Application Using Private or Government Lots/Areas as Terminal, Depot or Staging Areas)				Transport Association
7. List of Units Indicating Plate Numbers				Transport Association
8. Sketch of Terminal				Transport Association
9. Close Circuit Television (CCTV Camera) <ul style="list-style-type: none"> <li>• Ordinance No. SP-2695, S-2018</li> <li>• 70 degree wide angle</li> <li>• Minimum of 4 mega pixel</li> </ul>				Transport Association
10. Waiting Area with Chair for Passengers				Transport Association
11. Clean Comfort Rooms for Passengers				Transport Association
12. List of Franchise from LTFRB				Transport Association
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients prepare requests	1.1 Receives and records for new or renewal of Temporary Terminal Permit	None	10 minutes	Receiving and Releasing Clerk
	1.2 Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/Releasing Clerk forwards the documents to the Engineering Section.	None	10 minutes	Head, TTMD & Receiving/ Releasing Clerk
	1.3 Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken.	None	10 minutes	Engineering Section-OIC
	1.4 Prepares Letter Order for ocular inspection/coordination.	None	10 minutes	Engineering Section Personnel (Terminal Clerk)

	1.5 Evaluates and check the document, affixes initial to the Letter Order. Received and recorded by the Receiving/Releasing Clerk and to be forwarded to the office of Head, TTMD for signature.	None	10 minutes	Engineering Section-OIC & Receiving/Releasing Clerk
	1.6 Affixes his signature to the Letter Order. Received and recorded by the Receiving/Releasing Clerk and forwards the Letter Order to the Engineering Section.	None	10 minutes	Head, TTMD & Receiving/Releasing Clerk
	1.7 Implements Letter Order, then prepares After Inspection Report with recommendation for approval or denial of the request Temporary terminal Permit. Engineering section OIC, affixes initial to the documents. Received and recorded by the receiving/releasing clerk and to be forwarded to the office of Head, TTMD for signature.	None	24 hours (3 working days)	Section OIC, Engineering Section Personnel, Terminal Clerk & Receiving/Releasing Clerk
2. Pays the given amount to the City Treasurer's Office (Miscellaneous Section)	2.1 Gives instruction to the Engineering Personnel (Terminal Clerk) to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed). The Engineering Personnel, will make Temporary Terminal Permit.	None	10 minutes	Section OIC, Engineering Section Personnel, (Terminal Clerk) & CTO

	2.2 Reviews evaluates and check the Temporary Terminal Permit, attach its initial to the document. The Receiving/ Releasing Clerk forwards the Temporary Terminal Permit to the office of Head, TTMD for signature.	None	10 minutes	Section OIC & Receiving / Releasing Clerk
	2.3 Approves and signs Temporary Terminal Permit. Receive and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section.	None	10 minutes	Head, TTMD & Receiving/ Releasing Clerk
3. Receive the Temporary Terminal Permit	3.1 Releases the document / Temporary Terminal Permit.	None	5 minutes  Note: (Approved request) 26 hours (Disapproved request) 26 hours	Clerk (Receiving & Releasing Section, Administrative Division)
<b>TOTAL:</b>			25 Hours 35 Minutes	

## Ordinance Violation Receipt Redemption Section External Services

### 5. SERVICE NAME: OVR Ticket Redemption/Payment for Traffic Violations

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Apprehended Drivers And/ or Motorist			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original OVR Ticket;		Driver/Motorist		
2. Affidavit of Loss/Police Blotter (if original OVR ticket was lost)		Driver/Motorist		
3. Photocopy LTO Official Receipt and Certificate of Registration (OR/CR) (if Vehicle Plate confiscated/Motor Vehicle impounded);		Driver/Motorist		
4. Notarized Deed of Sale (if not first/original owner of the motor vehicle);				
5. Traffic Clearance (if involved in road crash)		Representative and apprehended driver/motorist		
6. Authorization Letter (for representative); and				
7. Photocopy of valid ID (for representative and apprehended driver/motorist).				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit issued OVR ticket, Affidavit of Loss/Police blotter, Photocopy of LTO O.R. & C.R.; Notarized Deed of Sale; Traffic Clearance	1.1. Receives OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.; Notarized Deed of Sale; Traffic Clearance	None	5 minutes	OVR Receiving Clerk located at Windows 1 or 2
IF representative: - submits authorization letter, photocopy of valid IDs of the owner and the representative's, - OR &CR of motor vehicle.	1.2. Authorization letter and valid IDs (for duly authorized representatives).	None	5 minutes	
	1.3. Locates the confiscated item/s or Driver's License photo printout attachment; then attaches it to documents submitted.			Property Custodian Clerk

	1.4. Verifies from the database records for any unsettled previous apprehension/s from database.	None	5 minutes	EDP Staff (Assessment Area)
2. Receives Order of Payment	2.1. Prepares and issues Order of Payment	None	5 minutes	EDP Staff and Windows 7
3. Pay the fines and penalties and receives Official Receipt	3.1. Receives payment and issues Official Receipt	Fines and Penalties cited in the OVR	5 minutes	Cashier at Windows 8, 9, 10 or 11
4. Presents Official Receipts and receives confiscated items.	4.1. Validates and records Official Receipt and release the confiscated item/s, if any, and have the client sign on the duplicate copy of the order of payment as proof of receipt to the confiscated item/traffic violations.	None	5 minutes	OVR Releasing / Recording Clerk at Windows 3, 4, 5 or 6
<b>TOTAL:</b>		Fines and Penalties cited in the OVR	30 minutes	

**5.1. SERVICE NAME: Issuance of Certificate of Non-Apprehension**

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)



<b>Who may avail:</b>	Apprehended Drivers And/or Motorist			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notarized Request Letter – 1 copy (original) 2. Photo Copy of valid government ID – 1 copy (photocopy)		Drivers and/or Motorist		
		Drivers and/or Motorist		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the notarize request letter / photocopy of valid ID and or Endorsement from LTO/LGU	1.1. Receives notarize request letter and photocopy of valid ID.	None	5 minutes	OVR Receiving Clerk at Window 1 or 2
	1.2. Check records for unsettled apprehension / violation of the driver/motorist from the database.	None	5 minutes	EDP Staff (Assessment Area)
	Note: If positive for unsettled apprehension / violation refer to (4.1. Service Name: OVR Ticket Redemption/Payment for Traffic Violations). If no unsettled apprehension, issue the document requested.			
	1.3. Prints requested document of the driver / motorist.	None	5 minutes	EDP Staff (Assessment Area)
	1.4. Sign the printed document (Certificate of Non-apprehension).	None	5 minutes	Head, TTMD

2. Receive the Certificate of Non-Apprehension	2.1. Release the Certificate of Non-Apprehension, and have the client sign in the duplicate copy of the certificate as proof of receipt to the document/s.	None	5 minutes	OVR Releasing/Recording Clerk at Windows 3 to 6
<b>TOTAL:</b>		None	25 minutes	

## 5. 2. SERVICE NAME: Issuance of Lifting of Alarm

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Apprehended Drivers and/or Motorist

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Alarm Data Entry/Alarm Summary from LTO – 1 copy (original printout) 2. Photo Copy of valid government ID – 1 copy (photocopy)		Driver and/or Motorist		
		Driver and/or Motorist		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Alarm Data Entry/Alarm Summary from LTO / photocopy of valid ID	1.1. Receives the Alarm Data Entry/ Alarm Summary from LTO and photocopy of valid ID.	None	5 minutes	OVR Receiving Clerk at Window 1 or 2
	1.2. Check records for unsettled apprehension / violation of the driver/motorist from the database.	None	5 minutes	EDP Staff
	Note: If positive for unsettled apprehension / violation refer to (4.1 Service Name: OVR Ticket Redemption/Payment for Traffic Violations) before issuance of requested document. If no unsettled apprehension, issue the document requested.			
	1.3. Prints requested document of the driver / motorist.	None	5 minutes	EDP Staff
	1.4. Signs the printed document (Lifting of Alarm).	None	5 minutes	Head, TTMD

2. Receives the Lifting of Alarm document.	2.1. Releases the Lifting of Alarm and have the client sign in the duplicate copy of the document as proof of receipt.	None	5 minutes	OVR Clerk at Window 3
<b>TOTAL:</b>		None	25 minutes	

**5. 3. SERVICE NAME: Remittance of Photo Printout (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, OVR Ticket of other LGU's and other documents) / Confiscated Item**

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, other documents) 1 – copy (photo printout)		Deputized Traffic Enforcer		
2. Duplicate and triplicate copy of OVR ticket – 1 copy		Deputized Traffic Enforcer		
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)		Deputized Traffic Enforcer		
4. Spot Report – 1 copy		Deputized Traffic Enforcer		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit photo printout of (Driver's License, Vehicle Plate, LTO OR / CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, and other documents), Duplicate and Triplicate of OVR Ticket, Traffic Apprehension Report (TAR), Spot Report.	1.1. Receives photo printout of (Driver's License, Vehicle Plate, LTO OR / CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, and other documents), Duplicate and Triplicate of OVR Ticket, Traffic Apprehension Report (TAR), Spot Report.	None	5 minutes	Receiving Clerk Remittance Window (back of DPOS Bldg. Ground Floor)
	1.2. Encodes all vital info of the apprehended driver/violator from the duplicate copy of OVR ticket/photo printout submitted;	None	5 minutes (per OVR ticket)	EDP Staff (Encoding Area)

	1.3. Sorts the duplicate and triplicate copy of the OVR ticket and arranged the photo printout in chronological order like (DL, OR/CR, OVR ticket, TOP, Student Permit, etc); – Counter checks the item to the “Transmittal Report”	None	5 minutes	Sorting Area
	1.4. Keeps the photo printout alphabetically in order and/or according to designated basket such as: (DL, OR/CR, OVR ticket, TOP, Student Permit, etc) – Counter checks the item to the “Transmittal Report”	None	5 minutes	Property Custodial Area
<b>TOTAL:</b>		None	20 minutes	

#### 5. 4. SERVICE NAME: Issuance and Renewal of Deputation Order

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)

<b>Who may avail:</b>	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Data Sheet (PDS)		Deputized Traffic Enforcer		
2. Result of Examination		Education and Training Section		
3. Troop Deployment (for NDC, Brgy., QCPD-DTEU, UPDP-TMET, TF Disiplina)		NDC, Brgy., QCPD-DTEU, UPDP-TMET, TF Disiplina Office		
4. Endorsement letter from Office/Unit/Agency concerned		NDC, Brgy., QCPD-DTEU, UPDP-TMET, TF Disiplina Office		
5. Appointment (for Barangay unit) / Office Order (for QCPD-DTEU)		Barangay / QCPD-DTEU Office		
6. 2 pcs. Folder long		Deputized Traffic Enforcer		
7. 2 pcs. 1x1 ID picture		Deputized Traffic Enforcer		
8. 2 pcs. 2x2 ID picture		Deputized Traffic Enforcer		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Personal Data Sheet (PDS), Result of Examination, Troop Deployment, Endorsement letter from office/ unit/ agency concerned, Appointment, 2 pcs. Folder long, 2 pcs. 1x1 and 2x2 ID picture; Note: If renewal of Deputation ID, submit the old Deputation Order ID	1.1. Receives requirements for Deputation Order.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Checks and evaluates the submitted requirements if complete / Issues Deputation Order Number (New).	None	5 minutes	Property Custodian Clerk
	1.3. Prepares the Deputation Order ID;	None	5 minutes	EDP Staff
	1.4. Affixes initials on the Deputation Order ID	None	5 minutes	Section Chief / Asst. Section Chief, OVR Section
	1.5. Signs the issued Deputation Order ID;	None	5 minutes	Head, TTMD
2. Receive the duly signed Deputation Order ID	2.1. Releases the duly signed Deputation Order ID and have the Traffic Enforcer sign on the logbook to signify receipt of the Deputation Order ID.	None	5 minutes	Property Custodian Clerk
<b>TOTAL:</b>		None	30 minutes	

**5. 5. SERVICE NAME: Issuance of OVR Booklet for New Deputized Traffic Enforcer**

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Deputation Order ID - 2 copies (Original and Photocopy)		Deputized Traffic Enforcer		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Deputation Order ID (Original and 2 pcs, photocopy)	1.1. Receives Deputation Order ID (Original and 2 pcs. Photocopy);	None	5 minutes	Window at the Back of DPOS Bldg., Ground Floor
	1.2. Issues OVR Booklet and Traffic Apprehension Report).	None	5 minutes	Property Custodian Clerk
2. Receive OVR Booklet and Traffic Apprehension Report (TAR).	2.1. Releases OVR Booklet and Traffic Apprehension Report (TAR) and have the Traffic Enforcer sign on the logbook to signify receipt of the OVR Booklet and Traffic Apprehension Report (TAR).	None	5 minutes	Window at the Back of DPOS Bldg., Ground Floor
<b>TOTAL:</b>		None	15 minutes	

**5. 6. SERVICE NAME: Renewal of OVR Booklet for Deputized Traffic Enforcer**

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Government (G2G)	
<b>Who may avail:</b>	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UP Police, NDC, TF Disiplina and QC Police District)	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Consumed OVR Booklet – 1 Consumed Booklet	Deputized Traffic Enforcer
	2. Original Traffic Apprehension Report (TAR) – 1 copy (original)	Deputized Traffic Enforcer
	3. Deputation Order ID – 1 copy (original and photocopy)	Deputized Traffic Enforcer

4. Clearance from Office/Unit/Agency concerned – 1 copy (original)		OVR Section and Deputized Traffic Enforcer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the consumed OVR Booklet, original and 1 pc. Photocopy of Traffic Apprehension Report (TAR), photocopy of Deputation Order ID and clearance from office / unit / agency concerned.	1.1. Receives/ reviews and signs the original Traffic Apprehension Report (TAR), consumed OVR Booklet, photocopy of Deputation Order ID and clearance from office / unit / agency concerned;	None	5 minutes	Receiving Clerk at Window at the Back of DPOS Bldg., Ground Floor
	1.2. Checks/verifies/signs the Traffic Apprehension Report (TAR) for any corrections and/or discrepancies;	None	5 minutes	EDP Staff and Property Custodian Clerk
	1.3. Signs the Traffic Apprehension Report (TAR);	None	5 minutes	Section Chief, OVR/In-charge, Property Custodian
2. Receives the duly signed Traffic Apprehension Report (TAR) and other supporting requirements/ documents	2.1. Returns the duly signed Traffic Apprehension Report (TAR) and other supporting requirements to the Traffic Enforcer;	None	5 minutes	Property Custodian Clerk
	2.2. Issues Authorization to renew OVR Booklet;			

3. Submit the duly signed Traffic Apprehension Report (TAR) and other supporting requirements to Traffic Adjudication Board (TAB).	3.1. Receives the duly signed Traffic Apprehension Report (TAR) and other supporting requirements; Check if the Traffic Enforcer has no pending case at TAB;	None	5 minutes	Traffic Adjudication Board (TAB)
	3.2. Signs Authorization issued to renew OVR Booklet;	None	5 minutes	Head, TTMD
4. Receive the issued Authorization to renew OVR Booklet and submit it to the OVR Section.	4.1. Releases approved Authorization to renew OVR Booklet	None	5 minutes	Receiving Clerk
4. Submit Authorization	4.2. Receives the Authorization to renew OVR Booklet and other requirement. Issue the OVR Booklet and Traffic Apprehension Report (TAR)	None	5 minutes	Property Custodian Clerk
5. Receive the issued OVR Booklet and Traffic Apprehension Report (TAR)	5.1. Releases OVR Booklet and Traffic Apprehension Report (TAR) and have the Traffic Enforcer sign the logbook as proof of receipt to the said item and document.	None	5 minutes	Window at the Back of DPOS Bldg., Ground Floor
<b>TOTAL:</b>		None	45 minutes	

## 5. 7. SERVICE NAME: Issuance of Suspension Order of Deputized Traffic Enforcer

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UP Police, NDC, TF Disiplina and QC Police District)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, other documents) / Confiscated Items		Deputized Traffic Enforcer		
2. Duplicate and triplicate copy of OVR ticket		Deputized Traffic Enforcer		
3. Traffic Apprehension Report (TAR)		Deputized Traffic Enforcer		
4. Spot Report		Deputized Traffic Enforcer		
5. OVR Booklet		Deputized Traffic Enforcer		
6. Deputation Order ID		Deputized Traffic Enforcer		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, other documents) / Confiscated Items (if any), Traffic Apprehension Report (TAR), Spot Report (if any);	1.1. Check the photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, other documents) / Confiscated Items (if any), Traffic Apprehension Report (TAR), Spot Report (if any) if there's a Non-Compliance with the Existing Guidelines and Operating Procedures Governing the Issuance of the OVR.	None	5 minutes	Receiving Clerk Remittance (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Evaluate the apprehension in reference to the Administrative Sanctions and Policies.	None	5 minutes	In-charge, Property Custodian
	1.3. Prepares Memorandum Suspension Order concerning the result of the evaluation conducted by the In-charge, Property Custodian.	None	5 minutes	EDP Staff
	1.4. Affixes Initials Memorandum Suspension Order.	None	5 minutes	In-charge, Property Custodian
	1.5. For Signatures. (Recommending Approval)	None	5 minutes	Section Chief, OVR Section
	1.6. For Signatures. (Approval)	None	5 minutes	Head, TTMD
2. Receive the Memorandum Suspension Order.	2.1. Releases signed Memorandum Suspension Order to concern Deputized Traffic Enforcer.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
3. Submit OVR Booklet, Deputation Order ID, Traffic Apprehension Report (TAR)	3.1. Receives surrendered OVR Booklet, Traffic Apprehension Report (TAR) and Deputation Order ID.			

<b>TOTAL:</b>	None	40 minutes	
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**5. 8. SERVICE NAME: Lifting of Suspension Order of Deputized Traffic Enforcer**

<b>Office or Division:</b>	Ordinance Violation Receipt Redemption Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UP Police, NDC, TF Disiplina and QC Police District)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Served Suspension Order – 1 copy (photocopy)		Deputized Traffic Enforcer		
2. OVR Booklet – 1 Booklet		OVR Section, TTMD		
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)		OVR Section, TTMD		
4. Deputation Order ID – 1 copy (photocopy)		OVR Section, TTMD		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the Suspension Order	1.1. Receives Suspension Order.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Checks / verifies the Suspension Order.	None	5 minutes	In-charge, Property Custodian
	1.3. Prepares Memorandum Lifting of Suspension Order.	None	5 minutes	EDP Staff
	1.4. Affixes Initials Memorandum Lifting of Suspension Order.	None	5 minutes	In-charge, Property Custodian
	1.5. For Signatures. (Recommending Approval)	None	5 minutes	Section Chief, OVR Section
	1.6. For Signatures. (Approval)	None	5 minutes	Head, TTMD
2. Receive the Memorandum Lifting of Suspension Order, OVR Booklet, Traffic Apprehension Report (TAR), Deputation Order ID.	2.1. Releases signed Memorandum Lifting of Suspension Order to concern Deputized Traffic Enforcer.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	2.2. Returns the OVR Booklet if not consumed, Traffic Apprehension Report (TAR) and Deputation Order ID. Issues New OVR Booklet and Traffic Apprehension Report (TAR) if consumed OVR Booklet.			
<b>TOTAL:</b>		None	35 minutes	



## Traffic Adjudication Board External Services

### 6. SERVICE NAME: FILING OF PROTEST/CONTEST AGAINST THE ISSUED VIOLATION ON THE OVR TICKET AND/OR MULTIPLE VIOLATIONS/ APPREHENSIONS

<b>Office or Division:</b>	Traffic Adjudication Board (TAB)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen (G2C)	
<b>Who may avail:</b>	Apprehended Motorist Contesting the Issued Violation/s Cited in OVR Ticket/s	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Valid identification card of the driver with picture – 1 valid ID	Driver and/or motorist
	2. Copy of Ordinance Violation Receipt (OVR) – 1 copy (original)	Driver and/or motorist
	3. Copy of Assessment Form, indicating the amount of fines and/or penalties to be paid – 1 copy (photocopy)	OVR Redemption Center
	4. Copy of LTO – OR/CR (if necessary) – 1 copy (photocopy)	Driver and/or motorist

5. Copy of LTFRB Franchise (if necessary) – 1 copy (photocopy)	Driver and/or motorist			
6. Affidavit of Loss (if necessary) – 1 copy (original)	Driver and/or motorist			
7. Police Report/Blotter (if necessary) – 1 copy (photocopy)	PNP (QCPD)			
8. Other documents pertinent to the issue	Driver and/or motorist			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE
1. Presents documents for evaluation	1.1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer	None	10 minutes	TAB Clerk
2. Accomplishes Complaint Sheet Form	2.1. Schedules the date and time of hearing  The date of hearing is schedule 2-5 working days after the filing of protest	None	10 minutes	TAB Clerk
3. Submits the accomplished Complaint Sheet Form and receives the Complaint Action Sheet Form indicating the scheduled date and time of hearing	3.1. Prepares summon/s to the concerned Apprehending Officer/s	None	10 minutes	TAB Clerk
	3.2. Serves summon/s to apprehending officer/s	None	10 minutes	TAB Clerk
<b>HEARING</b>				
4. Driver and Apprehending Officer/s attend the scheduled hearing	4.1. Conducts Hearing with both parties	None	45 minutes	Hearing Officer/TAB Clerk

	<p>if case is resolved:</p> <p>4.2. Prepares Resolution Form for signatures of a Board Member</p>	None	30 minutes	Hearing Officer/TAB Clerk
	<p>if there is a sanction to be meted to the apprehending Officer,</p> <p>4.3. Prepares Memorandum concerning the result of the investigation conducted by the Hearing Officer or Board Members reference to Quezon City Management Code</p>	None	30 minutes	TAB Clerk
	4.4. Prepares Memorandum for review/initial of Head, TTMD	None	10 minutes	TAB Clerk
	4.5. Serve Approved Memorandum to apprehending Officer/s	None	10 minutes	TAB Clerk
	<p>if case not settled:</p> <p>4.6. Schedule hearing with the Board for final disposition within 2</p>	None	10 minutes	TAB Clerk

	working days and prepares summon/s to the concerned Apprehending Officer/s.			
	4.7. Serves summon/s to Apprehending Officer/s	None	10 minutes	TAB Clerk
5. Lifting of Suspension Order to Apprehending Officer/s meted the prescribed order of suspension, submits the copy of Memorandum for Suspension of OVR Booklet and/or request letter for Lifting of Suspension Order	5.1. Receives and evaluates the submitted copy of Memorandum for Suspension of Booklet and appeal letter.	None	10 minutes	TAB Clerk
	5.2. Prepares Memorandum of Lifting of Suspension for review/initial of Head, TTMD	None	10 minutes	Head, TTMD
6. Apprehending Officer/s secures the approved Memorandum of Lifting of Suspension	6.1. Releases approved Memorandum of Lifting of Suspension	None	10 minutes	TAB Clerk
<b>BOARD HEARING</b>				
7. Driver and Apprehending Officer/s attend the scheduled Board Hearing	7.1. Conducts hearing with both parties	None	45 minutes	Board Members/TAB Clerk

	7.2. Prepares Resolution Form for signatures of a Board Members	None	30 minutes	Hearing Officer/TAB Clerk
8. Secures the Approved Resolution	8.1. Releases approved appropriate Resolution Form (Proceed to Step 8)  If driver failed to settle the amount of fines and/or penalties, refer to Step 8.2	None	10 minutes	TAB Clerk
	8.2. Prepares request letter to Land Transportation Office (LTO) with reference Re: RA-4136 (Land Transportation and Traffic Code) Chapter III, Article I, Section 29, Quezon City Traffic Management Code	None	10 minutes	Hearing Officer/TAB Clerk
	8.3. Request letter to Land Transportation Office (LTO) for review/initial of Head, TTMD	None	10 minutes	Head, TTMD
	8.4. Serve Request Letter to Land Transportation Office (LTO)	None	10 minutes	TAB Clerk

9. Proceeds to OVR Redemption Center for process (OVR ticket redemption for confiscated driver's license/vehicle plates/impounded vehicles)				
<b>TOTAL:</b>		None	5 hours 30 minutes	

### 6.1. SERVICE NAME: AVAILMENT OF PENALTY REDUCTION ON TRAFFIC VIOLATION

<b>Office or Division:</b>	Traffic Adjudication Board (TAB)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Apprehended drivers with multiple violations and/or with incurred penalties.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid identification card of the driver with picture – 1 valid ID		Driver and/or motorist		
2. Copy of Ordinance Violation Receipt (OVR) – 1 copy (original)		Driver and/or motorist		
3. Copy of Assessment Form, indicating the amount of fines and/or penalties to be paid – 1 copy (photocopy)		OVR Redemption Center		
4. Other documents pertinent to the issue		Driver and/or motorist		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>
1. Presents documents for evaluation	1.1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer	None	10 minutes	TAB Clerk

2. Accomplishes letter of appeal	2.1. Verify if the appeal of penalties can be amended.	None	10 minutes	TAB Clerk
3. Submits the accomplished Letter of Appeal Form and receives the Form.	3.1. if the appeal is granted: Prepares Resolution Form for signatures of a Board Members and releases approved appropriate Resolution Form	None	10 minutes	TAB Clerk
	if the appeal is denied:  3.2. Proceed to OVR for Payment of Fines and Penalties.	None	10 minutes	Hearing Officer/TAB Clerk
<b>TOTAL:</b>		None	40 minutes	

## Tricycle Regulations Division External Services

### 7. SERVICE NAME: ISSUANCE OF TEMPORARY TRICYCLE LOADING / UNLOADING AREA

<b>Office or Division:</b>	Tricycle Regulations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Tricycle Operators and Drivers Association (TODA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Tricycle Terminal – 1 copy		Tricycle Regulatory Division (TRD)		
2. Vicinity Map / Terminal Location Plan – 1 copy (original)		Barangay		
3. Barangay Endorsement Letter – 1 copy (original)		Barangay		
4. SEC Registration – 1 copy (photocopy)		Security and Exchange Commission (SEC)		
5. Lists of Officers and members with franchise – 1 copy (photocopy)		Tricycle Operators and Drivers Association (TODA)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits Application for Temporary Terminal Permit Form with required documents	1.1. Receives / reviews / records documents submitted for Temporary Terminal Permit	None	10 minutes	Inspection and Monitoring Section
	1.2. Prepares Letter Order	None	10 minutes	TRD Clerk
	1.3. Approves / Signs Letter Order	None	10 minutes	Chief, TRD



	1.4. Implements Letter Order and Conducts ocular inspection of TC terminal/s.	None	8 hours	TRD Field Inspector
	1.5. Field Inspector prepares inspection report and recommends for approval or denial of TC Terminal	None	1 hour	TRD Field Inspector
	1.6. Prepares Temporary Tricycle Terminal Permit or Letter of Denial	None	10 minutes	Inspection and Monitoring Section
	1.7. Checks, reviews document and affixes initial for approval of the Head	None	10 minutes	Chief, TRD
	1.8. Approves Permit or signs Letter of Denial	None	10 minutes	Head, TTMD
Receives the Temporary Tricycle Terminal Permit	2.1. Issues Tricycle Terminal Permit	None	10 minutes	Releasing Clerk / Inspection an Monitoring Section
<b>TOTAL:</b>		None	10 hours 10 minutes	

## 7. 1. SERVICE NAME: REGISTRATION OF TRICYCLES WITH FRANCHISE

<b>Office or Division:</b>	Tricycle Regulation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Tricycle Operator / Franchise Holder			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Motorized Tricycle Operators Permit (MTO) – 1 copy (photocopy)		TRD		
2. LTO OR / CR – 1 copy (photocopy)		LTO, Owner of Tricycle		
3. Barangay Certificate – 1 copy		Barangay		
4. TODA Certificate – 1 copy (photocopy)		TODA President		
5. Other requirements as needed		TRD		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring TC Unit at TRD together with OR/CR and MTO for Physical Inspection	1.1. Checks documents presented, inspects, tests and takes picture of TC Unit.	None	15 minutes	Inspection and Monitoring Section
Presents all the requirements needed for TC Franchise Registration	2. 1. Receives / reviews / records documents for TC Franchise Registration	None	5 minutes	Receiving Clerk
	2.2. Verifies latest Annual Payments	None	5 minutes	Computer Encoder / Files & Records Clerk / Verifier
Proceeds to Assessment Window, receives Order of Payments	3.1. Evaluates / Assesses and issues Order of Payment	None	5 minutes	Processing and Research Section

Pays tricycle fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.	4.1. Accepts payment and issues Official Receipt	Annual TC Registration of ₱400.00 (FOR HIRE) and ₱600.00 (UTILITY) plus surcharges if applicable of 25% of Franchise Fee & Supervision Fee plus 2% Interest monthly but not to exceed 36 mos. Cross Reference: (Ord. No. SP-2337, S-2014)	20 minutes	Cashier, CTO
Submits Official Receipt at TRD	5.1. Receives Official Receipts and stamps Schedule of Release	None	5 minutes	Processing and Research Section
	5.2. Encodes / Updates records of all applicants within a day	None	8 hours	Encoder / Record Section
	5.3. Prints all necessary documents of applicants within a day	None	8 hours	Encoder / Typing Clerks
	5.4. Checks / reviews / validates the documents and affixes initial forward to the Chief, TRD for initial	None	1 hour	Chief, TRD
	5.5. Reviews the documents for completeness and compliance to	None	1 hour	Chief, TRD

	existing ordinance/s and laws, transmit to the Head, TTMD for signature			
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section	None	1 hour	Head, TTMD
Receives TRD Transaction Request Form and Schedule of LTO Transmittal	6.1. Issues Transaction Request and Schedule of Transmittal to LTO Agency	None	5 minutes	Releasing Clerk
	6.2. Prepares Transmittal to LTO	None	1 hour	Processing and Research Section
	6.3. Signs / approves Transmittal Letter	None	30 minutes	Head, TTMD
Registers tricycle unit for current year at LTO Agency	7.1. Transmits to LTO; secures and file Transmittal Letter Received by LTO	None	3 hours	TRD Liaison Officer
Presents the latest / current Registration of tricycle unit/s.	8.1. Issues Annual Sticker, MTOP, QC Official Receipt	None	5 minutes	Preleasing Clerk Processing and Research Section
	<b>TOTAL:</b>	Annual TC Registration	24 hours 35 minutes	

## 7. 2. SERVICE NAME: REGISTRATION OF PEDICABS WITH FRANCHISE

<b>Office or Division:</b>	Tricycle Regulation Division (TRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Pedicab Operator / Franchise Holder			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Pedicab Operators Permit (POP) – 1 copy (photocopy)	TRD			
2. Barangay Certificate – 1 copy	Barangay			
3. PODA Certificate – 1 copy	PODA President			
4. Other requirements as needed	TRD			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring PC Unit at TRD together with CR and POP for Physical Inspection	1.1. Checks documents presented, inspects, tests and takes picture of PC Unit.	None	15 minutes	Inspection and Monitoring Section
Presents all the requirements needed for PC Franchise Registration	2. 1. Receives / reviews / records documents submitted for PC Franchise Registration	None	5 minutes	Receiving Clerk
	2.2. Verifies latest Annual Payments	None	5 minutes	Computer Encoder / Files & Records Clerk / Verifier
Proceeds to Assessment Window, receives Order of Payments	3.1. Evaluates / Assesses and issues Order of Payment	None	5 minutes	Processing and Research Section

Pays pedicabs fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.	4.1. Accepts payment and issues Official Receipt	Annual Pedicabs Registration of ₱600.00 (Utility)	5 minutes	Cashier, CTO
Submits Official Receipt at TRD	5.1. Receives Official Receipts and stamps Schedule of Release	None	5 minutes	Processing and Research Section
	5.2. Encodes / Updates records of all applicants within a day	None	8 hours	Encoder / Record Section
	5.3. Prints all necessary documents of applicants within a day	None	8 hours	Encoder / Typing Clerks
	5.4. Checks / reviews / validates the documents and affixes initial forward to the Office of the Asst. Head for initial	None	1 hour	Chief, TRD
	5.5. Reviews the documents for completeness and compliance to existing ordinance/s and laws, transmit to the Head, TTMD for signature	None	1 hour	Asst. Dept. Head, TTMD
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section	None	1 hour	Head, TTMD

Secures Pedicabs Operators Permit (POP) and TRD Registration of Pedicab unit/s.	6.1 Issues Annual Sticker, POP, QC Official Receipt	None	5 minutes	Preleasing Clerk Processing and Research Section
<b>TOTAL:</b>		Annual PC Registration (₱600.00)	19 hours 45 minutes	

## Communication Center External Services

### 8. SERVICE NAME: ASSISTING COMPLAINTS ON THE IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS, ORDINANCES; EMERGENCY SITUATIONS, INCIDENTS AND OTHER NATURAL AND MANMADE CALAMITIES

<b>Office or Division:</b>	Communication Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Traffic Rangers / Enforcers, City Government Office / Department, National Government Agencies, Concerned Citizens, QC Barangays and Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Radio Transmission, Phoned-in request, Text In request, Assistance needed, Complaints addressed to concern personnel / officials / office / department		TTMD Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients / Constituents call for complaint & End Users / transmit requests / assistance needed	1.1. Receives and records the requests / assistance needed / and forward it to the person concern thru radio / phone / text	None	2 minutes	Radiotelephone Operators
	1.2. Person concerned assess the nature of the requests / assistance needed and provide immediate action	None	2 minutes	Radiotelephone Operators



	1.3. End Users informed of the action taken	None	2 minutes	Radiotelephone Operators
<b>TOTAL:</b>		None	6 minutes	

# QUEZON CITY PUBLIC TRANSPORT SERVICE SECTION

## External Services

### 9. SERVICE NAME: QUEZON CITY PUBLIC TRANSPORT SERVICE IMPLEMENTATION OF Q CITY BUS PROGRAM

<b>Office or Division:</b>	Public Transport Service Section (PTSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Citizens of Quezon City and individuals who are working, studying or transacting within the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter – Complainant</li> <li>2. Email – <a href="mailto:ttmd@quezoncity.gov.ph">ttmd@quezoncity.gov.ph</a> and</li> <li>3. Phoned-in – Trunkline 8-988-4242 or TTMD- 8-703-8906</li> <li>4. Text-in Complaints – (Comcen: 09178446565)</li> <li>5. Walk-in TTMD form</li> </ol>		Complainant		
		QC Web Portal		
		QC Web Portal		
		QC Web Portal		
		TTMD Receiving Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients prepare Complaints	1.1. Receives and Records complaints / attaches routing slip and forwards to the office of the Dept. Head, TTMD	None	5 minutes	Clerk (Receiving and Releasing Section, Administrative Division)

	1.2. Reviews / asses the nature of complaints and refer to the OIC, PTSS for appropriate action / complete staff work	None	5 minutes	Head, TTMD
	1.3 Reviews / evaluates / assess the nature of complaint and conduct inspection / investigation relative to the complaint	None	5 minutes	OIC / Asst. OIC, PTSS
	1.4. Coordinate / Set schedule of dialogue /meeting to the complainant	None	5 minutes	Asst. OIC, PTSS
	1.5 Bus Driver Conductor - Prepare Transmittal / Incident Report for appropriate action by the Bus Operator (as mandated to the Terms of Reference signed by Land Transportation Franchising and Regulatory Board or LTFRB and Quezon City Government) and for OIC, PTSS initial / signature and transmit to Head, TTMD for signature / approval.  1.5.1 Quezon City Bus Employees - Prepare Transmittal / Incident Report for OIC, PTSS initial / signature and transmit to Head, TTMD for signature / perusal	None	5 minutes	Head, TTMD
2. Clients prepare Requests (City Offices/Dept., Barangays, NGO's, PO's, Schools and other Gov't. Agencies	2.1. Receives and records requests, attaches routing slip and forwards to the office of the Dept. Head, TTMD.	None	5 minutes	Clerk (Receiving and Releasing Section

	2.2 Review the request and forwards to OIC, PTSS for appropriate actions	None	5 minutes	Head, TTMD
	2.3 Review the nature of request and coordinate details with the requesting party.	None	5 minutes	OIC, PTSS
<b>TOTAL:</b>		None	40 minutes	

# AMORANTO SPORTS COMPLEX

## A. USE OF SPORTS FACILITIES

1. **Track and Field Oval and Grandstand** – this facility can hold large activities and events such as outdoor concerts, sportsfest, socio-civic gatherings and other outdoor activities with maximum capacity of 15,000 people.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter for the use of the facility. Approved Permit to hold the event		Permit for the event is issued by the Department of Public Order and Safety		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Administrator for instructions	N/A	30 minutes	Executive Secretary
	1.3 Administrator coordinates with staff for the availability of the venue	N/A	30 minutes	Executive Secretary Venue Manager
	1.4 Request is noted if the facility is available in the requested date and coordinates with the client	N/A	30 minutes	Executive Secretary/ Venue Manager
2. Client will pay the reservation fee for the requested date	1.5 Issues acknowledgement receipt for the payment	P1,000.00	30 minutes	Executive Secretary

<p>3. Client will provide information or will conduct coordination regarding the event:</p> <ul style="list-style-type: none"> <li>- No. of guests</li> <li>- Duration of event</li> <li>- Traffic routes</li> <li>- Set up of stage, tents and other logistic concerns</li> </ul>	<p>3.1 Coordinates with the client for ocular site inspection of the venue, planning of logistics and mobility of attendees and traffic and parking concerns</p>	<p>N/A</p>	<p>2-3 days</p>	<p>Administrator Executive Secretary/ Venue Manager</p>
	<p>3.2 Request is approved once all details and other concerns are discussed</p>	<p>N/A</p>	<p>30 minutes</p>	<p>Administrator</p>
<p>4. Event organizer will pay the rental fees for the use of the venue</p>	<p>4.1 Issues Acknowledgement receipt for the payment</p>	<p>Day rate : 1,200.00/hr Night rate : 1,500.00/hr</p>	<p>30 minutes</p>	<p>Executive Secretary</p>
	<p>4.2 Acknowledgement receipts and payment will forwarded to the CTO representative for the issuance of city government's official receipt and contacts the client for their copy of receipt.</p>	<p>N/A</p>	<p>1 hour</p>	<p>Executive Secretary/ Venue Manager</p>
	<p><b>TOTAL</b></p>		<p>4 days</p>	

## B. USE OF SPORTS FACILITIES

2. **Track and Field Oval** – this is available for walk-in joggers and brisk walking activities from 4:30 am to 8:30 am and from 4:30 pm to 8:30 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Walk – in request		Requester/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Walk-in request and payment upon entry	1.1 Issues entry ticket for walk-in clients	P5.00 Entrance Fee	10 minutes	Venue Manager
	1.2 Monitors walk-in guest	N/A	5-6 hours	Venue Manager
	1.3 Prepares weekly reports on issued tickets to be submitted to the Administrator and CTO representative	N/A	1 hour	Executive Secretary/ Venue Manager
	<b>TOTAL</b>		7 hours	

## C. USE OF SPORTS FACILITIES

3. **Covered Basketball Court (Cemented Court)** – this facility is operational daily from 6:00 am to 10:00 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter or booking of user			Requester/client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P300.00/hr Night rate : P500.00/hr	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	<b>TOTAL</b>		3 hours	



## D. USE OF SPORTS FACILITIES

4. **Weightlifting Gym** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter or booking of user			Requester/client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue Manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P25.00/hr Night rate : P35.00/hr	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	<b>TOTAL</b>		3 hours	

## E. USE OF SPORTS FACILITIES

5. **Open Badminton, Open Volleyball, Open 3x3 Half Court** - this facility is operational daily from 8:00 am to 8:00 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter or booking of user			Requester/client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue Manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P75.00/hr Night rate : P120.00/hr	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	<b>TOTAL</b>		3 hours	

## F. USE OF SPORTS FACILITIES

6. **Table Tennis** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter or booking of user			Requester/client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue Manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P25.00/hr Per Person	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	<b>TOTAL</b>		3 hours	

## G. USE OF SPORTS FACILITIES

7. **Chess and Dart Room** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter or booking of user		Requester/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue Manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : Chess rate per hour P200.00/hr Dart rate per hr : P20.00/hr	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	<b>TOTAL</b>		3 hours	

## H. USE OF SPORTS FACILITIES (PROPOSED RATES)

8. **Amoranto Arena** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter or booking of user		Requester/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue Manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P1,500.00/ per hr / Fan Only Night rate : P2,500.00/ per hr w/ 2 Aircons	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	<b>TOTAL</b>		3 hours	

## I. USE OF SPORTS FACILITIES (PROPOSED RATES)

9. **Swimming Pool** - this facility is operational daily from 6:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter or booking of user			Requester/client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue Manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P100.00/ Per person Per hr  Night rate : Per Person P130.00/ Per hr	30 minutes	Executive Secretary

	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	<b>TOTAL</b>		3 hours	

## J. USE OF SPORTS FACILITIES (PROPOSED RATES)

10. **Tennis Court** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

<b>Office or Division:</b>	Amoranto Sports Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Quezon City Residents Private Entities Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter or booking of user		Requester/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue Manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P100.00/Per hr / Court Night rate : P150.00/ Per hr /Court	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	<b>TOTAL</b>		3 hours	



# PROCUREMENT DEPARTMENT

## PROCUREMENT OF GOODS AND SERVICES

### 1. Procurement Process on Project Procurement Management Plan for Goods and Services

Submission of End-user's Project Procurement Management Plan to the City Budget Department to be forwarded to the Procurement Department for procurement process

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Procuring Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Project Procurement Management Plan (PPMP)		Procuring Entity submitted to City Budget Department		
Advice of Allotment (AA)		City Budget Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of all the requirements	Receives and records	None	One (1) day	Receiving Clerk
	Route PPMP to the Department Head for instruction	None	One (1) day	Immediate Staff
	Evaluation, categorization and assignment of Project No.	None	Five (5) days	Technical Services Division Staff
	Consolidate PPMP into APP and validate from the available Appropriation	None	-Three (3) days for simple items -Five (5) days for bulk or highly technical items	Database Management Division Staff
	PPMP's price validation (Sec. 7.3.4, RA 9184)	None	-Three (3) days for simple items -Five (5) days for bulk or highly technical items	Price Standardization and Monitoring Division Staff
	Evaluation of prices based on canvass, recommendation for Approved Budget for the	None	Three (3) days	Technical Services Division Staff

	Contract and determination of mode of procurement			
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the pre-procurement conference for above 2 Million projects <i>(Sec. 20, RA 9184)</i>	None	One (1) day	Immediate Staff
Physical / Virtual Participation in the scheduled activity	Conducts pre-procurement conference for above 2 Million projects <i>(Sec. 20, RA 9184)</i>	None	Two (2) hours	Bids and Awards Committee, BAC Secretariat, Technical Working Group
<b>TOTAL</b>			<b>-Seventeen (17) Days &amp; Two (2) Hours for simple items or  -Twenty-One (21) Days &amp; Two (2) Hours for bulk and highly technical items</b>	

## 2. Public Bidding Activities

The Procurement Department conducts Public Bidding enjoined by prospective bidders/ suppliers for the procurement of Goods and Services.

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Suppliers / Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PhilGEPS Registration Certificate (Platinum – 3 pages)		PhilGEPS		
Document Requests List (DRL)		PhilGEPS website		
Authorization to Purchase Bidding Documents - Corporate Secretary Certificate for corporation (specific for the project) - Special Power of Attorney for single proprietorship (specific for the project)				
Notarized Joint Venture Agreement (as applicable)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Preparation of Philippine Bidding Documents ( <i>Sec. 10 and 17, RA 9184</i> )	None	Two (2) days	Technical Services Division Staff
	Posting of bid opportunities in the PhilGEPS website ( <i>Sec 21 Ra 9184</i> ), agency website, and in conspicuous places.	None	One (1) day	Technical Services Division Staff, Documentation and Administrative Services Division Staff
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Prebid Conference and Opening of Bids	None	One (1) day	Immediate Staff
Submission of all the requirements	Preparation of the order of payment for the sale of Philippine Bidding Documents	None	One (1) day	Documentation and Administrative Services Division Staff

	Routing of order of payment for signature of the OIC-PSMD, OIC-DASD and the Department Head	None	One (1) day	Immediate Staff
Settle the order of payment	Order of Payment with ITB Cost *500,000 and below *More than 500,000 to 1 Million *More than 1 Million up to 5 Million *More than 5 Million up to 10 Million *More than 10 Million up to 50 Million *More than 50 Million up to 500 Million *More than 500 Million	500.00 1,000.00 5,000.00 10,000.00 25,000.00 50,000.00 75,000.00	One (1) day	City Treasurer's Office

Accomplishment of the acknowledgement Receipt	Reproduction and selling of the Philippine Bidding Documents	None	One (1) day	Documentation and Administrative Services Division Staff
Physical / Virtual Participation in the scheduled activity	Conducts pre-bid conference (Sec 22 RA 9184)	None	Two (2) hours	Bids and Awards Committee, BAC Secretariat, Technical Working Group
	*Issuance and posting of the Supplemental Bid Bulletin if necessary	None	One (1) day	Technical Services Division Staff
	Preparation of Eligibility / Technical and Financial Checklist	None	One (1) day	Technical Services Division Staff
Submission of Duly Accomplished Bid Proposal on or before the deadline of submission	Receives Bid Proposal (Sec 25 RA 9184)	None	Ten (10) minutes	Documentation and Administrative Services Division Staff
Physical / Virtual Participation in the scheduled activity	Opening of Bids, evaluates the submitted bid documents and recording, encoding and virtual posting of Abstract of Bids as Read. (Sec. 29 and 30, RA 9184)  *Issuance of Notice of Failure if applicable / necessary	None	Four (4) hours	Bids and Awards Committee, BAC Secretariat, Technical Working Group, Technical Services Division Staff
<b>TOTAL</b>			<b>Ten (10) Days, Six (6) Hours &amp; Ten (10) Minutes</b>	

### 3. Alternative Mode Procurement

The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Goods and Services.

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Suppliers / Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Requests List (DRL)		PhilGEPS website		
Accomplished Request for Quotations (RFQ)		Procurement Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prepares Prior Resolution ( <i>Sec. 48 and 17, RA 9184</i> )	None	Two (2) days	Technical Services Division Staff
	Prepares Request for Quotation (RFQ) ( <i>Annex H, RA 9184</i> )	None	One (1) day	Technical Services Division Staff
	Posting of Request for Quotation (RFQ) in PhilGEPS Website and Agency Website	None	One (1) day	Technical Services Division Staff
Submission of all the requirements	Issuance of Request for Quotation ( <i>RFQ may be downloaded from PhilGEPS Website and Agency Website</i> )	None	One (1) day	Documentation and Administrative Services Division Staff
	Submission of Request for Quotations (RFQ)	None	Two (2) hours	Documentation and Administrative Services Division Staff
	Preparation of Quotation Checklist	None	One (1) day	Technical Services Division Staff
	Opening of Quotations, evaluation of the submitted quotations. Recording, encoding and virtual posting of Abstract of Quotations as Read.  *Issuance of Notice of	None	Four (4) hours	Bids and Awards Committee, BAC Secretariat, Technical Working Group, Technical Services Division Staff

	Failure if applicable / necessary			
<b>TOTAL</b>			<b>Six (6) Days &amp; Six (6) Hours</b>	

#### 4. Bid / Post Evaluation and Post-Qualification

The Procurement Department conducts various Bid / Post Evaluation and Post-Qualification for the procurement of Goods and Services.

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Lowest / Single Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Determines the lowest calculated bid and prepares the abstract of bids as calculated and notice of lowest / single calculated bid	None	Seven (7) days *	Technical Working Group, Technical Evaluators
Submission of all Post-Qualification Requirements	Conducts post-qualification and prepares reports (Sec. 34, RA 9184)	None	Twelve (12) days *	Technical Working Group, Technical Evaluators
<b>TOTAL</b>			<b>Nineteen (19) Days</b>	

## 5. Documentation and Issuance of Notice of Award, Purchase Order/Contract and Notice to Proceed

The Procurement Department conducts various documentation for the procurement of Goods and Services.

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Lowest /Single Calculated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Performance Security <b>a)</b> Cash or cashier's / manager's check issued by a Universal or Commercial Bank <b>b)</b> Bank draft / guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: <i>Provided, however,</i> that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank. <b>c)</b> Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<b>1.1</b> Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request. <b>1.2</b> Preparation of Notice of Award, Purchase Orders/Contracts and Notice to Proceed for approval of the BAC and HOPE <b>1.3</b> Coordination with City Accounting Department for the Certificate of Availability of Funds	None	Twenty (20) days	Technical Services Division Staff, Bids and Awards Committee, Documentation and Administrative Services Division Staff, Database Management Division Staff, HOPE
	Notifies the winning bidder and Issues the Notice of Award	None	Three (3) days	Documentation and Administrative Services Division Staff



Submission of Performance Security ( <i>maximum of 10 days</i> )	Evaluation of the submitted Performance Security in Compliance with RA 9184	None	One (1) day	Documentation and Administrative Services Division Staff
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<p><b>3.1</b> Issues Purchase Order/ Contract and Notice to Proceed</p> <p><b>3.2</b> Posts award notice in the PhilGEPS and QC website. Scan and reproduce procurement documents for archival and transmittal of the original copy to the City Accounting Department and photocopy to the Commission on Audit</p> <p>*Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</p>	None	Seven (7) days	BAC Secretariat, Database Management Division Staff, Documentation and Administrative Services Division Staff	
<b>TOTAL</b>		<b>Thirty-One (31) Days</b>		

*\*Within the allowable time as per RIRR of RA 9184*

## 6. Procurement Process on Purchase Request for Goods and Services

Submission of End-user's Request / Project to the Procurement Department for procurement process

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Procuring Entity / End-user			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Purchase Request (PR) as applicable, duly signed by the Department Head		Procuring Entity / End-user		
Project Procurement Management Plan (PPMP)		City Budget Department		
Technical Specifications, Terms of Reference (TOR) as applicable, certificate of due diligence with at least (3) three Quotations as applicable		Procuring Entity / End-user		
Advice of Allotment (AA)		City Budget Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of all the requirements	Receives and records	None	One (1) day	Receiving Clerk
	Route PR to the Department Head for instruction	None	One (1) day	Immediate Staff
	Evaluation, categorization and assignment of Project No.	None	Five (5) days	Technical Services Division Staff
	Validates PR from the submitted PPMP and available appropriation	None	-Three (3) days for simple items -Five (5) days for bulk or highly technical items	Database Management Division Staff
	PPMP's price validation (Sec. 7.3.4, RA 9184)	None	-Three (3) days for simple items -Five (5) days for bulk or highly technical items	Price Standardization and Monitoring Division Staff
	Evaluation of prices based on canvass, recommendation for	None	Three (3) days	Technical Services

	Approved Budget for the Contract and determination of mode of procurement			Division Staff
	Forward to City Budget Department for funding	None	One (1) day	Documentation and Administrative Services Division Staff
	Transmit PR to HOPE for approval	None	One (1) day	Documentation and Administrative Services Division Staff
<b>TOTAL</b>			<b>-Eighteen (18) Days &amp; Two (2) Hours for simple items</b> <b>-Twenty-Two (22) Days &amp; Two (2) Hours for bulk and highly technical items</b>	

# PROCUREMENT DEPARTMENT

## PROCUREMENT OF INFRASTRUCTURE PROJECTS

### 1. Procurement Process on Request for Infrastructure Projects

Submission of End-user's Request to the Procurement Department for procurement process

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Procuring Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Project Procurement Management Program		Procuring Entity		
Advice of Allotment		City Budget Department		
B1 – Project Identification Report B2 – Project Validation Report B3 <ul style="list-style-type: none"> <li>• Approved Budget for the Contract</li> <li>• Program of Works</li> <li>• Approved Plans</li> <li>• Certificate of Compliance</li> <li>• Site Development Plan</li> <li>• Profile Sheet, typical section &amp; Details, Drainage details where applicable</li> <li>• Technical Specifications</li> <li>• Detailed Breakdown of ABC</li> <li>• Approved PERT/CPM Network Diagram</li> <li>• Schedule of Work</li> <li>• Detailed Unit Price Analysis (DUPA)</li> <li>• Structural Analysis</li> <li>• List of Key Personnel</li> <li>• List of Major Equipment</li> </ul>		City Engineering Department, City Planning Department, City Architect Department and Parks Development & Administration Department, Procuring Entity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of all the requirements	Receive and determine the completeness of	None	One (1) day	Receiving Clerk (Infra), BAC- Infra Secretariat

	documents			
	Validates the submitted PPMP and available appropriation	None	One (1) day	Technical Working Group and Database Management Division Staff
	Evaluation of approved B1, B2 and B3	None	Three (3) days	Technical Working Group
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the pre-procurement conference for above 2 Million projects (Sec. 20, RA 9184)	None	One (1) day	BAC- Infra Secretariat
Physical / Virtual participation in the scheduled activity	Conducts pre-procurement meeting for 5 Million and above (Sec. 20, RA 9184) to determine the readiness of the proposed project for procurement	None	One (1) hour only	Bids and Awards Committee (Created as per Sec 11, RA 9184 and Executive Order No. 6 S2016) , Secretariat, Technical Working Group
<b>TOTAL</b>			<b>Six (6) Days &amp; One (1) Hour</b>	

## 2. Public Bidding Activities

The Procurement Department conducts Public Bidding enjoined by prospective bidders/ suppliers for the procurement of Infrastructure Projects

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Contractors / Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent				
PhilGEPS Registration Certificate (Platinum – 3 pages)		PhilGEPS		
Document Requests List (DRL)		PhilGEPS website		
Authorization to Purchase Bidding Documents - Corporate Secretary Certificate for corporation (specific for the project) - Special Power of Attorney for single proprietorship (specific for the project)				
Notarized Joint Venture Agreement (as applicable)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Preparation of Philippine Bidding Documents (Sec. 10 and 17, RA 9184)	None	Three (3) days	BAC Secretariat
	Posting of bid opportunities in the PhilGEPS website (Sec 21 Ra 9184), agency website, and in conspicuous places.	None	One (1) day	BAC Secretariat, Documentation and Administrative Services Division Staff
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Prebid Conference and Opening of Bids	None	One (1) day	BAC Secretariat
Submission of all the	Preparation of the order of payment for the sale	None	One (1) day	BAC Secretariat

requirements	of Philippine Bidding Documents			
	Routing of order of payment for signature of the OIC-PSMD, Chief Admin Officer-DASD and the Department Head	None	One (1) day	BAC Secretariat
Settle the order of payment	Order of Payment with ITB Cost *500,000 and below *More than 500,000 to 1 Million *More than 1 Million up to 5 Million *More than 5 Million up to 10 Million *More than 10 Million up to 50 Million *More than 50 Million up to 500 Million *More than 500 Million	500.00 1,000.00 5,000.00 10,000.00 25,000.00 50,000.00 75,000.00	One (1) day	City Treasurer's Office
Accomplishment of the acknowledgement Receipt	Reproduction and selling of the Philippine Bidding Documents	None	One (1) day	BAC Secretariat
Physical / Virtual Participation in the scheduled activity	Conducts pre-bid conference (Sec 22 RA 9184)	None	Two (2) hours	BAC Infra, BAC Secretariat, Technical Working Group
	*Issuance and posting of the Supplemental Bid Bulletin if necessary	None	One (1) day	Technical Working Group, BAC Secretariat
	Preparation of Eligibility / Technical and Financial Checklist	None	One (1) day	Technical Services Division Staff
Submission of Duly Accomplished Bid Proposal on or before the deadline of submission	Receives Bid Proposal (Sec 25 RA 9184)	None	Ten (10) minutes	Documentation and Administrative Services Division Staff
Physical / Virtual Participation in the scheduled activity	Opening of Bids, evaluates the submitted bid documents and recording, encoding and virtual posting of Abstract of Bids as Read. (Sec. 29 and 30, RA 9184)  *Issuance of Notice of	None	Four (4) hours	BAC Infra, BAC Secretariat, Technical Working Group

	Failure if applicable / necessary			
<b>TOTAL</b>			<b>Eleven (11) Days, Six (6) Hours &amp; Ten (10) Minutes</b>	



### 3. Alternative Mode Procurement

The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Infrastructure Projects.

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Contractors / Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Requests List (DRL)		PhilGEPS website		
Accomplished Request for Quotations (RFQ)		Procurement Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prepares Prior Resolution ( <i>Sec. 48 and 17, RA 9184</i> )	None	Two (2) days	Technical Working Group
	Prepares Request for Quotation (RFQ) ( <i>Annex H, RA 9184</i> )	None	One (1) day	Technical Working Group / BAC Infra Secretariat
	Posting of Request for Quotation (RFQ) in PhilGEPS Website and Agency Website	None	One (1) day	Technical Working Group / BAC Infra Secretariat
Submission of all the requirements	Submission of Request for Quotation	None	Two (2) Hours	Documentation and Administrative Services Division Staff
	Preparation of Quotation Checklist	None	One (1) day	Technical Working Group
	Opening of Quotations, evaluation of the submitted quotations. Recording, encoding and virtual posting of Abstract of Quotations as Read.  *Issuance of Notice of Failure if applicable / necessary	None	Four (4) Hours	Bids and Awards Committee, Secretariat, Technical Working Group
<b>TOTAL</b>			<b>Five (5) Days &amp; Six (6) Hours</b>	

#### 4. Bid / Post Evaluation and Post-Qualification

The Procurement Department conducts various Bid / Post Evaluation and Post-Qualification for the procurement of Infrastructure Projects

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Lowest / Single Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Determines the lowest calculated bid and prepares the abstract of bids as calculated and notice of lowest / single calculated bid	None	Seven (7) days *	Technical Working Group, Technical Evaluators
Submission of all Post-Qualification Requirements	Conducts post-qualification and prepares reports (Sec. 34, RA 9184)	None	Twelve (12) days *	Technical Working Group, Technical Evaluators
<b>TOTAL</b>			<b>Nineteen (19) Days</b>	

## 5. Documentation and Issuance of Notice of Award, Contract and Notice to Proceed

The Procurement Department conducts various documentation for the procurement of Infrastructure Projects

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Lowest /Single Calculated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Performance Security a) Cash or cashier's / manager's check issued by a Universal or Commercial Bank b) Bank draft / guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: <i>Provided, however,</i> that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank. c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<b>1.1</b> Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request. <b>1.2</b> Preparation of Notice of Award, Purchase Orders/Contracts and Notice to Proceed for approval of the BAC and HOPE <b>1.3</b> Coordination with City Accounting Department for the Certificate of Availability of Funds	None	Twenty (20) days	BAC Infra, BAC Secretariat, Technical Working Group, HOPE
	Notifies the winning bidder and Issues the Notice of Award	None	Three (3) days	BAC Secretariat

Submission of Performance Security ( <i>maximum of 10 days</i> )	Evaluation of the submitted Performance Security in Compliance with RA 9184	None	One (1) day	BAC Secretariat
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<p><b>3.1</b> Issues Purchase Order/ Contract and Notice to Proceed</p> <p><b>3.2</b> Posts award notice in the PhilGEPS and QC website. Scan and reproduce procurement documents for archival and transmittal of the original copy to the City Accounting Department and photocopy to the Commission on Audit</p> <p>*Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</p>	None	Seven (7) days	BAC Secretariat, Database Management Division Staff, Documentation and Administrative Services Division Staff	
<b>TOTAL</b>		<b>Thirty-One (31) Days</b>		

*\*Within the allowable time as per RIRR of RA 9184*

# PROCUREMENT DEPARTMENT

## PROCUREMENT OF CONSULTING SERVICES

### 1. Procurement Process on Request for Consulting Services

Submission of End-user's Request to the Procurement Department for procurement process

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Procuring Entity			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Project Procurement Management Program			Procuring Entity	
Advice of Allotment			City Budget Department	
Approved Terms of Reference			Procuring Entity	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission all the requirements	Receives and determines the completeness of documents	None	One (1) day	Receiving Clerk (Infra), BAC- Infra Secretariat
	Validated the submitted PPMP and available appropriation	None	One (1) day	Technical Working Group and Database Management Division Staff
	Evaluation of approved Terms of Reference	None	Three (3) days	Technical Working Group
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the pre-procurement conference for above 1 Million projects (Sec. 20, RA 9184)	None	One (1) day	BAC Secretariat
Physical / Virtual Participation in the	Conducts pre-procurement meeting for 1 Million and above (Sec. 20, RA 9184)	None	One (1) hour only	Bids and Awards Committee (Created as per Sec 11, RA 9184 and

scheduled activity	to determine the readiness of the proposed project for procurement			<i>Executive Order No. 6 S2016</i> , Secretariat, Technical Working Group
<b>TOTAL</b>			<b>Six (6) Days &amp; One (1) Hour</b>	

## 2. Public Bidding Activities

The Procurement Department conducts Public Bidding enjoined by prospective bidders/suppliers for the procurement of Consulting Services

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Consultants / Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Consultant / Bidder		
PhilGEPS Registration Certificate (Platinum – 3 pages)		PhilGEPS		
Document Requests List (DRL)		PhilGEPS website		
Authorization to Purchase Bidding Documents - Corporate Secretary Certificate for corporation (specific for the project) - Special Power of Attorney for single proprietorship (specific for the project)		Consultant / Bidder		
Notarized Joint Venture Agreement (as applicable)		Consultant / Bidder		
PhilGEPS Registration Certificate (Platinum – 3 pages)		PhilGEPS website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Preparation of Philippine Bidding Documents ( <i>Sec. 10 and 17, RA 9184</i> )	None	Three (3) days	BAC Secretariat
	Posting of bid opportunities in the PhilGEPS website ( <i>Sec 21 Ra 9184</i> ), agency website, and in conspicuous places.	None	One (1) day	BAC Secretariat, Documentation and Administrative Services Division Staff
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Opening of Eligibility Requirements	None	One (1) day	BAC Secretariat
Submission of Document Requests List	Issuance of Eligibility Documents ( <i>Sale of documents not required</i> )	None	One (1) day	BAC Secretariat

Submission of Duly Accomplished Eligibility Documents	Receives eligibility documents (Sec. 24.4.1, RA 9184)	None	Two (2) hours	Documentation and Administrative Services Division Staff
	Opening of Eligibility Requirements, evaluates the submitted eligibility documents and records/encodes the eligibility results (Sec. 24.4, RA 9184)	None	Two (2) hours	BAC Infra, BAC Secretariat, Technical Working Group

	<p>Shortlisting Process</p> <ul style="list-style-type: none"> <li>• Ranking of Consultants</li> <li>• Approval of BAC and HOPE</li> <li>• Notification to shortlisted and not shortlisted consultants</li> </ul>	None	Twenty (20) days	BAC Infra, BAC Secretariat, Technical Working Group, HOPE
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Pre-bidding Conference and Opening of Bids	None	One (1) day	BAC Secretariat
Settle the order of payment	<p>Order of Payment with ITB Cost</p> <p>*500,000 and below  *More than 500,000 to 1 Million  *More than 1 Million up to 5 Million  *More than 5 Million up to 10 Million  *More than 10 Million up to 50 Million  *More than 50 Million up to 500 Million  *More than 500 Million</p>	<p>500.00  1,000.00  5,000.00  10,000.00  25,000.00  50,000.00  75,000.00</p>	One (1) day	City Treasurer's Office
Physical / Virtual Participation in the scheduled activity	Conducts pre-bid conference (Sec. 22, RA 9184)	None	One (1) hour	BAC Infra, BAC Secretariat, Technical Working Group
Submission of Duly Accomplished Bid Proposal on or before the deadline of submission	Receives Bid Proposal (Sec 25 RA 9184)	None	Ten (10) minutes	Documentation and Administrative Services Division Staff
	Opening of bids, evaluates the submitted bid documents and records/encodes the bid results (Sec. 29 and 30, RA 9184)	None	Five (5) hours	BAC Infra, BAC Secretariat, Technical Working Group
<b>TOTAL</b>			<b>Twenty-Eight (28) Days, Ten (10) Hours &amp; Ten (10) Minutes</b>	



### 3. Eligibility and Bid / Post Evaluation

The Procurement Department conducts various Eligibility and Bid / Post Evaluation for the procurement of Consultancy Services

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Highest / Single Rated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Financial Document				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Determines the single/highest rated bid (technical and financial) and prepares the abstract of bids	None	Seven (7) days	Technical Working Group – BAC INFRA & Consultancy
	Approval of Ranking by the HOPE	None	Two (2) days	Technical Working Group – BAC INFRA & Consultancy
<b>TOTAL</b>			<b>Nine (9) Days</b>	

#### 4. Contract Negotiation

After determining the single/ highest rated consultant, the Procurement Department shall inform the consultant for the Contract Negotiation in order to address the issues in technical and financial proposal the BAC may wish to clarify.

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Highest / Single Rated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Eligibility and Technical Documents				
Financial Document				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Physical / Virtual Participation in the scheduled activity	Conducts Contract Negotiation (Sec. 33.2.5, RA 9184)	None	Ten (10) days	BAC Infra TWG BAC -INFRA Sec.
<b>TOTAL</b>			<b>Ten (10) Days</b>	

## 5. Post-Qualification

After successful contract negotiation, the Procurement Department conducts Post Qualification for the procurement of Consultancy Services

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Highest / Single Rated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Eligibility and Technical Documents				
Financial Documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Conducts post-qualification and prepares reports ( <i>Sec. 34, RA 9184</i> )	None	Twelve (12) days*	Technical Working Group – BAC INFRA & Consultancy
<b>TOTAL</b>			<b>Twelve (12) Days</b>	

## 6. Documentation and Issuance of Notice of Award, Contract and Notice to Proceed

The Procurement Department conducts various documentation for the procurement of Consultancy Services

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Highest /Single Rated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Performance Security a) Cash or cashier's / manager's check issued by a Universal or Commercial Bank b) Bank draft / guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: <i>Provided, however,</i> that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank. c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<b>1.1</b> Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request. <b>1.2</b> Preparation of Notice of Award, Purchase Orders/Contracts and Notice to Proceed for approval of the BAC and HOPE <b>1.3</b> Coordination with City Accounting Department for the Certificate of Availability of Funds	None	Twenty (20) days	Bids and Awards Committee, BAC Secretariat, Technical Working Group, HOPE
	Notifies the winning bidder and Issues the Notice of Award	None	Three (3) days	BAC Secretariat

Submission of Performance Security ( <i>maximum of 10 days</i> )	Evaluation of the submitted Performance Security in Compliance with RA 9184	None	One (1) day	BAC Secretariat
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<p><b>3.1</b> Issues Purchase Order/ Contract and Notice to Proceed</p> <p><b>3.2</b> Posts award notice in the PhilGEPS and QC website. Scan and reproduce procurement documents for archival and transmittal of the original copy to the City Accounting Department and photocopy to the Commission on Audit</p> <p>*Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</p>	None	Seven (7) days	BAC Secretariat, Database Management Division Staff, Documentation and Administrative Services Division Staff	
<b>TOTAL</b>		<b>Thirty-One (31) Days</b>		

\* Within the allowable time as per RIRR of RA 9184

**GUIDES  
HOW TO BID FOR A GOVERNMENT PROJECT**

1. View and download projects up for bid on the Quezon City Government website and Philgeps. All of the project requirements or opportunities are posted regularly at the PhilGEPS website (view by agency: "City of Quezon") and the Quezon City Government Official Website (under Public Notices and Procurement).
2. Submit all requirements to the Procurement Department and request for an Order of Payment.

Requirements for Goods and Services Public Bidding:

- a. PhilGEPS Registration Certificate (Platinum – 3 pages)
  - b. Document Requests List (DRL)
  - c. Authorization to Purchase Bidding Documents
    - Corporate Secretary Certificate for the corporation (specific for the project)
    - Special Power of Attorney for single proprietorship (specific for the project)
  - d. Notarized Joint Venture Agreement (as applicable)
3. Wait for the release of the signed order of payment then proceed to the Cashier of the City Treasurer's Office to make a payment.
  4. Secure an Official Receipt and provide a photocopy of the Official Receipt to the Procurement Department.
  5. Check the completeness of the Bidding Documents and attachments received.
  6. All bidders are encouraged to raise their concerns about the project during the Pre-Bid Conference through Zoom Virtual Conference or by sending an email to [bacgoods.Procurement@quezoncity.gov.ph](mailto:bacgoods.Procurement@quezoncity.gov.ph).

7. Prepare your bid proposals in accordance with the issued Philippine Bidding Documents and submit on or before the deadline.
8. Observe the Opening of Bids through Zoom Virtual Conference or at the lobby of the Procurement Department.
9. Failed bids will receive a Notice of Failure and will be given 3 calendar days to request for reconsideration to be discussed for the decision of the Bids and Awards Committee.
10. The lowest and responsive bidder will proceed to the Post Qualification period until the project is awarded.
11. Once the Purchase Order has been released to the winning bidder, they have a specific period of time to deliver or complete the project. The winning bidder should coordinate with the respective end-user and the City General Services Department for the delivery and inspection.

# TASK FORCE ON CONTROL, PREVENTION, AND REMOVAL OF ILLEGAL STRUCTURES AND SQUATTING

## Services

### 1. Monitoring of Anti-Squatting and Illegal Structures

Monitoring of illegal activities such as construction of illegal structures, buying and selling of lands introduced by professional squatters and squatting syndicates in different areas of Quezon City.

### 2. Clearing of Illegal Structures Built Within the City

Dismantling operation of illegal structures such as residential houses, vendor stalls, encroachments, and others. Provision of truck service for the disposal of waste materials gathered from the operation.

## Guides

### HOW TO AVAIL OF THE SERVICE:

#### Requirements:

1. Certification of Filing from Barangay
2. Letter of Request from Complainant
3. Transfer of Certificate of Title
4. Updated Real Estate Tax Clearance
5. Location Map
6. Other documents as may be required

#### Steps:

1. Submission of letter-request personally at the office or thru office email.
2. Evaluation of request and supporting documents.
3. Conduct dialogues and coordinate with the parties concerned prior to implementation.

# OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

## 1. CERTIFY SUBDIVISION PLANS, DEEDS OF DONATIONS, AND OTHER RECORDS ON FILE

A certified copy is issued to affirm its authenticity as a copy of a record on file in the Office.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request / Filled-Out Request Form			Records Section	
1. Present the Letter of Request or Fill-out and submit a Request Form	1.1 Receive the required document/s	None	1 minute	Records Officer
	1.2 Search Database for the requested Document/s		5 minutes	Archives Officer
	1.3 Retrieve and review requested Document/s		3 minutes	Archives Officer
2.1 Get the Order of Payment	2.1 Issue the Order of Payment, complete with client details	Certified True Copy of any document  Php50.00/ page	2 minutes	Archives Officer
2.2 Surrender Valid ID			1 minute	Archives Officer
2.3 Borrow the Document/s to be photocopied	2.2 Secure the ID before release of the Document/s to be photocopied		1 minute	Archives Officer
2.4 Pay the necessary fees at the Treasurer's Miscellaneous Cashier and secure the Official Receipt	2.3 Release the Document/s for photocopy			



<p>3.1 Return to OSSP and present the Official Receipt</p> <p>3.2 Return the original and surrender the photocopied Document/s for certification/ authentication</p>	<p>3.1 Check Official Receipt.</p> <p>3.2 Secure the borrowed Document/s</p> <p>3.3 Certify / Authenticate photocopy of the Document/s</p>	<p>None</p>	<p>1 minute</p> <p>2 minutes</p> <p>3-5 minutes</p>	<p>Archives Officer</p> <p>Archives Officer</p> <p>Archives OIC</p>
<p>4.1 Claim Valid ID</p> <p>4.2 Receive the certified/ authenticated copies of the Document/s</p>	<p>4.1 Release the Valid ID</p> <p>4.2 Release the Certified/ Authenticated Document/s</p>	<p>None</p>	<p>1 minute</p> <p>1 minute</p>	<p>Archives Officer</p> <p>Archives Officer</p>

## 2. CERTIFY and AUTHENTICATE LEGISLATIVE DOCUMENTS OF THE QUEZON CITY COUNCIL

A certified copy is issued to affirm its authenticity as a copy of a legislative measure on file in the Office.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request / Filled-Out Request Form			Records Section	
1. Present the Letter of Request or Fill-out and submit a Request Form	1.1 Receive the required document/s	None	1 minute	Records Officer
	1.2 Search Database for the requested Document/s		5 minutes	Archives Officer
	1.3 Retrieve and review requested Document/s		3 minutes	Archives Officer
2.1 Get the Order of Payment  2.2 Pay the necessary fees at the Treasurer's Miscellaneous Cashier and secure the Official Receipt	2. Issue the Order of Payment, complete with client details	Certified True Copy of any document  Php50.00/ page	2 minutes	Archives Officer
3. Return to OSSP and present the Official Receipt	3.1 Check Official Receipt.	None	1 minute	Archives Officer
	3.2 Reproduce/ Photocopy the Document/s		5 minutes	Archives Officer
	3.3 Certify / Authenticate photocopy of the Document/s		5 minutes	Archives OIC

4. Receive the certified/ authenticated copies of the Document/s	4. Release the Certified/ Authenticated Document/s	None	1 minute	Archives Officer
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### 3. ISSUANCE OF CERTIFICATE OF APPEARANCE

The Certificate of Appearance is issued to individuals who have either conducted research in the Office of the Secretary to the Sangguniang Panlungsod or observed the City Council while in session.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request			Archives Section	
1.1 Secure Business Travel Authority	1.1 Receive the required document/s	None	1 minute	Archives Officer
1.2 Present the Letter of Request	1.2 Inquire about the detailed presentation of data	None	2 minutes	Archives Officer
1.3 Surrender Valid ID/s				
2. Wait for the release of the Certificate of Appearance	2.1 Encode the Certificate of Appearance	None	5 minutes	Archives Officer
	2.2 Sign the Certificate of Appearance		1 minute	Archives OIC
3.1 Claim Valid ID/s	3.1 Release the Valid ID/s	None	1 minute	Archives Officer
3.2 Receive the Certificate of Appearance	3.2 Release the Certificate of Appearance		1 minute	Archives Officer

# QUEZON CITY FOOD SECURITY TASK FORCE

## 1. FACILITATION OF CAPACITY BUILDING PROGRAMS RELATED TO URBAN AGRICULTURE, URBAN AQUACULTURE AND FOOD SYSTEMS

The Food Security Task Force partners with various National Government Agencies and organizations to provide capacity building programs related to urban agriculture, food security, and other topics related food systems to increase the knowledge and skills of the city.

<b>OFFICE OR DIVISION:</b>	QC FOOD SECURITY TASK FORCE			
<b>CLASSIFICATION:</b>	Complex, Highly Technical			
<b>TYPE OF TRANSACTION:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>WHO MAY AVAIL:</b>	Public and private sector			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Proposal				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit proposal	Receive.	None	5 minutes	Assigned Staff
	Evaluate, coordinate with requesting party and with other concerned city dept.	None	7-20 days (depending on nature or complexity of proposed program/project)	Assigned Staff
Program/project implementation.	Facilitate necessary resources.	None	1 day	Assigned Staff
<b>END OF TRANSACTION</b>				

## 2. PROGRAMS/ PROJECTS/ ACTIVITY COORDINATION AND MONITORING RELATED TO FOOD SECURITY AND FOOD SYSTEMS

To access existing projects, propose plans, and proposals to the city Mayor and select, execute, manage and monitor those that are aligned with Food Security, Improvement of Food Systems, and related programs through the provision of technical and liaison services and sourcing of financial assistance for various programs.

<b>Office or Division:</b>	QC FOOD SECURITY TASK FORCE			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units City Councilors Private entities National government agencies Local government units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy – Letter, Memo, Endorsement/ Indorsement, Transmittal, Routing Slip  One (1) set of supporting documents, (if any)  For emails, please send to: <a href="mailto:sdpo@quezoncity.gov.ph">sdpo@quezoncity.gov.ph</a> or <a href="mailto:growqc@quezoncity.gov.ph">growqc@quezoncity.gov.ph</a>			Documents to be provided by the requesting party.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Physical Submission 1. File document/s or request/s to office's receiving area.	Receives the Document of the client and stamp date & time received.	None	2 minutes	<i>Administrative Staff</i>
	2. Assigns document tracking control number.		2 minutes	<i>Administrative Staff</i>
	3. Assigns document and submits to Co Chairperson of the QC Food Security Task Force		5 minutes	<i>Administrative Staff</i>  <i>Co-Chairperson of the QC Food Security Task Force</i>
	4. After careful review, the Co Chairperson of the QC Food Security Task		10 minutes	<i>Co-Chairperson of the QC Food Security Task Force</i>







<p>For online communication via email:</p> <p>1. Send to <a href="mailto:sdpo@quezoncity.gov.ph">sdpo@quezoncity.gov.ph</a></p>	<p>Acknowledges receipt of email online the Document of the client and stamp date &amp; time received.</p>	None	1 minute	<i>Administrative Staff</i>
	<p>2. Assigns document tracking control</p>		2 minutes	<i>Administrative Staff</i>



coordinate  
with requesting

2 working days 1

	working day	
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	party.		
<b>TOTAL</b>		<b>8 days and 18 minutes</b>	

# SUSTAINABLE DEVELOPMENT PROJECTS OFFICER

## Central Office

### Internal Services

#### 1. Processing of inquiries, requests for meetings, presentation of proposals, orientations, and other general communications

<b>Office or Division:</b>	Central/ Head Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/ Offices/ Operating Units City Councilors National government agencies Local government units Private entities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy – Letter/ Request/ Communication addressed to the City Mayor through the Sustainable Development Projects Officer  One (1) set of supporting documents (if any)  For emails, please send to: <a href="mailto:sdpo@quezoncity.gov.ph">sdpo@quezoncity.gov.ph</a>			Letters and communications to be provided by the requesting party.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Physical Submission 1. File document/s or request/s to office's receiving area.	Receives the Document of the client and stamp date & time received.	None	2 minutes	<i>Administrative Staff</i>
	2. Assigns document tracking control number.		2 minutes	<i>Administrative Staff</i>
	3. Assigns document and submits to Sustainable Development Projects Officer		5 minutes	<i>Administrative Staff</i>
	4. After careful review, the Sustainable Development Projects Officer recommends action to concerned staff		10 minutes	<i>Sustainable Development Projects Officer</i>
	5. Concerned staff to coordinate		1 working day	<i>Sustainable Development Projects Officer</i>
				<i>Programs Staff</i>

	with requesting party.			
TOTAL			1 day and 9 minutes	



<p>For online communication requests via email:</p> <ol style="list-style-type: none"> <li>1. Send document/s or request/s to <a href="mailto:sdpo@quezoncity.gov.ph">sdpo@quezoncity.gov.ph</a></li> </ol>	<p>Acknowledges receipt of email online the Document of the client and stamp date &amp; time received.</p>	None	1 minute	<i>Administrative Staff</i>
	<p>2. Assigns document tracking control number.</p>		2 minutes	<i>Administrative Staff</i>
	<p>3. Assigns document and submits to Sustainable Development Projects Officer</p>		5 minutes	<i>Administrative Staff</i>  <i>Sustainable Development Projects Officer</i>
	<p>4. After careful review, the Sustainable Development Projects Officer recommends action to concerned staff</p>		10 minutes	<i>Sustainable Development Projects Officer</i>
	<p>5. Concerned staff to coordinate with requesting party.</p>		1 working day	<i>Programs Staff</i>
<b>TOTAL</b>			<b>1 day and 8 minutes</b>	

## 2. Programs/ Projects/ Activity Coordination and Monitoring

To access existing projects, propose plans, and proposals to the city Mayor and select, execute, manage and monitor those that are aligned with the attainment of the SDGs through the provision of technical and liaison services and sourcing of financial assistance for various programs.

<b>Office or Division:</b>	Central/ Head Office			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units City Councilors Private entities National government agencies Local government units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy – Letter, Memo, Endorsement/ Indorsement, Transmittal, Routing Slip  One (1) set of supporting documents, (if any)  For emails, please send to: <a href="mailto:sdpo@quezoncity.gov.ph">sdpo@quezoncity.gov.ph</a>			Documents to be provided by the requesting party.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Physical Submission 1. File document/s or request/s to office's receiving area.	Receives the Document of the client and stamp date & time received.	None	2 minutes	<i>Administrative Staff</i>
	2. Assigns document tracking control number.		2 minutes	<i>Administrative Staff</i>
	3. Assigns document and submits to Sustainable Development Projects Officer		5 minutes	<i>Administrative Staff</i> <i>Sustainable Development Projects Officer</i>
	4. After careful review, the Sustainable Development Projects Officer recommends action to concerned staff.		10 minutes	<i>Sustainable Development Projects Officer</i>
	5. Conducts			





<p>For online communication via email:</p> <p>1. Send to <a href="mailto:sdpo@quezoncity.gov.ph">sdpo@quezoncity.gov.ph</a></p>	<p>Acknowledges receipt of email online the Document of the client and stamp date &amp; time received.</p>	None	1 minute	<i>Administrative Staff</i>
	<p>2. Assigns document tracking control number.</p>		2 minutes	<i>Administrative Staff</i>
			5 minutes	<i>Administrative Staff</i>

<p>3. Assigns document and submits to Sustainable Development Projects Officer</p> <p>4. After careful review, the Sustainable Development Projects Officer recommends action to concerned staff.</p> <p>5. Conducts Complete Staff Work thru proper review, evaluation and analysis; data gathering, and recommendation of proper action; including the preparation of relevant documents to grant request or implement given instructions.</p> <p>6. Gives evaluation report and/or draft action documents to the Mayor's Office or concerned LGU agency/ department/ unit/ task force for review/ consideration/ approval/ signature.</p> <p>7. Concerned staff to coordinate</p>	<p>10 minutes</p> <p>5 working days</p> <p>2 working days 1 working</p>	<p><i>Sustainable Development Projects Officer</i></p> <p><i>Sustainable Development Projects Officer</i></p> <p><i>Sustainable Development Projects Officer</i></p> <p><i>Programs Staff</i></p> <p><i>Sustainable Development Projects Officer</i></p> <p><i>Programs Staff</i></p> <p><i>Administrative Staff</i></p>
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	day	
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with requesting party.		
<b>TOTAL</b>	<b>8 days and 18 minutes</b>	

# DEPARTMENT OF ENGINEERING

## Road, Drainage, and Bridges Maintenance Division External Services

### A. ASPHALT PATCHING

For the maintenance and repair of roads in Quezon City.

<b>Office/Division</b>	Road, Drainage, and Bridges Maintenance Division			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C (Government to Citizen)			
<b>Who may Avail</b>	Residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-Request 2. Thru Phone Request 3. Walk-in		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter-Request / Report the concern thru phone / Walk-in	1. Letter-Request received by the Records Section to be routed to the Area Engineer concerned for appropriate action.	None	1 day	<i>OIC-Records Section</i> <i>Department of Engineering</i>  <i>Respective Area Engineers Concerned</i> <i>Department of Engineering</i>

	<p>2. Inspection by District Engineer</p> <p>2.1. Evaluation of reported area/site involved.</p> <p>2.2. Preparation of Program of Works.</p>	None	7 days	<p><i>Respective Area Engineers Concerned</i></p> <p>Department of Engineering</p>
	<p>3. Inform the client of the inspection's status.</p> <p>3.1. Approval of project is subjected to availability of materials.</p>	None	<p>With available materials - 7 days</p> <p>If materials are unavailable - variable</p>	<p><i>Respective Area Engineers Concerned</i></p> <p>Department of Engineering</p> <p><i>Acting Head, Road, Drainage and Bridges Maintenance Division</i></p> <p>Department of Engineering</p>
	<b>TOTAL</b>	None	<p>15 days (with available materials)</p> <p>Variable (if materials are unavailable)</p>	

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

For the maintenance and repair of manhole cover, sidewalk/curb and gutter/inlets in Quezon City.

<b>Office/Division</b>	Road, Drainage, and Bridges Maintenance Division			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C (Government to Citizen)			
<b>Who may Avail</b>	Residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-Request 2. Thru Phone Request 3. Walk-in		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter-Request / Report the concern thru phone / Walk-in	1. Letter-Request received by the Records Section to be routed to the Area Engineer concerned for appropriate action.	None	1 day	<i>OIC-Records Section</i> Department of Engineering  <i>Respective Area Engineers Concerned</i> Department of Engineering

	<p>2. Inspection by District Engineer and evaluation of reported area/site involved.</p> <p>2.1. Preparation of Program of Works.</p>	None	7 days	<p><i>Respective Area Engineers Concerned</i> Department of Engineering</p>
	<p>3. Inform the client of the inspection's status.</p> <p>3.1. Approval of project is subjected to availability of materials.</p>	None	15 days	<p><i>Respective Area Engineers Concerned</i> Department of Engineering</p> <p><i>Acting Head, Road, Drainage and Bridges Maintenance Division</i> Department of Engineering</p>
	<b>TOTAL</b>	None	23 days	

## C. ROAD REPAIR

For the maintenance and repair of roads in Quezon City

<b>Office/Division</b>	Road, Drainage, and Bridges Maintenance Division			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C (Government to Citizen)			
<b>Who may Avail</b>	Residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter-Request 2. Thru Phone Request 3. Walk-in			Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter-Request / Report the concern thru phone / Walk-in	1. Letter-Request received by the Records Section to be routed to the Area Engineer concerned for appropriate action.	None	1 day	<i>OIC-Records Section</i> Department of Engineering  <i>Respective Area Engineers Concerned</i> Department of Engineering

	<p>2. Inspection by District Engineer</p> <p>2.1. Evaluation of reported area/site involved.</p> <p>2.2. Preparation of Program of Works.</p>	None	7 days	<i>Respective Area Engineers Concerned</i> Department of Engineering
	<p>3. Inform the client of the inspection's status.</p> <p>3.1. Approval of project is subjected to availability of materials.</p>	None	<p>With available materials - 7 days</p> <p>If materials are unavailable - variable</p>	<p><i>Respective Area Engineers Concerned</i> Department of Engineering</p> <p><i>Acting Head, Road, Drainage and Bridges Maintenance Division</i> Department of Engineering</p>
	<b>TOTAL</b>	None	<p>15 days (with available materials)</p> <p>Variable (if materials are unavailable)</p>	

# Building Maintenance Division

## External Services

### A. BUILDING MAINTENANCE

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

<b>Office/Division</b>	Building Maintenance Division			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may Avail</b>	Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-Request (job description and pictures) 2. Thru Phone Request and/ or verbal (emergency or urgent request) 3. Walk-in/ Personal		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter-Request / Report the concern thru phone / Walk-in	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	1 day	<i>OIC-Records Section</i> Department of Engineering  <i>Acting Head,</i> <i>Building Maintenance Division</i> Department of Engineering



	<p>2. Inspection by Building Maintenance Personnel</p> <p>2.1. Evaluation of reported area/site involved.</p> <p>2.2. Preparation of Program of Works (Requisition Issued Slip)</p>	None	3 days	<p><i>City Government Assistant Department Head III</i> Department of Engineering</p> <p><i>Acting Head, Building Maintenance Division</i> Department of Engineering</p>
	<p>3. Inform the client of the project's status.</p> <p>3.1. Approval of project is subjected to availability of materials</p>	None	<p>With available materials –</p> <p>10 days or more variable</p> <p>If materials are unavailable - variable</p>	<p><i>Acting Head, Building Maintenance Division</i> Department of Engineering</p> <p><i>City Engineer</i> Department of Engineering</p>
	<b>TOTAL</b>	None	14 days (with available materials Variable (if materials are unavailable)	

## B. DEMOLITION PERMIT

Issuance of Demolition Permit for Quezon City Government buildings.

<b>Office/Division</b>	Building Maintenance Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may Avail</b>	Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Demolition Permit Application Form / Daily Accomplish signed and sealed by the Civil Engineer/Architect</li> <li>2. ITRUP – General Form No. 12</li> <li>3. Site Development Plan of Building to be demolished</li> <li>4. Demolition Clearance</li> <li>5. Demolition Request Letter</li> <li>6. Recent photos of Subject Structure</li> <li>7. Demolition Procedure (signed by Civil Engineer/Architect)</li> <li>8. Demolition schedule of work</li> <li>9. Demolition Cost Estimate</li> <li>10. Photocopy of PRC ID and PTR of Civil Engineer/Architect in charge</li> </ol>		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. Submit the Letter-Request / Report the concern thru phone / Walk-in</p>	<p>1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.</p>	<p>None</p>	<p>1 day</p>	<p><i>OIC-Records Section</i> Department of Engineering</p> <p><i>Acting Division Head,</i> <i>Building Maintenance Division</i> Department of Engineering</p>
	<p>2. Course of action 2.1. Conduct site Inspection 2.2. Document Check 2.3. Preparation of Report 2.4. Issuance of Demolition Permit.</p>	<p>None</p>	<p>4 days</p>	<p><i>City Government Assistant Department Head III</i> Department of Engineering</p> <p><i>Acting Head,</i> <i>Building Maintenance Division</i> Department of Engineering</p>
<p>3. Route to the City Engineer for approval and signature of Demolition Permit</p>	<p>None</p>	<p>1 day</p>	<p><i>City Engineer</i> Department of Engineering</p>	

<p>4. Preparation of endorsement to requesting barangay, copy furnished to General Services Department</p> <p>4.1. Route to the City Engineer for signature</p> <p>4.2. Route to the Records Section, Administrative Division for record and release.</p>		1 day	<p><i>Acting Head, Building Maintenance Division</i> Department of Engineering</p> <p><i>City Government Assistant Department Head III</i> Department of Engineering</p> <p><i>City Engineer</i> Department of Engineering</p> <p><i>OIC, Records Section</i> Department of Engineering</p>
<b>TOTAL</b>	None	7 days	

## C. MECHANICAL PERMIT

Issuance of Mechanical Permit for Quezon City Government buildings.

<b>Office/Division</b>	Building Maintenance Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may Avail</b>	Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Designed plan and specification with sign and seal of PME. 2. Brochure / Machine Specification 3. Accomplished Mechanical Form with sign and seal of PME 4. Cost Estimate 5. Program of Works		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter-Request / Report the concern thru phone / Walk-in	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	1 day	<i>OIC-Records Section</i> Department of Engineering  <i>Acting Head,</i> <i>Building Maintenance Division</i> Department of Engineering

	<p>2. Course of action</p> <p>2.1. Conduct site inspection</p> <p>2.2. Document check</p> <p>2.3. Preparation of report and</p> <p>2.4. Issuance of Mechanical Permit</p>	None	4 days	<p><i>City Government Assistant Department Head III</i></p> <p>Department of Engineering</p> <p><i>Acting Head, Building Maintenance Division</i></p> <p>Department of Engineering</p>
	<p>3. Route to the City Engineer for approval and signature of Mechanical Permit</p>	None	1 day	<p><i>City Engineer</i></p> <p>Department of Engineering</p>

<p>4. Preparation of endorsement to requesting party, copy furnished to General Services Department</p> <p>4.1. Route to the City Engineer for signature</p> <p>4.2. Route to the Records Section, Administrative Division for record and release</p>	None	1 day	<p><i>Acting Head, Building Maintenance Division</i></p> <p>Department of Engineering</p> <p><i>City Engineer</i></p> <p>Department of Engineering</p> <p><i>OIC, Records Section</i></p> <p>Department of Engineering</p>
<b>TOTAL</b>	None	7 days, 30 minutes	

## D. ISSUANCE OF PERMIT OR CERTIFICATE TO OPERATE

Inspection of elevators and gensets in the City Government buildings.

<b>Office/Division</b>	Building Maintenance Division			
<b>Classification</b>	Simple, Complex			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may Avail</b>	Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Completion form signed and sealed by PME 2. Brochure Specifications and Plans 3. Identification of Safety Devices 4. Actual Load Test 5. Load Test Certificate signed and sealed by PME			Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter-Request / Report the concern thru phone / Walk-in	1. Letter-Request received by the Records Section to Be routed to Building Maintenance Division for appropriate action.	None	1 day	<i>OIC, Records Section</i> Department of Engineering  <i>Acting Head, Building Maintenance Division</i> Department of Engineering

	<p>2. Course of action</p> <p>2.1. Conduct site inspection</p> <p>2.2. Document check</p> <p>2.3. Preparation of report</p> <p>2.4. Preparation of Certificate to Operate</p>	None	3 days	<p><i>City Engineer</i> Department of Engineering</p> <p><i>Acting Head,</i> <i>Building Maintenance</i> <i>Division</i> Department of Engineering</p>
	<p>3. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate</p>	None	1 day	<p><i>City Engineer</i> Department of Engineering</p>

<p>4. Preparation of endorsement to General Services Department</p> <p>4.1. Route to the City Engineer for Signature</p> <p>4.2. Route to the Records Section, Administrative Division for record and release</p>			1 day	<p><i>Acting Head,</i> <i>Building Maintenance</i> <i>Division</i> Department of Engineering</p> <p><i>City Engineer</i> Department of Engineering</p> <p><i>OIC, Records Section</i> Department of Engineering</p>
<b>TOTAL</b>		None	6 days	



## E. ISSUANCE OF RENEWAL FOR ANNUAL MECHANICAL CERTIFICATE TO OPERATE

Annual inspection of elevators and gensets in the City Government buildings.

<b>Office/Division</b>	Building Maintenance Division			
<b>Classification</b>	Simple, Complex			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may Avail</b>	Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Completion form signed and sealed by PME</li> <li>2. Load Test certificate (Elevator / Escalator)</li> <li>3. Generators ATS and Electrical Function Test</li> <li>4. Safety Device Test</li> <li>5. Sump Pump Test (if required)</li> </ol>		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Submit the Letter-Request / Report the concern thru phone / Walk-in</li> </ol>	<ol style="list-style-type: none"> <li>1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.</li> </ol>	None	1 day	<i>OIC, Records Section</i> Department of Engineering  <i>Acting Head, Building Maintenance Division</i> Department of Engineering

	<p>2. Course of action</p> <p>2.1. Conduct site inspection</p> <p>2.2. Document check</p> <p>2.3. Preparation of report</p> <p>2.4. Preparation of Annual Mechanical Certificate to Operate</p>	None	3 days	<p><i>Acting Head, Building Maintenance Division Department of Engineering</i></p>
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3. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate	None	1 day	<p><i>City Engineer Department of Engineering</i></p>
<p>4. Preparation of endorsement to General Services Department</p> <p>4.1. Route to the City Engineer for Signature</p> <p>4.2. Route to the Records Section, Administrative Division for record and release</p>	None	1 day	<p><i>Acting Head, Building Maintenance Division Department of Engineering</i></p> <p><i>City Engineer Department of Engineering</i></p> <p><i>OIC, Records Section Department of Engineering</i></p>
<b>TOTAL</b>	None	6 days	

# Equipment Repair and Maintenance Division External Services

## A. EQUIPMENT REPAIR AND MAINTENANCE

To provide heavy equipment services in support to Engineering District activities and to different Departments and Agencies of Quezon City.

<b>Office/Division</b>	Equipment Repair and Maintenance Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G (Government to Government) G2C (Government to Citizen)			
<b>Who may Avail</b>	Government Offices / Residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-Request 2. Thru Phone Request 3. SMS		Standard request form is requested from respective Engineering District Offices of Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-Request / Report the concern thru phone call / Report the concern thru SMS	1. Verify the requested job order if already inspected, and if what equipment is applicable to be used.	None	3 days	<i>Division Head, Equipment Repair and Maintenance Division Department of Engineering</i>
2. Others: During emergency situation	2. Equipment subjected to availability.	None		
	3. All available equipment	None	Standby / Immediate action	
<b>TOTAL</b>		None	3 days	

# Vertical Project Supervision Division External Services

## A. ELECTRICAL PERMIT

Requirement for the energization of Government-owned structures.

<b>Office/Division</b>	Electrical Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may Avail</b>	National Government and Local Government of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter / e-mail Request 2. Approved Electrical Plan with sign and seal of Professional Electrical Engineer (blue and/or white print) 3. Wiring Permit with sign and seal of authorized Licensed Electrical Practitioner (original), as the case may be and photocopies of valid PRC License and current PTR with three (3) specimen signatures 4. Photocopy of Notice of Award, Notice to Commence, Approved Budget for the Contract and Program of Works		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Letter-Request thru e-mail 2. Report the concern thru phone/e-mail	A. Letter from the Agency received by the Centralized Communications Team, Administrative Division thru e-mail	None	1 day	<i>OIC, Records Section Department of Engineering</i>

	2. Route to the City Engineer	None	1 day	<i>City Engineer</i> Department of Engineering
	Route to Electrical Section 3.1. Course of action 3.1.1. Evaluate Plan 3.1.1.1. Document Check 3.1.2. Preparation of Report	None	3 days	<i>Head, Electromechanical Section</i> Department of Engineering

	4. Recommendation and issuance of Electrical Permit routed to the City Engineer for signature	None	1 day	<i>Head, Electromechanical Section</i> Department of Engineering  <i>City Engineer</i> Department of Engineering
3. Pick-up the requested document	5. Route to the Electrical Section for the release of Electrical Permit	None	1 day	<i>Head, Electromechanical Section</i> Department of Engineering
<b>TOTAL</b>		None	7 days	

## B. REQUEST FOR CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)

Documentary requirement for the energization of Government-owned structures.

<b>Office/Division</b>	Electrical Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G (Government to Government)			
<b>Who may Avail</b>	National Government and Local Government of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Insulation Resistance Test Result		Department of Engineering 7 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Office of the completed project for the issuance of CFEI	1. Conduct site inspection	None	1 day	<i>Head,</i> <i>Electromechanical</i> <i>Section</i> Department of Engineering
	2. Preparation of CFEI report and certificate 2.1. Route to the City Engineer for signature	None	1 day	<i>Head,</i> <i>Electromechanical</i> <i>Section</i> Department of Engineering  <i>City Engineer</i> Department of Engineering
2. Secure the requested document	3. Route to the Electrical Section for the release of CFEI	None	1 day	<i>Head,</i> <i>Electromechanical</i> <i>Section</i> Department of Engineering

<b>TOTAL</b>	None	3 days	
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# Technical Management Division External Services

## A. INFRASTRUCTURE BILLING CYCLE

Accomplishment Billing

<b>Office/Division</b>		Technical Management Division		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2B (Government to Business)		
<b>Who may Avail</b>		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-Request for billing addressed to the City Engineer		1. Provided by the contractor (signed by duly authorized representative)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request	1. Letter from Contractor received by Records Section, Administrative Division	None	Realtime	<i>OIC, Records Section</i> Department of Engineering



	<p>2. Route to Technical Management Division</p> <p>2.1 Course of action</p> <p>2.1.1. Mobilization Preparation of Disbursement Voucher</p> <p>2.1.2. Progress Billing</p> <p>2.1.2.1. Preparation of Billing Statement and Disbursement Voucher</p> <p>2.1.3. Final Billing Preparation of Billing Statement</p>	None	1 day	<p><i>Acting Head, Technical Management Division</i> Department of Engineering</p> <p><i>Billing Officer</i> Department of Engineering</p> <p><i>Admin Support Staff</i> Department of Engineering</p>
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<p>3. Route to Project Supervision Division</p> <p>3.1. Mobilization</p> <p>3.1.1. For attachment of Pre- Construction Report and Photos</p> <p>3.2. Progress Billing</p> <p>3.2.1. For Validation and Signature of Work Accomplished</p> <p>3.3. Final Billing</p> <p>3.3.1. For Validation and Signature of Statement of Work Accomplished</p> <p>3.3.2. For Signature of As-Built Plans</p>	None	1 day	<p><i>Chief, Implementing Division</i> Department of Engineering</p> <p><i>Head, Quality Control Unit</i> Department of Engineering</p>
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<p>4. Route to the City Engineer</p> <p>4.1. Mobilization</p> <p>4.1.1. Complete Documents</p> <p>4.1.1.1. City Engineer to sign Disbursement Voucher</p> <p>4.1.1.2. Indorsement to Accounting Department</p> <p>4.2. Progress Billing</p> <p>4.2.1. Complete Documents/ Validated Accomplishment</p> <p>4.2.1.1. City Engineer to sign Billing Statement and Disbursement Voucher</p> <p>4.2.1.2. Indorsement to Accounting Department</p> <p>4.3. Final Billing</p> <p>4.3.1. Complete Documents/ Validated Accomplishment</p>	None	1 day	City Engineer Department of Engineering
4.3.1.1. City Engineer to Sign Billing			

<p>Statement, Certificate of Completion and As-built Plans</p> <p>4.3.1.2. Indorsement to General Services Department for Voucher preparation</p>			
<b>TOTAL</b>		<b>None</b>	3 days

## B. EXCAVATION CLEARANCE PROCESSING

Excavation clearance processing.

<b>Office/Division</b>	Waterworks Project Monitoring & Excavation Section, Technical Management Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C (Government to Citizen)			
<b>Who may Avail</b>	Water Concessionaire/Representative, Contractors and House/Building Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Completely filled-up Application Form for Excavation, Sewer Connection, Tapping of Drainage and Pole/Attachment clearance. Form is available at the Department of Building Official			Application Form is available at the Department of Building Official	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Excavation Form and submit Application at the Department of Building Official to be endorsed to Excavation Section, Engineering Department	1. Check / Evaluate all documents submitted by the applicant to the Department of Building Official	None	variable	<i>Evaluator</i> Department of Building Official

<p>2. The inspector will contact the client with party guidance.</p>	<p>2. Subject to Inspection and Recommendation for Approval / Issuance of Clearance by the City Engineer</p>	<p>None</p>	<p>3 days</p>	<p><i>Head, Excavation Section</i> Department of Engineering  <i>City Engineer</i> Department of Engineering</p>
<p>3. Claim the Excavation Permit at the Department of Building Official.</p>	<p>3. Release clearance and endorse to the Department of Building Official for Excavation Permit.</p>	<p>None</p>		
<p style="text-align: right;"><b>TOTAL</b></p>		<p>None</p>	<p>3 days</p>	

# Planning and Design Division

## External Services

### A. PREPARATION OF DETAILED ENGINEERING DOCUMENTS

Preparation of detailed engineering document (DED) includes but not limited to the following:

- Ocular inspection on the actual/ proposed project site;
- Preparation of the Site Inspection Report;
- Preparation of the Project Identification Form (B1);
- Preparation of the Plans and Details;
- Preparation of the Approved Budget for the Contract;
- Preparation of the Program of Works (POW);
- Preparation of the Derivation of Unit Price Analysis (DUPA);
- Preparation of the Project Schedule and Cash Flow;
- Preparation of the List of Minimum Manpower and Equipment

Requirement:

- Preparation of the Technical Specifications; and
- Preparation of the Certification of Inspection.

<b>Office/Division</b>		Planning & Design Division		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C (Government to Citizen)		
<b>Who may Avail</b>		Residents of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-Request 2. Telephone Request 3. SMS Request 4. E-mail Request		Department of Engineering 6 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. from Infrastructure Committee (INFRACOMM ) 2. from Executives 3. from Councilors 4. from Letter Request 5. from E-mail Request	1. Conduct ocular inspection to validate feasibility of the proposed project based on the request(s) and reference for the preparation of B1	None	1 day for 1-5 projects 2 days for 6-10 projects 3 days for 11 or more projects	<i>Division Head,  Planning and Design Division</i> Department of Engineering
	2. Conduct a comprehensive site inspection to secure information/ data that will be used for	None		<i>Division Head,  Planning and Design Division</i> Department of Engineering

the preparation of DED			2 days for complex project 3 days for multiple building project	
3. Prepare complete DED which includes but not limited to certificate of inspection, plans and details, approved budget for the contract, program of works, project schedule and cash- flow, list of manpower and equipment, and technical specifications.	None	(Per project basis)	5 days for simple project 14 days for complex project More than 14 days for multiple building project	<i>Division Head,  Planning and Design Division</i> Department of Engineering
4. Transmit the DED to the City Engineer for comment(s) and/ or approval	None		1 day	<i>Division Head,  Planning and Design Division</i> Department of Engineering

	5. Review the DED prior to the approval and recommendation for Procurement Procedure	None	(Per project basis) 1 day for simple project  2 days for complex project  3 days for multiple building project	<i>Division Head, Planning and Design Division Department of Engineering</i>
	6. Transmit the approved DED to the INFRASTRUCTURE COMMITTEE for the Procurement Procedure	None	1 day	<i>City Engineer Department of Engineering</i>
	7. Notify the requesting party of the result whether	None	1 day	

	the project is feasible or not			<i>c/o Infrastructure Committee (INFRACOMM)</i>
	<b>TOTAL</b>	None	12 days for 1-5 projects 23 days for 6-10 projects More than 26 days or more for 15 or more projects	

# 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.

<b>Office/Division</b>	Records Section, Administrative Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may Avail</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of concern with attachment from the general public 2. Letter response to the end-user			Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request or communication to Records Section or send e-mail to engineering@quezoncity.gov.ph 2. Obtain receiving copy	1. Receive and stamp the documents by the Records Section, Administrative Division 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.	None	1 day	<i>OIC, Records Section</i> Department of Engineering



	2. Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip	None		<i>City Engineer Department of Engineering</i>
	3. Forward communications to respective divisions for appropriate action	None	3 days	<i>Respective Division Heads Concerned Department of Engineering</i>
	4. Forward communications to the Head of the Records	None		<i>Central Communications Team</i>

Section, Administrative Division 4.1. Encode communication at the Records e-file 4.2. Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the City Engineer			Department of Engineering
<b>TOTAL</b>	None	4 days	

## B. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients of certified photocopies of documents.

<b>Office/Division</b>	Records Section, Administrative Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may Avail</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of concern with attachment from the general public		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Communications from the end-user, complaints request	1. Receive request and forward to the concerned division	None	1 day	<i>OIC, Records Section</i> Department of Engineering
	2. Route to Administrative Division Head for specific instruction.	None		<i>Acting Head, Administrative Division</i> Department of Engineering
	3. Forward to Records Section 3.1. Check the Storage/Archive Room 3.2. Stamp with Certified Photocopy to be signed by the Head of the Records Section 3.3. Issue Order of	None	1 day	<i>OIC, Records Section</i> Department of Engineering

	Payment			
2. Certified true copy of previous documents needed.	4. Order of Payment to be paid at the City Treasurer's Office 4.1. Filing of the photocopy of the receipt from the City Treasurer's Office	₱50.00 /page for the 1 <sup>st</sup> copy and ₱5.00 /page for the succeeding copies		<i>City Treasurer</i> City Treasurer's Office  <i>OIC, Records Section</i> Department of Engineering
<b>TOTAL</b>		₱50.00 /page for the 1 <sup>st</sup> copy and ₱5.00 /page for the		
		succeeding copies		
<b>TOTAL</b>		None	2 days	

# Administrative Division

## Internal Services

### A. APPLICATION FOR EMPLOYMENT

Application for employment is open to all provided that there is a vacant position.

<b>Office/Division</b>	Personnel Section, Administrative Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G (Government to Government) G2C (Government to Citizen)			
<b>Who may Avail</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Application specifying the position Desired and 2. Personal Data Sheet		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Application and Personal Data Sheet at the Records Section.	1. Forward the request to the Administrative Division for instruction.	None	5 minutes	<i>OIC, Records Section</i> Department of Engineering
	2. Application coursed to the Personnel Section for dispositive action. 2.1. Conduct pre-screening /initial interview of applicants 2.2. Submit evaluation report to the Acting Head, Administrative Division for specific Instruction.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering  <i>Acting Head, Administrative Division,</i> Department of Engineering

	Endorsed to Division Head concerned for final interview. 3.1. Inform the applicant to comply with the requirements.	None	15 minutes	<i>Division Head concerned</i> Department of Engineering
2. Submit all the requirements for employment	4. For processing of Job Contract	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering
<b>TOTAL</b>		None	2 days, 20 minutes	

## B. APPLICATION FOR PROMOTION

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

<b>Office/Division</b>	Personnel Section, Administrative Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G (Government to Government) G2C (Government to Citizen)			
<b>Who may Avail</b>	Employees of Department of Engineering, General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Application specifying the position desired and 2. Personal Data Sheet			Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Application and Personal Data Sheet at the Records Section.	1. Forward the request to The Administrative Division for instruction	None	5 minutes	<i>OIC, Records Section</i> Department of Engineering
	2. Application coursed to the Personnel Section for dispositive action 2.1. Conduct initial interview of applicant. 2.2. Submit evaluation report to the Acting Head, Administrative Division for specific Instruction 2.3. Notify applicant to comply with the requirements.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering  <i>Acting Head, Administrative Division</i> Department of Engineering

2. Submit all the requirements for promotion.	3. Conduct pre-evaluation/assessment	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering
	4. Prepare and submit all the requirements for pre-screening request at the Human Resource Management Department	None	2 days	<i>OIC, Personnel Section</i> Department of Engineering  Human Resource Management Department
	5. Prepare and submit all the Requirements evaluated by	None	2 days	<i>OIC, Personnel Section</i> Department of Engineering

	the HRMD for Personnel			
	Selection Board deliberation			Human Resource Management Department
	<b>TOTAL</b>	None	6 days, 5 minutes	

## C. APPLICATION FOR LEAVE OF ABSENCES

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

<b>OFFICE/DIVISION</b>	Personnel Section, Administrative Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G (Government to Employee)			
<b>WHO MAY AVAIL</b>	Employees of Department of Engineering			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish leave form (CS Form 6) from Nos. 1 to 6D. Have the Respective head sign for recommending approval of leave and submit to Personnel Section	1. Receive the duly filled- up Leave of Absences Form 1.1. Compute and record the leave credits.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering
	2. Forward the Leave of Absences Form for Certification of Leave Credits/signature of the Acting Head, Administrative Division.	None		<i>Acting Head, Administrative Division</i> Department of Engineering
	3. Forward the Leave of Absences Form for Approval/signature of the City Government Assistant Department Head III.	None	1 day	<i>City Government Assistant Department Head III</i> Department of Engineering



	<b>TOTAL</b>	None	2 days	
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## D. APPLICATION FOR RETIREMENT

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

<b>Office/Division</b>	Personnel Section, Administrative Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G (Government to Employee)			
<b>Who may Avail</b>	Retired Engineering employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Intent to retire 2. GSIS Application for Retirement Form 3. Service Record & LWOP 4. Office Clearance (for optional retiree) 5. General Clearance 6. Legal Clearance Retirement Form 7. Birth Certificate			Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent to retire <b>(FOR OPTIONAL RETIREE)</b> addressed to the City Engineer at the Records Section	1. Forward the request to the Administrative Division for instruction	None	5 minutes	<i>OIC, Records Section</i> Department of Engineering

	<p>2. Application coursed to the Personnel Section for dispositive action 2.1. Request for employee's Service Record at the HRMD.</p> <p>2.2. Prepare Office Clearance for signatures of the OIC, Personnel Section, Head, Property and Supply Section, Acting Head, Administrative Division and the City Engineer</p>	None	3 days	<p><i>OIC, Personnel Section</i> Department of Engineering</p> <p><i>Head, Property and Supply Section</i> Department of Engineering</p> <p><i>Acting Head, Administrative Division</i> Department of Engineering</p> <p><i>City Engineer</i> Department of Engineering</p>
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	<p>3. Prepare General Clearance for signature of the Division Head, City Engineer, and other Department's concerned.</p>		variable	<p><i>Respective Division Heads Concerned</i> Department of Engineering</p> <p><i>City Engineer</i> Department of Engineering</p> <p>Other Department's Concerned</p>
2. Submit all the requirements	<p>4. Prepare endorsement for initials of the OIC, Personnel Section, Acting Head, Administrative Division and Signature of the City Engineer.</p>	None	1 day	<p><i>OIC, Personnel Section</i> Department of Engineering</p> <p><i>Acting Head, Administrative Division</i> Department of Engineering</p> <p><i>City Engineer</i> Department of Engineering</p>

	5. Transmit endorsement to the HRMD	None	5 minutes	Human Resource Management Department
<b>TOTAL</b>		None	4 days, 10 minutes	

## E. 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.

<b>Office/Division</b>	Personnel Section, Administrative Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G (Government to Employee)			
<b>Who may Avail</b>	Retired & Legal Heirs of the deceased Engineering employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1. Prepare endorsement for initials of the OIC, Personnel Section and Acting Head, Administrative Division and signature of the City Engineer.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering  <i>Acting Head, Administrative Division</i> Department of Engineering  <i>City Engineer</i> Department of Engineering
	2. Transmit indorsement to the	None	5 minutes	Human Resource

	HRMD			Management Department
<b>TOTAL</b>		None	1 day, 5 minutes	

## F. 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 require certificate.

<b>Office/Division</b>	Personnel Section, Administrative Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G (Government to Employee)			
<b>Who may Avail</b>	Engineering employees who were previously / currently deployed			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Walk-in 2. Thru Phone Request			Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Personnel Section to request for Certificate of Employment	1. Prepare Certificate of Employment for the initials of the OIC, Personnel Section and Acting Head, Administrative Division and signature of the City Engineer.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering  <i>Acting Head, Administrative Division</i> Department of Engineering  <i>City Engineer</i> Department of Engineering
2. Receive request	2. Release certificate to requestor	None	2 minutes	<i>OIC, Personnel Section</i> Department of Engineering
<b>TOTAL</b>		None	1 day, 2 minutes	

## G. ISSUANCE OF OFFICE CLEARANCE

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

<b>OFFICE/DIVISION</b>		Personnel Section, Administrative Division		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Employee)		
<b>WHO MAY AVAIL</b>		Officials/Employees of Department of Engineering		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For Retirement – Service Record 2. For Leave – exceeded 14 days – approved leave		Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Personnel Section and bring necessary requirement.	1. Prepare Office Clearance.	None	15 minutes	<i>OIC, Personnel Section</i> Department of Engineering
	2. Forward the document for the signature of the concerned officers and the City Engineer.	None	1 day	<i>OIC, Personnel Section</i> Department of Engineering  <i>Head, Property and Supply Section</i> Department of Engineering  <i>Acting Head, Administrative Division</i> Department of Engineering  <i>City Engineer</i> Department of



				Engineering
2. Obtain the request from the Personnel Section.	3. Record and release the document.	None	2 minutes	<i>OIC, Personnel Section</i> Department of Engineering
<b>TOTAL</b>		None	1 day, 17 minutes	

## H. REQUEST FOR CERTIFICATION OF LEAVE CREDITS

Securing personnel Certification of Leave Credits for various purposes.

<b>OFFICE/DIVISION</b>	Personnel Section, Administrative Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G (Government to Employee)			
<b>WHO MAY AVAIL</b>	Officers/Employees of Department of Engineering			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Walk-in	Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	20 minutes	<i>OIC, Personnel Section Department of Engineering</i>
	2. Forward the Application Form for signature of the Acting Head, Administrative Division		5 minutes	<i>Acting Head, Administrative Division Department of Engineering</i>
2. Obtain the request from the Personnel Section.	3. Record and release the document.		3 minutes	<i>OIC, Personnel Section Department of Engineering</i>
<b>TOTAL</b>		None	28 minutes	

## I. AUTHENTICATION OF PERSONNEL RECORDS

Request for the authentication of the photocopy of appointment, SALN, NOSA, Payslip, etc. for various purposes.

<b>OFFICE/DIVISION</b>	Personnel Section, Administrative Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G (Government to Employee)			
<b>WHO MAY AVAIL</b>	Officials/Employees of Department of Engineering			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Walk-in	Department of Engineering 8 <sup>th</sup> Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Personnel Section to request for authentication of personnel record.	1. Receive and Stamp the document being requested for authentication, for the signature of the officer in charge	None	3 minutes	<i>OIC, Personnel Section</i> Department of Engineering
2. Obtain the request from the Personnel Section.	2. Record and release the document.	None	2 minutes	<i>OIC, Personnel Section</i> Department of Engineering
<b>TOTAL</b>		None	5 minutes	

# HUMAN RESOURCE MANAGEMENT DEPARTMENT

## COMPENSATION AND BENEFITS DIVISION

### 1. PREPARATION OF REGULAR PAYROLL

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Officials and employees(Permanent, Job Order, Consultants and Contracts of Service)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter Request / Transmittal</li> <li>• Certification as to entitlement (2 copies)</li> <li>• Attendance report with DTR, approved leave, if any (Perm)</li> <li>• Accomplishment report(COS)</li> <li>• Request forLB Findespreparation</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	Receives and records payroll documents as to completion and forwards the same to the payroll unit	None	20minutes	Receiving Clerk
	Checks and prepares payroll list with OBR and bank remittance	None	1 day	Payroll Staff
	Verifies payroll documents and list, affix initials	None	30 minutes	Compensation and Benefits Division Chief
	Signs prepared Bank remittance / Upload to LB WeAccess	None	1 day*	HRMD Head
	Records and releases prepared payrolls summary/bank remittance	None	10 minutes	Payroll Unit Counter 1 Clerk
<b>TOTAL:</b>		None	2 days,1 hour per payroll	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 2. PREPARATION OF PAYROLL FOR BONUSES/BENEFITS

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG officials and employees (Permanent, JO, COS and Contractual)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter Request / Transmittal</li> <li>Certification of entitlement (2 copies)</li> <li>Approved Leave if any (<i>for Permanent</i>)</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	Receives and checks as to completeness and forwards to payroll unit	None	20 minutes	Receiving Clerk
	Prepares requested payroll together with OBR and mandatory documents	None	1 day	Payroll Staff
	Verifies/Validates prepared payroll	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Signs payroll	None	1 day*	HRMD Head
	Records and releases approved payroll for Bonuses/Benefits	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

### 3. PREPARATION OF SPECIAL PAYROLL FOR FIRST SALARY/SALARY DIFFERENTIAL

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG employees (Permanent and Contractual)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter request for payroll preparation of First Salary and Salary Differential</li> <li>• Attendance Report (2 copies)</li> <li>• Appointment (Certified Photocopy)</li> <li>• DTR, approved Leave (if any)</li> <li>• Position Description Form (PDF)</li> <li>• Oath of Office</li> <li>• Certification of Assumption of Duty</li> <li>• Duties &amp; Functions (For COS only)</li> <li>• Accomplishment Report (For COS only)</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	Receives and records submitted documents as to completeness	None	20 minutes	Receiving Clerk
	Checks and prepares payroll together with OBR and mandatory remittances	None	1 day	Payroll Staff
	Verifies/Validates payroll list	None	30 minutes	Compensation and Benefits Division Chief
	Signs/Approves payroll	None	1 day*	HRMD Head
	Records and releases the signed Special Payroll	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

#### 4. PREPARATION OF SPECIAL PAYROLL FOR LONGEVITY AND LOYALTY BENEFITS

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Internal		
<b>Who May Avail</b>		QCG Permanent Employee		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter Request for Longevity / Loyalty (2 copies)</li> <li>Latest service record including COS (2 copies)</li> <li>Latest certification of leave without pay (2 copies)</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	Receives and records submitted requirements as to completeness	None	20 minutes	Receiving Clerk
	Checks documents and prepares Special Payroll	None	1 day	Payroll Staff
	Verifies/Validates payroll	None	30 minutes	Compensation and Benefits Division Chief
	Approves /Signs Payroll for Longevity / Loyalty	None	1 day*	HRMD Head
2. Receives signed Special payroll.	Records and releases signed Special Payroll.	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 5. PREPARATION OF PAYROLL FOR RATA (Representation and Transportation Allowance)

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG City Officials who are entitled to RATA		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter request for Department / Office Head / Asst. Dept. Head / Division Chiefs</li> <li>• Attendance Report (2 copies)</li> <li>• Certification as to entitlement (2 copies)</li> <li>• Office Order for Officer-in-Charge/Acting Chief</li> <li>• Certification of No Issued Vehicles from CGSD</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of officials under their jurisdiction who are entitled to RATA	Receives and records documents submitted	None	20 minutes	Receiving Clerk
	Checks documents and prepares Payroll	None	1 day	Payroll Staff
	Verifies/Validates payroll	None	30 minutes	Compensation and Benefits Division Chief
	Signs prepared payroll	None	1 day*	HRMD Head
	Records and releases payroll	None	10 minutes	Payroll Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s



## 6. PREPARATION OF INCOME TAX RETURNS (ITR) FOR PERMANENT EMPLOYEES

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG employees (Permanent)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Request letter for ITR</li> </ul>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	Receives and records the request	None	10 minutes	Receiving Clerk
	Checks and prepares Income Tax Returns (ITR)	None	1 day	Payroll Staff
	Verifies/Validates documents	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Signs requested ITR	None	1 day*	HRMD Head
2. Receives the Income Tax Returns (ITR)	Records and releases the Income Tax Return	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 50 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 7. PREPARATION OF PAYROLL/ VOUCHERS FOR THE FOLLOWING CONCERNED OFFICES

<b>Office or Division</b>	Compensation and Benefits Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G
<b>Who May Avail</b>	<p>Those who are employed in the following offices:</p> <ul style="list-style-type: none"> <li>A. Senior Citizen Volunteers – SSDD</li> <li>B. Hazard Pay – QCHD / NDH/ RMBH / SSDD</li> <li>C. Salaries of DECS contractual – Division of City School</li> <li>D. Overtime Pay – concerned Department</li> <li>E. Philhealth Capitation – QCHD</li> <li>F. Training Fees / Travelling expenses – concerned Departments</li> <li>G. Riverways Clearing Operations Project Volunteers – EPWMD</li> <li>H. Community Health Workers – QCHD</li> </ul>
<b>Checklist of Requirements:</b>	<b>Where to Secure</b>
<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Payroll / voucher prepared by Dept / Office concerned</li> <li>• Certified photocopy of signed Authority for items B/D/F</li> <li>• Accomplishment Report (for overtime pay)</li> <li>• DTR (for overtime pay)</li> <li>• Copy of contract and Accomplishment Report (for Senior Citizen Volunteers RCOP volunteers / Community Health Workers)</li> <li>• Copy of Certificate of Completion (for Trainings/ Seminars attended)</li> </ul>	<p style="text-align: center;">Departments / Offices</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Liaison Officer submits all documentary requirements of personnel under their jurisdiction	Receives and records documents as to completeness	None	20 minutes	Receiving Clerk
	Checks documents and prepares payroll	None	1 day	Payroll Staff
	Verifies/Validates payroll	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Signs payroll / vouchers	None	1 day*	HRMD Head
	Records and releases signed payrolls/vouchers	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 8. LOAN DEDUCTION AND DELETION (FOR PERMANENT EMPLOYEES ONLY)

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees applying for loan renewal		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Request letter</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter.	Receives and records request	None	10 minutes	Receiving Clerk
	Checks and prepares report for employee's loan deduction/deletion	None	1 hour	Payroll Staff
	Verifies and recommends approval of loan deduction/deletion	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Disapproves loan deduction/deletion	None	1 day*	HRMD Head
	Updates employee's loan deduction/deletion	None	20 minutes	Payroll Staff
<b>TOTAL:</b>		None	1 day, 2 hours	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 9. PROCESSING OF APPLICATION FOR VACATION LEAVE/SICK LEAVE

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Request letter approved, signed and endorsed by the Department Head</li> <li>For VL application (Office and General Clearance for one month or more)</li> <li>For SL application (Medical Certificate/Medical Abstract, Office Clearance and General Clearance for one month or more)</li> <li>Medical certificate for SL application in excess of five days</li> <li>Leave application &amp; Leave card <i>NOTE: SUBMIT IN TWO (2) SETS</i></li> </ul>		<p style="text-align: center;">Departments / Offices</p> <p style="text-align: center;">Attending Physician/QC Health Department</p> <p style="text-align: center;">Attending Physician/QC Health Department</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits Leave application with documentary requirements of employees under their respective jurisdiction	Receives, records and routes documents	None	20 minutes	Receiving Clerk
	Processes Leave Application/ recomputes leave credits	None	5 hours	HRMA/ HRMO in-charge
	Assesses, validates, checks and affixes initials on leave application	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Signs leave application/s	None	1 day*	HRMD Head
2. Receives approved leave	Records and releases approved application/s to client/s	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	1 day, 6 hours	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for leave application	Receives leave application and complete requirements	None	20 minutes	Receiving Clerk
	Process/recomputes leave application	None	1 day	HRMA/HRMO in-charge
	Prepares Authority to Travel, in case of travel abroad	None	1 hour	HRMA/HRMO in-charge
	Assesses, validates computation, and affixes initial on the leave application and/or authority to travel	None	30 minutes	Compensation and Benefits Division Chief
	Signs/Approves Leave Application and recommends approval of the Authority to Travel / 50% Monetization to the City Mayor.	None	1 day*	HRMDHead
	Forwards the approved leave and Authority to Travel / 50% Monetization to Office of the City Mayor for approval(estimated approval period: 1 to 2 days)	None	20 minutes	Liaison
	Receives signed/approved Authority to Travel 50% Monetization from the Office of the City Mayor	None	20minutes	Receiving Clerk
2. Receives approved Authority to Travel / 50% Monetization	Records and releases approved leave and authority to travel signed by the City Mayor	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 2 hours, 40 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 11. PROCESSING OF APPLICATION FOR TERMINAL LEAVE

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Plantilla Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter Request approved and indorsed by the Department Head</li> <li>• Leave application</li> <li>• Leave card</li> <li>• GSIS Clearance</li> <li>• Office Clearance</li> <li>• General Clearance</li> <li>• Certificate of No pending Case (from City Legal Department)</li> <li>• Service Record with Certificate of Leave of Absence Without Pay</li> <li>• Ombudsman Clearance</li> <li>• Statement of Assets , Liabilities and Net Worth (SALN)</li> <li>• <i>NOTE: SUBMIT IN TWO (2) SETS</i></li> </ul>		<p style="text-align: center;">Department / Office</p> <p style="text-align: center;">City Legal Department</p> <p style="text-align: center;">Office of the Ombudsman</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requests for leave application	Receives leave application and complete requirements	None	20 minutes	Receiving Clerk
	Processes/recomputes leave application	None	1 day	HRMA/HRMO in-charge
	Assesses, validates computation and affix initials on leave application	None	1 hour	Compensation and Benefits Division
	Signs and recommends approval of the application to the City Mayor	None	1 day*	HRMD Head



	Forwardsthe recommended leave application toOffice of the City Mayor(estimated approval period: 1 to 2 days)	None	20 minutes	Liaison
	Receives the approved/signed application from the Office of the City Mayor	None	10minutes	Receiving Clerk
2. Receives approved leave	Records and Releases approved leave signed by the City Mayor	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 2 hours	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s



	Approves/Signs the leave application	None	1 day*	HRMD Head
2. Receives the approved leave	Records and releases the approved leave	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 2 hours	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

### 13. PROCESS FOR APPLICATION FOR RETIREMENT

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees who are 65years old(compulsory retirement) or less than 65 years old (optional retirement)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter of Request approved and endorsed by the Department / Office Head</li> <li>Application form for Retirement (GSIS Form)</li> <li>Certificate of No Pending Case (from the City Legal Department)</li> <li>Service Record with Certificate of Leave of Absence without Pay</li> <li>Office Clearance</li> <li>General Clearance</li> <li>Declaration of Pendency/Non-Pendency Case</li> <li>For employee with discrepancies in name and date of birth, a Certificate of Live Birth from PSA must be submitted</li> </ul> <p><i>NOTE: SUBMIT IN TWO (2) SETS</i></p>		<p>Departments / Offices</p> <p>City Legal Department</p> <p>HRMD</p> <p>PSA</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application and requirements	Receives the application and pertinent documents	None	20 minutes	Receiving Clerk
	Checks/assesses attachments and prepares communication	None	1 day	HRMA/HRMO in-charge
	Assesses, validates pertinent documents and communication and affix initials on the application	None	1 hour	Compensation and Benefits Division Chief
	Approves/Signs the application for retirement and communication	None	1 day*	HRMD Head / HRMD Asst. Dep't.

2. Receives application	Records ad releases the application	None	20 minutes	Liaison Officer
<b>TOTAL:</b>		None	2 days,1 hour, 40 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 14. GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Must have applied for Consolidated, Policy or Emergency Loan in the GSIS Kiosk;</li> <li>• Duly Notarized Affidavit</li> <li>• Photocopy of Payslip</li> <li>• Indorsement from the Office/Dept. of employee applying for loan.</li> <li>• Certificate of No Pending Case</li> </ul>		Department/Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all the requirements	Receives and records the documents.	None	10 minutes	Receiving Clerk
	Verifies the net take home pay of the employee, must not be lower than P 5,000.00	None	30 minutes	HRMA in-charge
	Access the GSIS Authorized OfficerWebsite	None	1 hour	Agency AuthorizedOfficer
	Approves loan for qualified applicant	None	20 minutes	Agency Authorized Officer
<b>TOTAL:</b>		None	2 hours	

## 15. ENDORSEMENT FOR LANDBANK ATM

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All QCG Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter request / Letter endorsement from Department/Office Head concerned</li> <li>Duly notarized affidavit in case of loss or damaged ATM</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request/indorsement for ATM Landbank	Receives and checks the documents submitted	None	5 minutes	Receiving Clerk
	Verifies status of the ATM i.e. newly hired permanent, damaged, loss, changed of name and others	None	15 minutes	Administrative Support Staff
	Prepares endorsement letter to Landbank QC Hall Branch	None	15 minutes	Administrative Staff
	Signs/Approves Endorsement Letter	None	1 day*	HRMD Head
2. Receives endorsement to Landbank	Records and releases signed endorsement letter	None	5-10minutes	Releasing Clerk
<b>TOTAL:</b>		None	1 day, 45 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## RECRUITMENT AND CAREER MANAGEMENT DIVISION

### 16. HIRING AND RENEWAL OF CONSULTANCY/ CONTRACT OF SERVICE (COS) UNDER EXECUTIVE BRANCH AND DIVISION OF CITY SCHOOLS (SEF FUNDED)

<b>Office or Division</b>		Recruitment and Career Management Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Contractual employees Under Executive Branch and Division of City Schools (DCS) SEF Funds		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Recommendation Letter from the Department/ Office / Task Force Unit Heads for the Renewal of their respective Personnel</li> <li>• Contracts (Contracts of Service, Consultancy Contract and Job Order)</li> <li>• Duly filled-up Personal Data Sheet (PDS Revised 2017)</li> <li>• Contractual Appraisal Form (for renewal);</li> <li>• Panunumpa and Actual Duties of each personnel</li> <li>• Drug test Report/Certificate</li> <li>• NBI Clearance (for newly-hire)</li> <li>• Proof of Payment of BIR Mandatory Annual Registration</li> <li>• Photocopy of Credentials</li> <li>• Endorsement/Approval from the City Administrator (for newly-hire)</li> <li>• Picture with name and signature</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison/Administrative Officer submits recommendation for hiring/renewal/extension of consultancy/COS/JO personnel under their respective jurisdiction together with all the documentary requirements	Receives, records and routed the documents submitted to the personnel in-charge	None	20 minutes	Receiving Clerk



	<p>Checks and reviews the documents as to the validity, veracity, accuracy and completeness of documents submitted</p> <p>Encodes in Database for Records purposes</p> <p>**In case that there is any corrections, the HRMD returns the submitted documents to the concerned Department/ Office</p> <p>(Estimated returning of documents from the concerned office: 1 to 7 days)</p>	None	1-2 days (depending on the volume and personnel listed in the contracts)	HRMA/HRMO in-charge
	<p>Affixes initials and recommends approval of the Contracts.</p>	None	30 minutes	HRMA/HRMO in-charge
	<p>Approves/Signs Contracts and Oath of Office</p>	None	1 day*	Head, HRMD

	<p>Forwards the contracts to the City Budget Department for Certification as to the existence of appropriation  <i>(estimated time is 1-2 days but still depends on the City Budget Department's process)</i></p> <p>** In case of new hires, the City Budget forward the Contracts to OCM for the City Mayor's signature</p>	None	30 minutes	Releasing Clerk
2. The Liaison Officer re-submits the Contracts funded by CBD and signed by the City Mayor	<p>Receives and records all approved contracts</p>	None	10 minutes	Receiving Clerk
	<p>Releases original contract and Oath of Office to concerned Departments/ Offices</p> <p>For consultancy contract, photocopy and notarize the contract</p>	None	5 minutes	Receiving Clerk

<p>3. The Liaison Officer returns the original and photocopy of the approved contract/s or Oath of Office</p>	<p>Certifies the photocopy of approved contract and Oath of Office to be release by the concerned Department/ Office</p>	<p>None</p>	<p>20 minutes</p>	<p>HRMA/HRMO in-charge</p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>3 days, 1 hour, 55 minutes</p>	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s.

## 17. HIRING AND RENEWAL OF CONSULTANCY CONTRACTS / CONTRACT OF SERVICE (COS)/JOB ORDER CONTRACT UNDER THE LEGISLATIVE BRANCH

<b>Office or Division</b>		Recruitment and Career Management Division			
<b>Classification</b>		Simple			
<b>Type of Transaction</b>		G2G			
<b>Who May Avail</b>		Contractual employees and Consultants Under Legislative Branch			
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>			
<ul style="list-style-type: none"> <li>• Recommendation/Indorsement letter from Head</li> <li>• Contract for Contract of Service and Job Order Personnel with Actual Duties and Functions</li> <li>• Duly accomplished Personal Data Sheet (Revised 2017)</li> <li>• Oath of Office</li> <li>• Drug Test</li> <li>• NBI Clearance</li> <li>• List of Screened Personnel approved/signed by the City Vice Mayor or his duly authorized representative</li> <li>• Consultancy Contract (for Consultants) together with duly accomplished Personal Data Sheet (Revised 2017) and Oath of Office (<i>Note: duties and functions enumerated on the face of the Consultancy Contract</i>)</li> </ul>		Department / Office			
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liason/Administrative Officer submits recommendation for hiring/renewal/extension of consultancy/ COS/JO personnel under their respective jurisdiction together with all the documentary requirements		Receives, records and routed the documents submitted to the personnel in-charge	None	20minutes	Receiving Clerk
		Checks and reviews document as to the completeness, veracity and accuracy of the documents submitted  Evaluates and	None	1-2 days (depending on the volume and personnel listed in the contracts)	HRMA/HRMO in-charge

	checks qualifications of personnel			
	Affixes initials and recommends approval of Contracts	None	30 minutes	HRMA/HRMO in-charge
	Approves/Signs Contract	None	1 day*	HRMDHead
	<p>Forwards documents to the City Budget Department for Certification as to the existence of appropriation <i>(Estimated time of 1-2 days depends on the City Budget Department's process)</i></p> <p>The City Budget forward the Contracts to OVM for the City Vice Mayor's approval</p>	None	30 minutes	Releasing Clerk

2. The Liaison Officer re-submits the Contracts funded by CBD and signed by the City Vice Mayor	Receives and records all processed and notarized contracts with Oath of Office from the Liaison Officer of Office concerned	None	10 minutes	Receiving Clerk
	Checks and reviews Oath of Office for signature of the HRMD Head	None	30 minutes	HRMA/HRMO in-charge
	Signs Oath of Office	None	1 day	HRMD Head
3. Receives signed Oath of Office of personnel under their jurisdiction	Records and releases signed Oath of Office to the Liaison Officer of concerned office	None	10 minutes	HRMA/HRMO in-charge
4. Submits original copy of processed contract with pertinent documents	Receives documents and prepares certified true copy of the Contracts	None	2 hours	HRMA/HRMO in-charge
5. Receives certified copy of contracts	Releases certified copy of Contracts to the Liaison Officer of concerned office	None	20 minutes	Releasing Clerk
<b>TOTAL:</b>		None	4 days, 4 hours, 30 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

# PERSONNEL ACTION DIVISION

## 18. HIRING AND PROMOTION OF PLANTILLA PERSONNEL

<b>Office or Division</b>	Personnel Action Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G
<b>Who May Avail</b>	All qualified and eligible applicant
<b>Checklist of Requirements:</b>	<b>Where to Secure</b>
<p><b>For lateral/COS/JO applicants:</b></p> <ol style="list-style-type: none"> <li>1. Fully accomplished CS Form No. 212, Revised 2017 Personal Data Sheet (PDS) with recent passport-sized picture with attached Work Experience Sheet;</li> <li>2. Photocopy of Training Certificates, if applicable;</li> <li>3. Authenticated Copy of Transcript of Record, if applicable;</li> <li>4. Authenticated Copy of Diploma, if applicable;</li> <li>5. Authenticated Career Service Eligibility / Bar Certification/ PRC Board rating for positions NOT involving practice of profession and PRC License / Bar Certification for positions involving practice of profession;</li> <li>6. Copy of Contractual Appraisal Report in the last rating period;</li> <li>7. CSC form No. 211, Revised 2018 (Medical Certificate) w/ attached drug test, urinalysis, blood test, x-ray, neuropsychological test results</li> <li>8. Original copy of PSA Birth Certificate</li> <li>9. Original copy of PSA Marriage Certificate, if applicable</li> <li>10. Original copy of NBI Clearance; and</li> <li>11. Affidavit of No Relation to the Appointing / Recommending Authority.</li> </ol> <p><b>For plantilla personnel applying for promotion:</b></p>	<p>Departments / Offices</p> <p>School/College Last Attended</p> <p>School/College Last Attended</p> <p>Professional Regulation Commission / Supreme Court of the Philippines / Civil Service Commission</p> <p>Departments / Offices</p> <p>Clinic / Laboratory</p> <p>Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>National Bureau of Investigation</p> <p>Departments / Offices</p>

<p>1. Fully accomplished CS Form No. 212, Revised 2017 Personal Data Sheet (PDS) with recent passport-sized picture with attached Work Experience Sheet;</p> <p>2. Photocopy of Training Certificates, if applicable;</p> <p>3. Photocopy of Transcript of Record, if applicable;</p> <p>4. Photocopy of Diploma, if applicable;</p> <p>5. Authenticated Career Service Eligibility / Bar Certification/ PRC Board rating for positions NOT involving practice of profession and PRC License / Bar Certification for positions involving practice of profession;</p> <p>6. Copy of Individual Performance Commitment and Accountability (IPCA) Report in the last rating period;</p> <p>7. Drug test result</p> <p>8. Original copy of NBI Clearance; and</p> <p>9. Affidavit of No Relation to the Appointing / Recommending Authority.</p>	<p>Departments / Offices</p> <p>School/College Last Attended</p> <p>School/College Last Attended</p> <p>Professional Regulation Commission / Supreme Court of the Philippines / Civil Service Commission</p> <p>Departments / Offices</p> <p>Clinic / Laboratory</p> <p>National Bureau of Investigation</p> <p>Departments / Offices</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office / Department Head requests for the publication of positions	Receives, records and routes therequest	None	10minutes	Receiving Clerk
	Verifies the availability of the positions and prepares publication documents for initial of PAD Head	None	2 to 3 days	HRMO
	Checks the publication documents for approval of the HRMD Head	None	7 days	PAD Head
	Signs/approves the publication document	None	1 to 2 days	HRMD Head
	Forwards via email to CSC for publication.	None	10 minutes	HRMO



	Note: Once the posting for publication is approved based on CSC requirement, the applicant waits for a certain period before filling-up the vacant position			
2. Office / Department submit required documents of pre-screened applicants	Receives, records and routes the submitted requirements of the pre-screened applicants	None	10 minutes	Receiving Clerk
	A. Checks the documents submitted	None	7 to 10 working days (depends on the number of applicants)	HRMA / HRMO
	B. Evaluates paper qualification and prepares the Comparative Assessment Forms, Compliance letter / observation, findings, if there is any	None		HRMA / HRMO
	C. Schedules the date of PSB (for approval by the Chairman and the members)	None		HRMA / HRMO
	Approves the agenda of the positions to be screened	None	1 day*	HRMD Head / HRMPSB Members

	Once the schedule is approved, HRMD acts as secretariat during the PSB En Banc Screening of Contenders	None	1 day	HRMO
	Prepares Appointment/s, RA 7160 and other pertinent documents pursuant to Sec. 5 Rulle II of CSC ORAOHRA for City Mayor signature  (Estimated time of Mayor's signature: 2 weeks to 6 weeks)	None	7 days	HRMO &HRMA
3. Require office / department to submit additional document for CSC attestation and on-boarding purposes of successful applicant	Once Appointment/s is/are signed, prepares request letter for Certificate of funding and photocopies the attachments	None	1 day	HRMO &HRMA
	Forwards the request of Certificate of Funding from the City Accounting Department  (Estimated time for Certificate of Funding: 7-14 days)	None	15 minutes	Liaison

	Additional requirements for CSC attestation (Oath of Office, Certificate of Assumption and PDF) distribute to the respective Offices/ Departments for signature of appointees and Office Head  (Estimated time to be returned to HRMD: 7 days)	None	1 day	HRMO & HRMA
	Prepares transmittal letter of appointment/s and supporting documents for CSC attestation	None	30 minutes	HRMO & HRMA
	Scans and photocopies Appointment Transmittal and Action Form (ATAF) for CSC Attestation	None	1 hour	HRMO & HRMA
	Forwards ATAF via email	None	15 minutes	HRMO & HRMA
	Attested Appointment/s are received from CSC  (Estimated attestation period: 1 month to 2 months)	None	10 minutes	Receiving Clerk
	Prepares Transmittal Letter of attested appointment/s and Updating of Personnel Schedule	None	7 days	HRMO & PAD Head
	Transmitted the attested appointment/s to concerned Departments	None	20 minutes	Liaison
<b>TOTAL:</b>		None	40 days, 3 hours	

Note:

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

- For appointments requiring additional supporting documents / justification, concerned department is requested to comply and once the needed documents are submitted, the same are transmitted to CSC

- For disapproved appointments, MR is prepared / drafted for City Mayor's signature and once signed concerned Department is requested to file signed MR with CSC attaching therein the required documents.

## 19. ISSUANCE OF AUTHORITY TO TRANSFER

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Employee who opt to transfer to any Local/National Agency		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Request letter approved and indorsed by the Department/Office Head concerned</li> <li>Office Clearance</li> <li>General Clearance</li> <li>Certification of No Pending Case (from the City Legal Dept.)</li> <li>Assumption of duty (from Accepting Agency)*</li> <li>CTC Appointment papers (from Accepting Agency) *</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter together w/ the requirements	Receives, records and routes request	None	10 minutes	Receiving Clerk
	Assesses and evaluates the documents as to completeness and validity. Prepares Authority to Transfer	None	1 day	HRMO in-charge
	Checks the documents and recommends the Authority to Transfer by affixing his/her initials	None	30 minutes	Personnel Action Division Chief
	Recommends approval of the Authority to Transfer to the City Mayor by affixing his initial	None	1 day*	HRMD Head

	Forwards the documents to the Office of the City Mayor for signature and approval(estimated approval period: 1 to 3 days)	None	20 minutes	Liaison
	Receives signed documents from the Office of the City Mayor	None	10minutes	Receiving Clerk
2. Receives the Original copy of the Authority to Transfer	Records and releases the signed Authority to Transfer to the employee concerned, furnish a copy to the concerned departments with the information that the original was received by the concerned employee. File receiving copy to concerned employee's 201 file.	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour, 20 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 20. CHANGE OF NAME AND MARITAL STATUS

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All female QCG employees who are married		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>2 certified Photocopy of marriage contracts (PSA copy)</li> <li>Request letter indorsed by the Office/Dept. Head of the employee concern</li> </ul>		PSA		
		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter and other pertinent documents	Receives, records and routes request with supporting documents	None	10 minutes	Receiving Clerk
	Requests retrieval of 201 file for proper notation of the changes and prepares indorsement letter to CAD	None	30 minutes	HRMA/HRMO in-charge
	Affix initials on the indorsement letter to CAD and departments concerned	None	10 minutes	Personnel Action Division Chief
	Affixes signature on the indorsement letter	None	1 day*	HRMD Head
	Updates PMIS record of the employee concern	None	5 minutes	HRMO III
	Updating of Agency Remittance Advice (ARA) to be forwarded to Government Service Insurance System (GSIS)	None	10 minutes	HRMA/HRMO in-charge
<b>TOTAL:</b>		None	1 day, 1 hour, 5 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 21. ISSUANCE OF NOTICE OF ORDER OF SEPARATION

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Employees who are on AWOL		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Office/Department Heads Recommendation for Dropping from the Rolls</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits recommendation signed by the Office/Department Head Concern	Receives, records and routes Office/Dept. recommendation letter	None	10 minutes	Receiving Clerk
	Reviews and prepares Notice/Order of Separation	None	1 day	HRMA/HRMO in-charge
	Checks and initials on the Notice/Order of Separation	None	20 minutes	Personnel Action Division Head
	Recommends approval/Signs Notice of Separation	None	10 minutes	HRMD Head
	Forwards final Notice of Separation to the Office of the City Mayor for signature and approval (estimated approval period: 1 to 3 days)	None	20 minutes	Liaison
	Receives signed Notice from the Office of the City Mayor	None	5 minutes	Receiving Clerk
	Prepares a memorandum to department concerned transmitting the signed notice of separation	None	30 minutes	HRMO III
	Signs the memorandum/transmittal	None	1 day*	HRMD Head
	Transmits memorandum/ signed notice of separation to the Department Concerned	None	20 minutes	Liaison



	File photocopy to employees 201	None	10 minutes	Records Section Staff
<b>TOTAL:</b>		None	2 days, 2hours, 5 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 22. ISSUANCE OF ACCEPTANCE OF RESIGNATION

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCGEmployees who opt to sever employment for personal reasons, i.e. health, family, employment (local or abroad)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Resignation letter of employee</li> <li>• Indorsement from the Head of Department / Office</li> <li>• Office Clearance</li> <li>• General Clearance</li> <li>• SPMS (last 2 rating period)</li> <li>• Certificate of No Pending Case (from City Legal Department)</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Resignation letter and requirements	Receives, records and routes documents as to the completeness	None	5 minutes	Receiving Clerk
	Checks the documents and prepares Acceptance of Resignation	None	30 minutes	HRMA/HRMO in-charge
	Validates acceptance of resignation and recommends approval to the Head	None	15 minutes	Personnel Action Division Chief
	Affix initials and recommends approval of acceptance to the City Mayor	None	1 day*	HRMD Head
	Forwards the Acceptance of Resignation to the Office of the City Mayor for signature and approval(estimated approval period: 1 to 3 days)	None	20 minutes	Liaison

	Receives signed Acceptance from the Office of the City Mayor	None	5 minutes	Receiving/Releasing Clerk
	Releases signed acceptance and informs Department/Office concerned through memorandum	None	10 minutes	Releasing Clerk
	File the photocopy of signed acceptance to employees 201/120 file	None	5 minutes	Records Clerk
<b>TOTAL:</b>		None	1 day, 1 hour, 30 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 23. ISSUANCE OF SERVICE RECORD / CERTIFICATE OF EMPLOYMENT (COE)

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent, Co-Terminus and Contracts of Service (Active or In-Active) employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Duly accomplished Request Form</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and submit duly accomplished request form	Receives and records filled-up request forms	None	15 minutes	Receiving Clerk
	Retrieves 201 or 120 files and hands them over to assigned officer's office/dept.	None	30 minutes	Records Personnel
	Prepares Service Record/Certificate of Employment	None	6 hours	HRMA/HRMO in-charge
	Checks/Initials/recommends approval of the requested document	None	40 minutes	HRMO IV
	Signs/approves Service Record/Certificate of Employment	None	1 day*	HRMD Head

	Recordsigned requested document before handing over to the releasing counter	None	20 minutes	HRMA/HRMO
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Receives signed document	Releases signed documents to the requesting party	None	15 minutes	Releasing Clerk
<b>TOTAL</b>		None	2 days	

Note:

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

- Service Record requested for Longevity pay, GSIS and Loyalty shall be forwarded to Employee Welfare Division for computation of leave without pay.

# HUMAN RESOURCE DEVELOPMENT AND ADMINISTRATIVE SUPPORT SERVICES DIVISION

## 24. ISSUANCE OF AUTHORITY TO ATTEND SEMINAR/TRAINING ON OFFICIAL BUSINESS/OFFICIAL TIME

### Standard Operating Procedures:

1. Written requests for authority to conduct / attend trainings / seminars must be submitted to the HRMD in duplicate and at least two (2) weeks prior to the activity. The HRMD shall not entertain requests for trainings / seminars that have already been conducted.
2. The HRMD will review the request and prepare the authority to be initialed by the Head and signed by the City Mayor.
3. The Office of the City Mayor shall have the HRMD receive the signed authority, which HRMD will forward to the department / office of the employee concerned.
4. The employee shall furnish the HRMD a copy of the signed authority and all the attachments / invitations immediately upon receipt thereof.

### On Official Time

An employee shall be authorized to attend a training / seminar ON OFFICIAL TIME when it does not entail any cost to the Quezon City Government, except the payment of his / her salary during that period.

### On Official Business

An employee shall be considered ON OFFICIAL BUSINESS if he / she has been authorized to incur expenses such as seminar / registration fee, transportation / accommodation fees (if any), per diem, etc. to be charged against the Training Fund of the Quezon City Government subject to rules and regulations under Executive Order No. 77, s.2019 and National Budget Circular No. 563 s.2016.

<b>Office or Division</b>		Human Resource Development and Administrative Support Services Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All QC Employees (Permanent and COS)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter request from the Office / Department Head</li> <li>• Invitation from Sponsoring agency</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request and invitation	Receives, records and routes request for attendance of personnel in seminar/training/convention	None	15 minutes	Counter I Clerk
	Evaluates and prepares Authority to Attend ON OFFICIAL TIME/ON OFFICIAL BUSINESS	None	1 day	HRMO Training Staff

	Signs/Recommends approval of authority to the City Mayor	None	1 day*	HRMD Head
	Forwards recommended Authority to the Office of the City Mayor for approval(estimated approval period: 1 to 2 days)	None	20 minutes	Liaison
	Receives approved authority from the Office of the City Mayor	None	10 minutes	Receiving Clerk
2. Receives approved Authority	Records signed Authority and releases the same to the requesting office.	None	15 minutes	HRMD Training Staff
<b>TOTAL:</b>		None	2 days, 1 hour	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s



## 25. REQUEST FOR OFFICIAL TRAVEL AUTHORITY

<b>Office or Division</b>		Human Resource Development and Administrative Support Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All QC Employees (Permanent)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter request for Foreign Travel (indicating inclusive date/s of travel and place/s of destination from employee)</li> <li>Invitation from Sponsoring Agency or Organizer of the Conference/Seminar</li> <li>Recommending approval from the City Administrator/IAS re fund allocation in conformity with EO 77 or National Budget Circular No. 563 s.2016</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer Department Concerned submits the request	Receives, records and routes request (with complete supporting documents)	None	10 minutes	Receiving Unit
	Reviews documents submitted and prepares travel authority if activity is on official business / official time	None	1 day	HRMD Staff
	Checks Travel Authority and recommends approval	None	30 minutes	HRMO V
	Recommends approval of Travel Authority to the City Mayor by affixing his initial	None	1 day*	HRMD Head

	Forwards the Travel Authority to the Office of the City Mayor for approval and signature (estimated approval period: 1 to 2 days)	None	20 minutes	Liaison
	Receives signed Travel Authority from Office of the Mayor	None	10 minutes	Receiving Unit
2. Receives signed Travel Authority	Records and releases Original Travel Authority to concerned Office and retains photo copy for file	None	15 minutes	HRMD Staff
<b>TOTAL:</b>		None	2 days, 1 hour, 25 minutes	

Note:

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

\*\*The HRMD drafts and signs a document to DILG that will serve as transmittal of all supporting documents for the issuance of DILG Travel Authority.

## 26. REQUEST FOR AUTHORITY TO CONDUCT TRAINING

<b>Office or Division</b>		Human Resource Development and Administrative Support Services Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All QC Employees (Permanent and COS)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Endorsement letter from the requesting department, office or unit</li> <li>• Source of Fund</li> <li>• List of participants</li> <li>• Breakdown of Expenses / Cost Derivation</li> <li>• Recommendation from the Office of City Administrator or Internal Audit Service</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The DOU Liaison Officer submits request for authority to conduct training	Receives, records and routes request for the conduct of trainings/ workshops/ capability building seminars.	None	15 minutes	Receiving Clerk
	Checks the attachments as to completeness	None	30 minutes	HRMD Training Staff
	Drafts/Prepares Authority to conduct for approval of the HRMD Head	None	1 day	HRMD Training Staff
	Signs/Recommends approval of authority to the City Mayor	None	1 day*	HRMD Head
	Forwards recommended Authority to the Office of the City Mayor for approval (estimated approval period: 1 to 2 days)	None	20 minutes	Liaison

	Receives approved authority from the Office of the City Mayor	None	10 minutes	Receiving Clerk
2. Receives approved Authority	Records and releases signed Authority and release the same to the requesting office.	None	10 minutes	HRMD Training Staff
<b>TOTAL:</b>		None	2 days, 1 hour, 25 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 27. ONLINE APPLICATION FOR QUEZON CITY INTERNSHIP PROGRAM

<b>Office or Division</b>		Human Resource Development and Administrative Support Services Division		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		Local High School / College / University students who are required to render on-the-job (OJT) or internship		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Online Application in Kalibrr</li> <li>Recommendation Letter of the school addressed to HRMD</li> <li>Resume of the Student applicant</li> </ul>		Kalibrr Application ( <a href="https://bit.ly/QCInternshipProgram">https://bit.ly/QCInternshipProgram</a> ) School/College/University  Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult a personnel where to apply for QCIP.	Provides relevant Information and give the QCIP	None	1 minute	Administrative Support Staff
2. Go to link or scan the QR Code provided on the flyer  Click "Apply Now" and sign up to create an account in Kalibrr  Fill out all the data fields with complete information required to finalize your Kalibrr profile.  Answer all questions asked and upload resume as required. Then click "Submit".	Guides client or provide instructions as needed.	None	12 minutes	HR Officer

3. Wait for status of application	Acknowledges application in Kalibr. Screen applications and determine which Department / Office/ Unit (DOU) is best fit for an applicant, in terms of relevance in his/her career path and interests.	None	3 to 7 Days	HR Officer
	Endorses the applicants to DOU, to subject applicant to final evaluation	None	1 to 3 Days	SHRU Action Officer
	<p>Notifies the applicant, through Kalibr, regarding the status of application based on the feedback of the DOUs concerned.</p> <p>Note: Acceptance / Rejection of applicant is subject to discretion of DOUs to which the applicant is endorsed.</p> <p>Processing time of the final evaluation (acceptance / rejection of application) will solely depend on the DOU/s concerned.</p>	None	10 minutes	HR Officer
<b>TOTAL:</b>		None	4-10 days, 23 minutes	

## 28. ISSUANCE OF ID

<b>Office or Division</b>		Human Resource Development and Administrative Support Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		<ul style="list-style-type: none"> <li>All Quezon City Hall employees</li> <li>On the Job Trainees</li> </ul>		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Submit all necessary information thru electronic mail</li> <li>Photocopy of Job Order / Contract for newly hired employees</li> <li>Copy of appointment paper for newly appointed plantilla</li> <li>Affidavit of Loss for lost IDs</li> <li>Letter Request from the Requesting Department/ Office</li> <li>Picture (4.5 cm x 3.5 cm) with signature over printed name</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents	Checks request for Issuance of ID on the email	None	1 - 2 minutes per ID	Admin Staff
	Copy all the information of the personnel concerned to the ID template	None	2 minutes	Admin staff
	Print the ID of the requesting personnel	None	2-3 minutes	Admin Staff
2. Receives the printed ID	Record and Release the ID to the requesting personnel	None	2-3 minutes	Administrative Support Staff
<b>TOTAL:</b>		None	10 minutes per ID	

## 29. RATIONALIZATION

<b>Office or Division</b>		Human Resource Development and Administrative Support Division		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Department/Office Head		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Request letter from the DOU Head</li> <li>• Old Organizational Structure</li> <li>• Proposed Organizational Structure</li> <li>• Staffing Pattern (organized per division and section with corresponding duties and functions) Request letter from the DOU Head</li> <li>• Old Organizational Structure</li> <li>• Proposed Organizational Structure Staffing Pattern (organized per division and section with corresponding duties and functions)</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request	Receives, records and routes documents	None	10 minutes	Receiving Clerk
	Reviews and analyses proposed rationalization	None	15 days	HRMA/HRMO in-charge
	Prepares comments and recommendation	None	3 days	HRMA/HRMO in-charge
	Reviews comments and recommends approval to HRMD Head	None	1 day	HRMD Asst. Dept. Head
	Approves/Signs comments and recommendation	None	1 day*	HRMD Head
2. Receives comments and recommendations as approved by HRMD Head	Records and releases signed report to the DOU concerned	None	10 minutes	Releasing Clerk



3. Re-submits proposal integrating the comments and recommendations of HRMD	Receives and records re-submitted proposal	None	10 minutes	Receiving Clerk
	Reviews proposal for finalization of documents	None	5 days	HRMA/HRMO in-charge
	Prepares a letter addressed to DOU concerned interposing no objection on the proposal	None	1 day	HRMA/HRMO in-charge
	Reviews and recommends approval of the review	None	1 day	HRMD Asst. Dept. Head
	Signs/Endorses the approval of the review on the proposed rationalization	None	1 day*	HRMD Head
4. Receives approval of proposed rationalization	Records and releases signed endorsement	None	10 minutes	Releasing Clerk
	<b>TOTAL:</b>	None	28 days,40 minutes	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

### 30. JOB APPLICATION

<b>Office or Division</b>		Human Resource Development and Administrative Support Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		Walk-in Applicants		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter of Application</li> <li>Personal Data Sheet with Picture/Resume/Biodata</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the above requirements to the receiving counter	Inform applicants to apply thru Kalibrr.com	None	5 minutes	Receiving Clerk
	Receives, records and hand over applications to the HRMO	None	15 minutes	Receiving Clerk
	Assigns and puts a control number to each and every application	None	10 minutes	HRMO
	Evaluates the submitted document and prepares the Transmittal Letter (including the educational attainment, eligibility, address, etc.) for approval of HRMD Head	None	1 hour	HRMO
	Sign/approve the transmittal letter	None	1 day*	HRMD Head

	Transmits the letter of the applicant to the department/office where his/her qualifications is suited	None	30 minutes	Liaison
	Informs the applicant that his/her application has been processed and patiently wait for the response of the office/department where his/her application is transmitted  (estimated response time: 3 – 5 days)	None	1 hour	HRMA
	After receiving the response of the office/department concerned, the applicant will be informed about the status of his/her application	None	1 hour	HRMA
<b>TOTAL:</b>		None	1 day, 4 hours	

Note: \*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s