



**QUEZON CITY LOCAL GOVERNMENT**

**CITIZEN'S CHARTER**  
2025 (1st 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 a 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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Application Systems Modification	<b>1379</b>
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Review of ICT Project Terms of Reference	<b>1386</b>
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Application Status Inquiry	<b>1392</b>
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Assistive Device Provision	
Wheelchair Service Assessment and Provision	<b>1404</b>
Wheelchair Fitting	<b>1406</b>
Wheelchair Follow-up	<b>1408</b>
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Orthotic Fitting and Delivery	<b>1412</b>
Orthotic Follow-Up	<b>1414</b>



Hearing Assessment	
Intake Ear Examination	<b>1415</b>
ENT Assessment (for Clients with abnormal otoscopic findings)	<b>1416</b>
Objective Auditory Brainstem Response Assessment (for Clients who are unable to tolerate Behavioral Hearing Assessment)	<b>1418</b>
Developmental / Rehabilitation Assessment	<b>1420</b>
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1st Session - Evaluation (Onsite / Online)	<b>1424</b>
2nd Session - Goal Setting (Onsite / Online)	<b>1428</b>
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Psychological Service	<b>1456</b>
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Home Borrowing of Books	<b>1464</b>
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Use of Computers and Internet Services	<b>1472</b>
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Issuance of Tourism Certificate of Registration	<b>1475</b>
Implementation of Programs / Activities / Projects	<b>1479</b>
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QCU College Admission Test Application and Admission Procedure	<b>1482</b>
Re-admission (Returnee) Procedure	<b>1484</b>
Enrollment of Freshmen Students	<b>1486</b>
Enrollment for Transfer Students	<b>1488</b>
Enrollment For Returning Students	<b>1490</b>
Enrollment for Continuing Old Students	<b>1491</b>
Request for Transcript of Record (TOR)	<b>1493</b>
Issuance of Student Records	<b>1495</b>
Dropping of Subjects (Online)	<b>1497</b>
Application for Graduation (Online)	<b>1498</b>
Payment For Tuition And Miscellaneous Fees	<b>1499</b>
Payment For Transcript Of Records (after first copy)	<b>1499</b>
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CHED - UNIFAST Free Higher Education (FHE)	<b>1502</b>
CHED-Tertiary Education Subsidy (TES) Financial Assistance	<b>1505</b>
Quezon City Youth Development Office (QCYDO) Financial Assistance	<b>1507</b>
Lost and Found Items	<b>1510</b>
Issuance of New University Identification Card (ID)	<b>1510</b>
Issuance of ID Certification for DSWD / CHED for Educational Assistance Requirement	<b>1511</b>
Exemption From Wearing of Uniform	<b>1512</b>
University Organization Accreditation and Re-accreditation	<b>1514</b>
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Laptop and Pocket Wifi for Return	<b>1517</b>
Laptop For Repair/Maintenance	<b>1518</b>
Issuance Of Laptop And Pocket Wifi	<b>1519</b>
Administering First Aid / Medical Consultation	<b>1521</b>
Issuance of Medical Clearance to Students	<b>1522</b>
Oral Examination/Oral Prophylaxis Treatment / Dental Fillings / Tooth Extraction	<b>1523</b>
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Clients	
Attendance To Queries Of Library Patrons	<b>1525</b>
Re-Issuance Of Lost / Damage Library Card	<b>1526</b>
Borrowing And Returning Of Books (In-House)	<b>1526</b>
Borrowing Of Books (Overnight)	<b>1527</b>
Returning Of Books (Overnight)	<b>1528</b>
Renewal Of Books (Overnight)	<b>1528</b>
Payment Of Fines Beyond Due Date (Overnight)	<b>1529</b>
Replacement Of Lost Book/s	<b>1530</b>
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Signing of Faculty & Administrative Clearance (Renewal of Contract, Travel, Leave, Resignation)	<b>1532</b>
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Students Under Academic Probation	<b>1535</b>
Counseling	<b>1536</b>
<b>QUEZON CITY YOUTH DEVELOPMENT OFFICE</b>	
Services for Students	
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Scholarship Renewal	<b>1542</b>
Scholarship Grants	<b>1543</b>
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Review of Comprehensive Barangay Youth Development Plan (CBYDP)	<b>1544</b>
Review of Annual Barangay Youth Investment Program (ABYIP)	<b>1546</b>
Services for Youth and Youth Serving Organizations	
Youth Organization Registration Program	<b>1548</b>
<b>ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL</b>	
Dental Services	<b>1550</b>
Processing of Birth Certificate	<b>1553</b>
Processing of Death Certificate	<b>1555</b>
Request For Medical Records	<b>1557</b>
Patient Admission from Emergency Room	<b>1559</b>
Request For Medical Social Service Assistance For	<b>1561</b>



ER-Patients	
Request For Medical Social Service Assistance For Inpatients	<b>1563</b>
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Request For Medical Social Service Assistance For Philhealth of Service (POS)	<b>1567</b>
Outpatient Nutrition Counseling	<b>1568</b>
Laboratory Service (Outpatient Services)	<b>1569</b>
Laboratory Procedure On Culture And Sensitivity Test For Out-Patient	<b>1571</b>
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Laboratory Service (In-Patient Services)	<b>1575</b>
Cadaver Releasing	<b>1577</b>
Pharmacy Department Out-Patient Medication Dispensing	<b>1580</b>
Pharmacy Department 24-Hour Medication Dispensing	<b>1582</b>
Pharmacy Department In-Patient Medication Dispensing	<b>1584</b>
Pharmacy Department Emergency Room Medication Dispensing	<b>1585</b>
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Ultrasound Procedures	<b>1598</b>
X-Ray Procedures	<b>1601</b>
Respiratory Therapy Department Services	<b>1604</b>
Emergency Department Consultations	<b>1607</b>
Heart Station Procedures	<b>1610</b>
Procedures In Availing Obstetrics And Gynecology Ultrasound Services	<b>1613</b>
Outpatient Department Consultation	<b>1615</b>
Elective And Emergency Procedures	<b>1618</b>
Expanded Newborn Screening	<b>1620</b>
Newborn Hearing Screening	<b>1622</b>
Discharge of In-patient	<b>1623</b>
RMBGH RT-PCR Swabbing Process (Out-Patient Department)	<b>1625</b>
Collection of Payments (Outpatient)	<b>1627</b>
Collection of Payments (Emergency Room Patient)	<b>1628</b>
Collection of Payments (In-Patient)	<b>1629</b>
PHILHEALTH Benefit – Acquisition	<b>1630</b>
Processing and Release of Final Bill for In-Patient	<b>1632</b>
Availment of PHILHEALTH Benefits at the OPD Ambulatory Surgery	<b>1634</b>



<b>SCHOOLS DIVISION OFFICE QUEZON CITY</b>	
Submission of Employment Application (Teaching Related)	<b>1636</b>
Application for ERF (Equivalent Record Form)	<b>1637</b>
Application for Leave (Human Resource Teaching Unit)	<b>1638</b>
Application for Retirement (Human Resource Teaching Unit)	<b>1640</b>
Foreign Travel Authority Request on Official Time or Official Business	<b>1641</b>
Issuance of Certificate of Employment	<b>1643</b>
Issuance of Service Record	<b>1644</b>
Loan Approval and Verification	<b>1645</b>
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	<b>1646</b>
Processing of Terminal Leave Benefits	<b>1648</b>
Request for Correction of Name and Change of Status	<b>1649</b>
Submission of Employment Application (Non-Teaching Related)	<b>1650</b>
Application for ERF (Equivalent Record Form)	<b>1651</b>
Application for Leave (Human Resource Non-Teaching Unit)	<b>1652</b>
Application for Retirement (Human Resource Non-Teaching Unit)	<b>1654</b>
Foreign Travel Authority Request on Official Time or Official Business	<b>1656</b>
Issuance of Certificate of Employment	<b>1657</b>
Issuance of Service Record	<b>1658</b>
Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	<b>1659</b>
Processing of Terminal Leave Benefits (Human Resource Non-Teaching Unit)	<b>1661</b>
Request for Correction of Name and Change of Status	<b>1662</b>
Issuance of Requested Documents (Non-Certified True Copy)	<b>1663</b>
Issuance of Requested Documents (Certified True Copy and Photocopy of Documents)	<b>1664</b>
Certification, Authentication, Verification of Reconstructed Diploma	<b>1665</b>
Receiving and Releasing of Incoming and Outgoing Communication	<b>1666</b>
Receiving of Complaint	<b>1667</b>
Submission of Request for Quotation	<b>1668</b>
Invitation to Bid	<b>1669</b>
Division Clearance / Property Clearance	<b>1670</b>
Requisition of Supplies and Equipment	<b>1672</b>
Request for Inspection of Unserviceable Properties	<b>1674</b>



User Account Management for Centrally Managed Systems	<b>1676</b>
Troubleshooting of Computer Repairs and Maintenance	<b>1677</b>
Smart 5G Loading	<b>1678</b>
Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi Issues	<b>1679</b>
Uploading of Publications	<b>1680</b>
Events / Webinars Support	<b>1680</b>
Creation / Build-Up of GSIS Business Partner (BP) Numbers For New Members	<b>1681</b>
Re-Building-Up and/or Activation of Inactive Status	<b>1682</b>
Transfer of Office Code and/or Agency	<b>1683</b>
For Change of Name and Status Due to Marriage	<b>1684</b>
For Reversion to Maiden Name	<b>1685</b>
Correction of Name or Date of Birth (If record in the division office is not correct)	<b>1686</b>
Correction of Name and/or Date of Birth (Due to typographical error in the GSIS database)	<b>1687</b>
Updating of Personal Information	<b>1688</b>
Updating of Remittance	<b>1689</b>
GSIS Loans (MPL flex, Policy, Emergency)	<b>1690</b>
Landbank Loans (City Paid Employees)	<b>1691</b>
Private Lending Institutions (PLI's) Loans	<b>1692</b>
PAG-IBIG Loans	<b>1693</b>
Provident Loans	<b>1694</b>
Request for Correction of Entries in School Records	<b>1696</b>
Receiving of Complaints Against Non-Teaching Personnel	<b>1698</b>
Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	<b>1699</b>
Issuance of Certificate of No Pending Case	<b>1704</b>
Processing of Disbursement Vouchers (DV)	<b>1705</b>
Pre-Audit and Recording of Liquidation Reports from Accountable Officers	<b>1706</b>
Consolidation of Financial Reports from Implementing Units	<b>1708</b>
Processing of Various Claims and Benefits	<b>1709</b>
Fund Request	<b>1710</b>
Issuance of Official Receipt	<b>1711</b>
LDDAP-ADA/Check Payment	<b>1712</b>
Petty Cash	<b>1715</b>



Automatic Payroll Deduction System (Private Lending Institutions)	<b>1716</b>
Manual Billings (GSIS, Pagibig and Private Lending Institutions)	<b>1717</b>
Supplementary Payroll	<b>1719</b>
Special Payroll for Local Allowances	<b>1720</b>
Division Clearance	<b>1722</b>
Accessing Available Learning Resources from LRMDs Portal	<b>1724</b>
Borrowing of Learning Materials from Libraries	<b>1726</b>
Alternative Learning System (ALS) Enrollment	<b>1727</b>
Program Work Flow of Submission of Contextualized Learning Resources	<b>1728</b>
Quality Assurance of Supplementary Learning Resource	<b>1730</b>
Request for Basic Education Data (External Stakeholders)	<b>1731</b>
Issuance of Government Permit, Renewal, Recognition of Private Schools	<b>1732</b>
Issuance of Special Orders for Graduation of Private School Learners	<b>1734</b>
Application for Senior High School (SHS) Additional Track/Strand	<b>1735</b>
Application of Summer Permit for Private Schools	<b>1738</b>
Application for No Increase in Tuition Fee	<b>1739</b>
Application for Increase in Tuition Fee	<b>1740</b>
Request for Basic Education Data (Internal Stakeholder)	<b>1742</b>
Request for Data for EBEIS/LIS/NAT and Performance Indicators	<b>1743</b>
<b>SMALL BUSINESS AND COOPERATIVES DEVELOPMENT AND PROMOTIONS OFFICE</b>	
Pangkabuhayang QC Program	
Application to Pangkabuhayang QC Capital Assistance	<b>1744</b>
Pangkabuhayang QC Information Session	<b>1753</b>
QC Essentials Livelihood Training Program	
Request for QC Essentials Starter Kits	<b>1755</b>
Request for QC Essentials Training (No Kits)	<b>1757</b>
Community Savings Group	
Community Savings Group Pre-Formation Orientation	<b>1758</b>
Community Savings Group (CSG) Kits And Materials	<b>1760</b>
QC Payday Fresh Market	
Application to Join QC Payday Fresh Market	<b>1762</b>
Proudly Original Products Of Quezon City (POP QC) Program	



Application to POP QC Membership	<b>1765</b>
Kyusi Nights: Community Night Market	
Request for Conduct of Kyusi Nights in Barangay or Community	<b>1768</b>
QCertified Roadmap Program	
Request to Join QCertified Roadmap Program	<b>1771</b>
Be Your Own Boss - QC Youth Entrepreneurship Program (BYOB - QC YEP)	
Registration to BYOB - QC YEP	<b>1775</b>
Cooperative Development Program	
Request for Weekly Cooperative Clinic Consultation	<b>1778</b>
Request for Cooperative Pre-Registration Seminar (PRS)	<b>1781</b>
Request For Cooperative Mandatory Training	<b>1783</b>
Entrepreneurship Trainings and Seminars	
Request to Join QC-SBCDPO Entrepreneurship Trainings And Seminars	<b>1785</b>
<b>SOCIAL SERVICES DEVELOPMENT DEPARTMENT</b>	
Manpower Barangay-Based Skills Training	<b>1787</b>
Soft Trade Skills Training	<b>1789</b>
Referral	<b>1790</b>
Small Income Generating Assistance (Capital Assistance)	<b>1791</b>
Sikap at Galing Pangkabuhayan (SIGAP)	<b>1793</b>
Child Development Service Program	<b>1795</b>
Child Minding Service Program	<b>1797</b>
Granting of Certificate of Registration, Permit to Operate, and Recognition to Public Child Development Centers, Private Learning Centers, and Service Providers	<b>1799</b>
Supplementary Feeding Program	<b>1801</b>
Senior Citizen Volunteer Program	<b>1803</b>
Social Welfare Assistance (SWA)	<b>1804</b>
Protective Service	<b>1805</b>
Capability Building Sessions	<b>1807</b>
Solo Parent Service: Issuance of Solo Parent ID	<b>1808</b>
Educational Assistance For Solo Parents' Children / Beneficiary And Children With Disabilities	<b>1813</b>
Financial Assistance to Victims / Survivors of TIP	<b>1814</b>
Community Based Rehabilitation	<b>1815</b>



Issuance Of Case Summary Report For Assistive Devices	<b>1816</b>
Alternative Child Care Service	
Processing of Issuance of Certificate Declaring a Child as Legally Available for Adoption	<b>1817</b>
Processing the Papers for Relative Adoption, Adoption of Legally Available Child, Adult Adoption and Step Parent Adoption	<b>1821</b>
Provision Of Certificate For The Philhealth Point Of Service (POS) Enrollment	<b>1824</b>
Pre-Marriage Orientation and Counseling (PMOC)	<b>1825</b>
Parenting Capability Assessment Report	<b>1826</b>
Provision Of Certificate Of Indigency (COI)	<b>1827</b>
Family Case Management	<b>1828</b>
Capability Training	<b>1830</b>
Rehabilitative Counseling	<b>1831</b>
Protective Service	<b>1832</b>
Reachout Operations For Children / Families In Street Situations And Indigenous People (IP'S)	<b>1834</b>
Youth Organizing	<b>1836</b>
Educational Assistance For Indigent Children And Youth	<b>1838</b>
Molave Youth Home	<b>1840</b>
Bahay Kalinga	<b>1842</b>
Bahay Aruga	<b>1844</b>
Processing Center	<b>1846</b>
Reception and Action Center	<b>1848</b>
Provision of Transportation Assistance	<b>1850</b>
Provision of Medical Assistance	<b>1852</b>
Provision of Emergency Disaster Relief (Operationalization Of Evacuation Center / Temporary Shelter (Hotmeals); Provision Of Family Food Packs / Emergency Feeding (Dry Ration) & Psychosocial Support First Aide)	<b>1854</b>
Food For Work Program	<b>1858</b>
Referral / Networking Program	<b>1859</b>
Volunteer & Auxiliary Program	<b>1860</b>
Burial / Funeral Assistance Program	<b>1862</b>
<b>OFFICE FOR THE SENIOR CITIZENS' AFFAIRS</b>	
Processing of Senior Citizen's ID with Online QCitizen-Card	<b>1864</b>





Replacement of Senior Citizen's QCitizen / OSCA Card	<b>1867</b>
Issuance of Booklets for Medicine, DTI (Grocery) and Free Movies	<b>1868</b>
Issuing Record Certification for other Office Transactions	<b>1869</b>
Application for DSWD's Social Pension for Indigent Senior Citizens	<b>1870</b>
Quezon City Living Centenarian Recognition, Award and Benefits	<b>1871</b>
D.B.W.A. for the Relative of the Deceased Senior Citizens of Quezon City	<b>1873</b>
<b>TRAFFIC AND TRANSPORT MANAGEMENT DEPARTMENT</b>	
Recruitment, Hiring, And Training of Ttmd Personnel – The Administrative Process of Hiring Personnel	<b>1875</b>
Newly Hired Traffic Enforcers	<b>1878</b>
Training For Deputization of Traffic Enforcers	<b>1879</b>
Road Safety Awareness (Students And Guardians)	<b>1880</b>
Other Road Safety Trainings	<b>1881</b>
Implementation / Enforcement of Traffic Laws, Regulation, And Ordinances – The Implementation of The Quezon City Traffic Code Ordinance And Other Relative Laws, Ordinances, And Regulations	<b>1882</b>
Issuance of Traffic Clearance For Business Permit (Without Payment) – Requirement For Application of New Business Permits	<b>1884</b>
Issuance of Traffic Clearance For Business Permit (Without Payment) – Requirement For Application of Renewal Business Permits	<b>1886</b>
Issuance of Traffic Clearance For Business Permit (With Payment) - Requirements For Application of New Business Permits	<b>1887</b>
Issuance of Traffic Clearance For Business Permit (With Payment) Requirements For Application of Renewal Business Permits	<b>1889</b>
Issuance of Permit (Truck Ban Exemption, To Pass Kalayaan Avenue, To Move Heavy Equipment)	<b>1891</b>
Issuance of Temporary Terminal Permit	<b>1893</b>
UOVR Ticket Redemption / Payment For Traffic Violations	<b>1896</b>
Issuance of Certificate of Non-Apprehension	<b>1898</b>
Issuance of Lifting of Alarm	<b>1899</b>
Remittance Of UOVR Traffic Violation Ticket (Photo Printout Of Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, UOVR Ticket Of Other LGU's And Other Documents) / Confiscated Item	<b>1900</b>
Issuance And Renewal of Deputation Order	<b>1901</b>
Issuance of UOVR Booklet For New Deputized Traffic Enforcer	<b>1902</b>
Renewal of UOVR Booklet For Deputized Traffic Enforcer	<b>1903</b>



Issuance of Suspension Order of Deputized Traffic Enforcer	<b>1905</b>
Lifting of Suspension Order of Deputized Traffic Enforcer	<b>1907</b>
Online Payment of UOVR Ticket For Traffic Violations	<b>1908</b>
Filing of Protest/Contest Against The Issued Violation On The UOVR Ticket And/Or Multiple Violations/Apprehensions	<b>1911</b>
Availment of Penalty Reduction On Traffic Violation	<b>1914</b>
Issuance of Temporary Tricycle Loading / Unloading Area	<b>1915</b>
Registration of Tricycles With Franchise	<b>1916</b>
Registration of Pedicabs With Franchise	<b>1918</b>
Assisting Complaints On The Implementation / Enforcement of Traffic Laws, Regulations, Ordinances; Emergency Situations, Incidents And Other Natural And Manmade Calamities	<b>1920</b>
Quezon City Public Transport Service Implementation of QCity Bus Program	<b>1921</b>
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>LIST OF DEPARTMENTS / OFFICES / UNITS</b>	

# 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 Bureau of Fire Protection admission
- d. Record check
- e. Marriage requirement
- f. License to own firearms
- g. Certification to Solemnize Marriage
- h. Municipality Certification of Unemployment (DepEd, SHS Voucher, and ESC)
- i. Authentication and/or Certification of Residency (DFA req)
- j. 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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Purposes A to F:</b>		
<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> </ul>
<b>For Purpose F only (add'l req.):</b>		
<ul style="list-style-type: none"> <li>MTC Clearance</li> <li>RTC Clearance</li> <li>NBI Clearance</li> </ul>		<ul style="list-style-type: none"> <li>Metropolitan Trial Court</li> <li>Regional Trial Court</li> <li>NBI</li> </ul>
<b>For Purpose G only (add'l req.):</b>		
<ul style="list-style-type: none"> <li>SEC Cert. of Inc.</li> <li>Gen. Info Sheet</li> <li>Letter request</li> <li>Barangay certification (stating that said religious organization has good reput holding religious activity/ rites that is nothing in the principles &amp; practices that is contrary to the law, good customs and public policies</li> <li>Barangay Certification authenticated from Barangay Community Relations Department,</li> <li>Photocopy of valid ID</li> <li>Authorization Letter</li> </ul>		<ul style="list-style-type: none"> <li>SEC</li> <li>Requesting party</li> <li>Barangay</li> <li>Barangay</li> <li>Any government agency, employment</li> <li>Requesting party</li> </ul>
<b>For Purpose H only (add'l req.):</b>		
<ul style="list-style-type: none"> <li>Request Letter to Hon. Mayor Joy Belmonte, duly notarized</li> <li>Affidavit of unemployment</li> <li>Bgy. Cert. of Indigency</li> <li>Photocopy Valid ID/school I.D. of student</li> </ul>		<ul style="list-style-type: none"> <li>Requesting party</li> <li>Requesting party</li> <li>Barangay</li> <li>Any government agency, employment</li> </ul>

<ul style="list-style-type: none"><li>• Authorization Letter</li></ul>		<ul style="list-style-type: none"><li>• Requesting party</li></ul>		
<b>For Purpose I only (add'l req.):</b>				
<ul style="list-style-type: none"><li>• Request Letter to Hon. Mayor Joy Belmonte</li><li>• Barangay Certification of Residency (stating the length of residency said barangay)</li><li>• Photocopy of passport</li><li>• Photocopy of valid ID</li><li>• Proof of Relationship (BC, MC etc.)</li><li>• Authorization Letter</li></ul>		<ul style="list-style-type: none"><li>• Requesting party</li><li>• Barangay</li><li>• DFA</li><li>• Any government agency, employment</li><li>• Local Civil Registry</li><li>• Requesting party</li></ul>		
<b>For Purpose J only (add'l req.):</b>				
<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><li>• Request letter addressed to the Hon. Mayor Joy Belmonte</li><li>• Authorization Letter</li></ul>		<ul style="list-style-type: none"><li>• DFA</li><li>• Any government agency, employment</li><li>• Local Civil Registry</li><li>• Requesting party</li><li>• Requesting party</li></ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For Purposes A to F:</b>				
1. Submission of Documents	1.1. Evaluation of Documents	PHP 50.00  QC Revenue Code: Art.37, Sec.160 (13-C) Amended under Ord. No. 1452, S-2004	20 Min.	ADM. MGT. DIV
	1.2. Issuance of Order of Payment after evaluation of requirements			<u>Team Leader</u> <ul style="list-style-type: none"><li>• Julez Perlota</li></ul>
2. Pay fees at the City Treasurer's Office (Ground Floor)	2. Release/ Issuance of Mayor's Clearance after presentation of receipt			<u>Support Staff</u> <ul style="list-style-type: none"><li>• Kelly Cayampat</li><li>• Myrna Villarena</li></ul>
<b>For Purposes G to J</b>				
1. Submission of Documents	1.1. Evaluation of Documents	PHP 50.00  QC Revenue Code: Art.37, Sec.160 (13-C) Amended under Ord. No. 1452, S-2004	20 Min.	<u>Team Leader</u> <ul style="list-style-type: none"><li>• Julez Perlota</li></ul>
	1.2. Issuance of Order of Payment after evaluation of requirements			<u>Support Staff</u> <ul style="list-style-type: none"><li>• Kelly Cayampat</li><li>• Myrna Villarena</li></ul>
2. Pay fees at the City Treasurer's Office (Ground Floor)	2. Release/ Issuance of Mayor's Clearance after presentation of receipt			

# CITY REAL ESTATE MANAGEMENT AND CONTROL OFFICE

## External Services

### 1. Response to Queries

<b>Office or Division:</b>	City Real Estate Management and Control Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request			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 request letter including supporting documents	1. Receive query	None	3 Min.	<i>Receiving Clerk</i>
	2. Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 Min.	<i>Administrative Assistant I (Reproductive Machine Operator)</i> City Real Estate Management and Control Office
	3. Refer to the SOOV	None	3 Hours	<i>Special Operations Officer II</i> City Real Estate Management and Control Office
	4. Study the letter request and assign letter	None	3 Hours	<i>Special Operations Officer V</i> City Real Estate Management and Control Office
	5. Review and draft reply	None	4 Days	<i>OIC</i> City Real Estate Management and Control Office  <i>Special Operations Officer V</i> City Real Estate Management and Control Office
	6. Release of the reply letter	None	1 Day	<i>Administrative Aide III</i> City Real Estate Management and Control Office
<b>TOTAL:</b>		<b>None</b>	<b>5 Days, 6 Hours, and 33 Min.</b>	

## 2. Disposition / Acquisition of Properties

<b>Office or Division:</b>		City Real Estate Management and Control Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Quezon City Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. None			Not Applicable	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Furnish letter request	1. Receive Letter request	None	5 Min.	<i>Administrative Aide III City Real Estate Management and Control Office</i>
	2. Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 Min.	<i>Administrative Assistant I (Reproductive Machine Operator)</i>
	3. Interview the client if present	None	5 Min.	<i>Receiving Clerk</i>
	4. Refer to the SOOV	None	5 Min.	<i>Special Operations Officer II</i>
	5. Study and assign letter	None	30 Min.	<i>Special Operations Officer V</i>
	6. Study and assign letter	None	2 Hours	<i>Assigned lawyer</i>
	7. Review response of Appraisal Committee and concerned departments	None	30 Mins	<i>Special Operations Officer V</i>
	8. Draft Report and recommendation to OCA	None	5 Days	<i>Special Operations Officer V</i>
	9. Acceptance/Denial of recommendation. If denied, finalize response to client.	None	5 Days	<i>OCA</i>
	10. If accepted, recommendation considered by the Management Committee. If denied, finalize response to client.	None	5 Days	<i>Management Committee</i>
	11. If accepted, draft Ordinance for approval of City Council	None	30 Days	<i>Special Operations Officer V</i>
	12. If approved by City Council, finalize and execute implementing documents	None	30 Days	<i>Special Operations Officer V</i>
<b>TOTAL:</b>		<b>None</b>	<b>75 Days, 3 Hours, and 45 Min.</b>	

### 3. Recovery of Forfeited Properties

Office or Division:	City Real Estate Management and Control Office		
Classification:	Highly Technical		
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)		
Who may avail:	Delinquent tax payers of real properties, their heirs or successors in interest except those real properties that are already being used by the City, those which have been ordained to be used by the City, and those which have been transferred from the delinquent owner and the transfer appears to have been done to the detriment of the City per Ordinance No. SP-3264, Series of 2024.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Standard Requirement		City Real Estate Management and Control Office - Operations Section	
1. Application to Recover (1) Original Copy			
If the Delinquent Owner is a Natural Person			
1. Valid Government Issued Identification Card <ul style="list-style-type: none"><li>• Driver's License ( Land Registration Office)</li><li>• Passport (Department of Foreign Affairs)</li><li>• UMID ID (GSIS,SSS)</li><li>• National ID (Philippine Statistics Authority)</li><li>• Quezon City ID (Quezon City Government)</li></ul>			
Remarks: (1) One photocopy of valid identification card with (3) three wet signature			
If the Delinquent Owner is a Corporation			
1. Latest General Information Sheet from SEC (1) Original Copy		Securities and Exchange Commission - Registration Division	
Remarks: The General Information Sheet should be certified by the Securities and Exchange Commission			
2. Secretary's Certificate (1) Original Copy			
Remarks: The Secretary's Certificate must be notarized. A template of Secretary's Certificate may be obtained from City Real Estate Management and Control Office			
3. Valid Government Issued Identification Card of the Corporate Secretary <ul style="list-style-type: none"><li>• Driver's License (Land Transportation Office)</li><li>• Passport (Department of Foreign Affairs)</li><li>• UMID ID (SSS, GSIS)</li><li>• National ID (Philippine Statistics Authority)</li><li>• Quezon City ID (QC LGU)</li></ul>		Applicant/Client	
Remarks: One (1) photocopy of any of the listed accepted Identification Cards with three (3) wet signatures.			
If the applicant is the Heir of the Delinquent Owner			



<ol style="list-style-type: none"> <li>1. Death Certificate of the Deceased Delinquent Owner (1) Certified True Copy</li> <li>2. Proof of Transfer of Property Any of the following: <ul style="list-style-type: none"> <li>• Extrajudicial Settlement of the Estate (1) Photo Copy</li> </ul> <b>Remarks:</b>  <i>Notarized extrajudicial settlement</i> <ul style="list-style-type: none"> <li>• Affidavit of Sole Adjudication (1) Photo Copy</li> </ul> <b>Remarks:</b>  <i>Must be notarized</i> </li> </ol> <p><b>A. If Heir is Spouse</b></p> <ol style="list-style-type: none"> <li>1. Marriage Certificate (1) Certified True Copy</li> </ol> <p><b>B. If the Heir is the Child</b></p> <ol style="list-style-type: none"> <li>1. Birth Certificate of Applicant (1) Certified True Copy</li> </ol> <p><b>C. If Heir is the Parent</b></p> <ol style="list-style-type: none"> <li>1. Birth Certificate of the Delinquent Owner (1) Certified True Copy</li> </ol> <p><b>D. If the Heir is the Sibling</b></p> <ol style="list-style-type: none"> <li>1. Birth Certificate of the Applicant (1) Certified True Copy</li> <li>2. Birth Certificate of the Delinquent Owner (1) Certified True Copy</li> </ol> <p><b>E. If the Heir is the Niece/Nephew</b></p> <ol style="list-style-type: none"> <li>1. Birth Certificate of the Parent-Sibling of the Delinquent Owner (1) Certified True Copy</li> <li>2. Birth Certificate of the Applicant (1) Certified True Copy</li> <li>3. Birth Certificate of the Delinquent Owner</li> </ol>	<p>Philippine Statistics Authority - Registration Division</p> <p>Applicant / Client</p> <p>Applicant / Client</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p>
<p><b>Successor-in-Interest</b></p> <ol style="list-style-type: none"> <li>1. Deed of Transfer from the Delinquent Owner (1) Photocopy of any of the following: <ul style="list-style-type: none"> <li>• Deed of Sale</li> <li>• Deed of Donation</li> <li>• Certificate of Sale</li> </ul> </li> </ol> <p><b>Remarks:</b>  <i>Certificate of Sale from a foreclosure sale</i></p>	<p>Applicant / Client</p>
<p><b>Authorized Representative</b></p> <ol style="list-style-type: none"> <li>1. Valid Government Issued Identification Card of the Applicant <ul style="list-style-type: none"> <li>• Driver's License (Land Transportation Office)</li> <li>• Passport (Department of Foreign Affairs)</li> <li>• UMID ID (SSS, GSIS)</li> </ul> </li> </ol>	<p>Applicant/Client</p>

<ul style="list-style-type: none"> <li>• National ID (Philippine Statistics Authority)</li> <li>• Quezon City ID (QC LGU)</li> </ul> <p><b>Remarks:</b> One (1) photocopy of any of the listed accepted Identification Cards with three (3) wet signatures.</p> <p>2. Special Power of Attorney (1) Original Copy</p> <p><b>Remarks:</b> (1) Notarized Special Power of Attorney</p>		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the application form with requirements through email.</p> <p>Location: <a href="mailto:CREMCO@quezoncity.gov.ph">CREMCO@quezoncity.gov.ph</a></p> <p><b>Notes/Instruction:</b> If physical submission: CREMCO, 8th Floor, Highrise Bldg. Quezon City Hall Complex, Quezon City.</p> <p>Template of the Application to Recover is available upon request.</p> <p>If at any point the application is incomplete or incorrect requirements, kindly resubmit the application with complete and correct requirements.</p>	1.1. Receives and records the application form and the requirements	None	5 Min.	Special Operations Officer II; City Real Estate Management and Control Office
	1.2. Verifies the Property Registration Number, scan and save the application form and the requirements to the GDrive	None	30 Min.	Special Operations Officer II; City Real Estate Management and Control Office
	1.3. Assign application to Legal Assistant II	None	3 Hours	Special Operations Officer II; City Real Estate Management and Control Office
	1.4. Determination of the Completeness of the requirements submitted	None	10 Min.	Legal Assistant II; City Real Estate Management and Control Office
	1.5. Verification of documents and Evaluation of application	None	3 Days	Attorney IV; City Real Estate Management and Control Office  Attorney III; City Real Estate Management and Control Office  Special Operations Officer V; City Real Estate Management and Control Office
	1.6. Draft letter and Inform the client that the Application is approved and	None	3 Days	Attorney IV; City Real Estate Management and Control Office

	simultaneously request the City Treasurer's Office to assess the amount due.			<p><i>Attorney III; City Real Estate Management and Control Office</i></p> <p><i>Special Operations Officer V; City Real Estate Management and Control Office</i></p> <p><i>Officer-in-Charge; City Real Estate Management and Control Office</i></p>
	1.7. Obtain assessment from the City Treasurer's Office	None	11 Days	<p><i>Attorney IV; City Real Estate Management and Control Office</i></p> <p><i>Attorney III; City Real Estate Management and Control Office</i></p> <p><i>Special Operations Officer V; City Real Estate Management and Control Office</i></p>
	1.8. Draft letter and Inform the client of the Assessment	None	3 Days	<p><i>Attorney IV; City Real Estate Management and Control Office</i></p> <p><i>Attorney III; City Real Estate Management and Control Office</i></p> <p><i>Special Operations Officer V; City Real Estate Management and Control Office</i></p> <p><i>Officer-in-Charge; City Real Estate Management and Control Office</i></p>
2. Pay the Assessment	2. Record Payment	None	1 Day	<i>Attorney IV; City Real Estate Management and</i>

Location: City Treasurer's Office; Real Estate Division  2nd Floor, Annex Building, Quezon City Hall				<i>Control Office</i>  <i>Attorney III; City  Real Estate  Management and  Control Office</i>  <i>Special Operations  Officer V; City Real  Estate  Management and  Control Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>21 Days, 3 Hours, and 45 Min.</b>	

## Internal Services

### 1. Response to Queries

<b>Office or Division:</b>		City Real Estate Management and Control Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Departments and Offices		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request			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 request letter including supporting documents	1.1. Receive Letter request	None	3 Min.	<i>Receiving Clerk</i>
	1.2. Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 Min.	<i>Administrative Assistant I (Reproductive Machine Operator)</i>
	1.3. Refer to the SOOV	None	5 Min.	<i>Special Operations Officer II</i>
	1.4. Study the letter request and assign letter	None	1 Day	<i>Special Operations Officer V</i>
	1.5. Research and draft reply	None	8 Days	<i>Assigned lawyer</i>
	1.6. Review and finalize draft	None	1 Day	<i>Special Operations Officer V</i>
	1.7. Review and finalize draft	None	1 Day	<i>OIC</i>
	1.8. Redraft and finalize	None	1 Day	<i>Assigned Lawyer, Special Operations Officer V</i>
	1.9. Note finalized reply	None	1 Day	<i>OIC</i>
	1.10. Release of the reply letter	None	1 Day	<i>Administrative Aide III</i>
<b>TOTAL:</b>		<b>None</b>	<b>14 Days and 38 Min.</b>	

# GENDER AND DEVELOPMENT (GAD) COUNCIL OFFICE

## External Services

### 1. Provision of GAD 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>	<b>Simple Transactions:</b> GAD - related information or data that is readily available  <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.  <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.			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2N – Government to Non-Profit			
<b>Who may avail:</b>	General Public, Quezon City Hall Employees, Private Sectors, Residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Walk-in Clients:</b>				
1. Visitor's Attendance Form		Requesting Party		
<b>For Written Request:</b>				
1. Letter Request addressed to the following:  Rowena T. Macatao <i>City Government Department Head III, COS Secretary, GAD Council</i>  Janete R. Oviedo <i>Head, GAD TWG</i>		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>Walk-In Client</b>				
1. All clients pass through the Security Guard for inquiries	1. The Security Guard refers the client/s to the Admin front personnel for GAD Concerns	None	1 Min.	
2. Discusses the	2.1. Discusses the	None	1 to 2 Min.	<i>Concerned Unit/</i>

concern/s of the clients to get relevant information needed to assess the request.	concern/s of the client to get relevant information needed to assess their request.			Personnel (Administrative Team, GAD Training Team, Research and Planning Team, Monitoring and Evaluation Team)
	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 to 3 Min.	
	2.3. Provides the client the IEC Materials of the GAD advocacy campaigns		1 Min.	
3. Accomplishes the ARTA Feedback Form on GAD Services and drops it at the suggestion box located at the GAD Admin Area	3. The admin personnel submits the feedback forms to the Office of the City Administrator every end of the Month	None	1 to 2 Min.	GAD Administrative Unit
Telephone Inquiries				
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	None	1 to 2 Min.	GAD Communications Team
	1.2. Directly responds to simple inquiries		2 to 3 Min.	
	1.3. For complex inquiries, proposals, 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			
Written Inquiries / Requests				
1. Sends letter request or proposal to GAD Office (Email/ Hard Copy)	1.1. Encodes received letters forwarded by personnel in charge into GAD Database (Request/ Inquiries Received through	None	5 Min. upon receipt of request	GAD Communications Team



indicating important details about the inquiry.	email or hard copy)			
	1.2. Admin personnel forwarding received documents to assigned units, personnel, and for GAD TWG Head's Instruction.		<b>Simple -</b> within 1 Working Day	
	1.3. Admin personnel monitor GAD Database and the response taken by the concerned unit/ personnel handed the request/ inquiry of the client.		<b>Complex -</b> within 3 to 5 Working Days	
	1.4. Updates GAD Database on the action taken and the status of the response/ assistance provided.		<b>Highly Technical -</b> within 15 Working Days	
<b>TOTAL:</b>		<b>None</b>	5 Min. upon receipt of update	
			<b>Simple - within 3 Working Days</b>	
			<b>Complex - within 7 Working Days</b>	
			<b>Highly Technical - within 15 Working Days</b>	

## 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>)

Office or Division:	GAD Training Team			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2N – Government to Non-Profit			
Who may avail:	General Public, QCG Employees, Private Sectors, Residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Walk-in Clients:				
1. Visitor’s Attendance Form			Requesting Party	
For Written Response:				
1. Letter Request (Email or Hard Copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-In Client				
1. All clients pass through the Security Guard for identification and other security procedures.	1. The Security Guard refers the client to the GAD Admin front personnel	None	1 Min.	GAD Administrative Unit
2. Discusses the concern of the client to get relevant information needed to assess the request.	2. Discusses the concern of the client with the Admin front personnel to get relevant information needed and refers to the concerned unit/ personnel.		1 to 2 Min.	
3. Clients to proceed to the designated unit/ personnel for their concerns/ inquiries	3. 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.		5 Min.	GAD Training Team
Telephone Inquiries				
1. Calls the listed GAD phone numbers request for training	1. Receives phone inquiries related to request of GAD Training	None	2 to 3 Min.	GAD Training Team
2. Provides the necessary details	2. Directly responds to simple inquiries and advice			

of the inquiries/ requests	client for the next step			
<b>Written Inquiries / Requests</b>				
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	None	Within 1 Day	<i>GAD Training Team</i>
	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		Within 1 to 2 Working Days	<i>GAD TWG Head</i>
	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.		30 Min.	<i>GAD Training Team</i>
	1.4. GAD Training team will prepare a transmittal letter for the assigned speaker/ GAD resource person, signed by GAD TWG Head		30 Min.	<i>GAD Training Team, GAD TWG Head</i>
	1.5. Conduct of actual training by the speaker and Training Team with Pre/ Post Test Evaluation, Workshop Proper and Documentation Report.		8 Hours	<i>Resource Speakers &amp; GAD Training Team</i>
<b>TOTAL:</b>		<b>None</b>	<b>Within 2 to 3 Working Days</b>	

### 3. Provision of Responsive GAD Technical Assistance on Gender-Based Complaints and Reports

Office or Division:	Capacity-Building Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2N – Government to Non-Profit			
Who may avail:	General Public, Quezon City Hall Employees, Private Sectors, Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Intake Form		Barangay Hall, Quezon City Police Stations, SSDD, and QCPC		
2. Incident Report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All client/s pass through the Security Guard to assist concern	1.1. The Security Guard refers the client to the GAD Admin front personnel	None	1 Min.	Admin Unit
	1.2. The admin front personnel refers to the concerned unit			
2. Discuss the experience on Gender-Based harassment	2.1. Conducts consultation with the client of personal experience of harassment	None	30 Min.	Capacity-Building Unit
	2.2. Provides referral form to coordinate the case of clients for other services or assistance  <b>Barangay Level:</b> <ul style="list-style-type: none"><li>● Blotter Report</li><li>● Barangay Protection Order</li><li>● Medico Legal request</li></ul> <b>Police Report:</b> <ul style="list-style-type: none"><li>● Direct filing of case</li></ul> <b>Social Services Development Hospitals (QCGH, RMBGH, and NDH) Department and Quezon City Protection Center:</b> <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</li><li>● HIV screening</li><li>● Medical consultation</li><li>● Medical treatment</li></ul>		30 Min.	

	<ul style="list-style-type: none"> <li>• Psychological services</li> <li>• Psychosocial counseling</li> <li>• Psychiatric consultation/ counseling</li> <li>• Legal consultation/ counseling</li> <li>• Case filing Assistance</li> <li>• Court hearing assistance</li> <li>• Temporary shelter/ Protective custody</li> <li>• Advocacy</li> <li>• Referral for livelihood</li> <li>• Monitoring &amp; follow-up</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	None	Within 7 Working Days	<i>Barangays, Police, SSDD, Hospitals (QCGH, RMBGH, and NDH), and/or QCPC</i>
	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		2 to 3 Days	<i>GAD Council</i>
	3.4. The GAD will monitor the progress of the case through the GAD Databank System and will coordinate with referred office for more assistance needed			
<b>TOTAL:</b>		<b>None</b>	<b>15 Working Days</b>	

#### 4. Review and Endorsement of Barangay GAD Plan and Budget (GPB)

Office or Division:	Capacity-Building Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	142 Quezon City Barangays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. GAD Plan and Budget Forms prepared by the Barangay			Barangay Hall	
2. GAD Focal Person and approved by the Barangay Captain				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	2 to 5 Min.	Capacity-Building Unit
	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)  After the submitted documents checked, it will forward to admin unit for recording and preparation of routing slip		30 Min. to 1 Hour	
	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		Within 1 Working Day	Administrative Unit
	1.4. The GAD Plan and budget will be recorded in the Capacity-Building Unit’s log book			
	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)		30 Min.	City Planning and Development Department (CPDD)
	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		3 Days	

	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		Within 1 Working Day	
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.	None	Within 1 Working Day	City Planning and Development Department (CPDD)
	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)
	2.3. Barangays will be informed/ advised if their GAD Plan and Budget is in DILG already for releasing.			GAD Council Office
<b>TOTAL:</b>		<b>None</b>	<b>Within 7 Working Days</b>	



## 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			
<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)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Walk-in Clients:</b>				
1. Letter Inquiry			Gender and Development (GAD) Council Office	
2. Online Registration				
<b>For Written Response:</b>				
1. Letter Inquiry either hard copy or thru email			Gender and Development (GAD) Council Office	
2. Online or Manual Registration				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Walk-In Client</b>				
1. All clients pass through the Security Guard for identification and other security procedures.	1. The Security Guard refers the client to the GAD Admin front personnel	None	1 Min.	
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	None	1 to 2 Min.	<i>GAD Administrative Unit</i>
	2.2. Concerned Technical Staff advises the client on the appropriate actions (e.g initial registration) and answer client's inquiries		2 to 3 Min.	<i>GAD Special Projects Unit</i>
3. Schedule of screening of all applicants	3. Concerned Technical Staff will inform the applicant/s either thru phone call or SMS if they passed the screening process	None	Within 15 Working Days after the online registration	
4. Schedule of Orientation, Signing of Special Power of Attorney (SPOA) and Consent Form	4. Concerned Technical Staff will inform the applicant/s either thru phone call or SMS for their schedule	None	Within 15 Working Days after the screening process	
5. Schedule of Release of Right	5. Applicants will be sent an email informing	None	Within 15 Working Days after the	

to Care E-Card	the availability of their Right to Care E-card		orientation and signing of all required documents	
Telephone Inquiries				
1. Calls the listed GAD phone numbers request for Right to Care Card	1. Receives phone inquiries related to request of Right to Care Card	None	2 to 3 Min.	GAD Special Projects Unit
2. Provides the necessary details of the inquiries/ requests	2. Directly responds to simple inquiries and advice client for the next step			
Written Inquiries / Requests				
1. Letter request to avail the Right to Care Card thru email or hard copy	1. The GAD Communications Team to response the letter and provide the information about the online registration to the requesting party	None	Within 1 Day	GAD Communications Team
2. Schedule of screening of all applicants	2. Concerned Technical Staff will informed the applicant/s either thru phone call or SMS if they passed the screening process	None	Within 15 Working Days after the online registration	GAD Special Projects Unit
3. Schedule of Orientation, Signing of Special Power of Attorney (SPOA) and Consent Form	3. Concerned Technical Staff will inform the applicant/s either thru phone call or SMS for their schedule	None	Within 15 Working Days after the screening process	
4. Schedule of Release of Right to Care E-Card	4. Applicants will be sent an email informing the availability of their Right to Care E-card	None	Within 15 Working Days after the orientation and signing of all required documents	
TOTAL:		None	Within 15 Working Days	

# 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			
<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>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Walk-in Clients:</b>				
1. Sealed Written Complaint			Complainant	
<b>For Written Response:</b>				
1. Complaint Letter (Email or Hard Copy)			Complainant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written complaint	1.1. Receives the complaint and forwards to the Committee on Decorum and Investigation (CODI) Chairperson	None	30 Min.	<i>Personnel-in-Charge for Committee on Decorum and Investigation (CODI) Complaints</i>
	1.2. The complaint will be forwarded to the CODI Panel of Preliminary Investigations	None	1 to 2 Days	<i>GAD Committee on Decorum and Investigation (CODI) Secretariat</i>
	1.3. Send letter to the complainant and person complained of to submit necessary documents and response			
2. Submit necessary documents and needed evidences	2.1. Conduct of Preliminary Investigations	None	Within 15 Working Days	<i>Committee on Decorum and Investigation (CODI) Panel and Members</i>
	2.2. Provide an updates to the next step of action or decisions to the complainant and person complained of	None		
<b>TOTAL:</b>		<b>None</b>	<b>Within 6 Months</b>	

## 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			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Walk-in Clients:</b>				
1. GAD Accomplishment Report and GAD Plan and Budget Form (Hard Copy)			Gender and Development (GAD) Council Office	
<b>For Written Request:</b>				
1. GAD Accomplishment Report and GAD Plan and Budget Form (Email or Soft Copy)			Gender and Development (GAD) Council Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. All clients pass through the Security Guard for identification and other security procedures	1. The Security Guard refers the client to the GAD Admin front personnel	None	1 Min.	<i>Monitoring and Evaluation Unit</i>
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	None	1 to 2 Hours	
	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	
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	None	15 Working Days	Head and Members of GAD Technical Working Group/ Office
	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			
<b>TOTAL:</b>		<b>None</b>	<b>Within 15 Working Days</b>	

# 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>	
1. Endorsement Letter/ Written Instructions from the City Mayor to conduct an 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.	1.1. Receive the Endorsement Letter/ Written Instructions and forward to the Head of IAS	None	5 Min.	<i>Internal Audit Staff</i> IAS
	1.2. Evaluation if the audit request is under the scope of IAS	None	3 Hours and 30 Min.	<i>Head</i> IAS
	1.3. If the audit request is:	None	4 Hours	<i>Internal Audit Staff</i> IAS
	1.3.1. Not under the scope of IAS:  1.3.1.1. Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval.  1.3.1.2. Review and approval of the letter			
			4 Hours	<i>Head</i> IAS

	1.3.1.3.Submit the letter to the requesting party and copy furnished to the City Mayor		25 Min.	<i>Internal Audit Staff</i> IAS
	1.3.2. Under the scope of IAS:  1.3.2.1. Assignment and discussion of the Project to the IAS staff	None	4 Hours	<i>Head</i> IAS
	1.4. Conduct of Compliance Audit	None	2 or 13 Days (depending on the nature of the Project)	<i>Internal Audit Staff</i> IAS
	1.5. 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
	1.6. Review and approval of audit report	None	2 or 3 Days (depending on the nature of the Project)	<i>Head</i> IAS
	1.7.Submit audit report to the requesting party and copy furnished to the City Mayor	None	25 Min.	<i>Internal Audit Staff</i> IAS
	<b>TOTAL:</b>	<b>None</b>	If Project is:  Not under the scope of IAS: • <b>1 Day and 4 Hours</b>  Under the scope of IAS (depending on the nature of the Project): • <b>7 Days or</b> • <b>20 Days</b>	

## 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>	
1. Endorsement Letter/ Written Instructions from the City Mayor to conduct an 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.	1.1. Receive the Endorsement Letter/ Written Instructions and forward to the Head of IAS	None	5 Min.	<i>Internal Audit Staff</i> IAS
	1.2. Evaluation if the audit request is under the scope of IAS	None	3 Hours and 30 Min.	<i>Head</i> IAS
	1.3. If the audit request is:	None	4 Hours	<i>Internal Audit Staff</i> IAS
	1.3.1. Not under the scope of IAS:  1.3.1.1. Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval.  1.3.1.2. Review and approval of the letter			
			4 Hours	<i>Head</i> IAS



	1.3.1.3. Submit the letter to the requesting party and copy furnished to the City Mayor		25 Min.	<i>Internal Audit Staff</i> IAS
	1.3.2. Under the scope of IAS:  1.3.2.1. Assignment and discussion of the Project to the IAS staff	None	4 Hours	<i>Head</i> IAS
	1.4. Conduct of Management Audit	None	2 or 13 Days (depending on the nature of the Project)	<i>Internal Audit Staff</i> IAS
	1.5. 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 Min.	<i>Internal Audit Staff</i> IAS
<b>TOTAL:</b>		<b>None</b>	<p>If Project is:</p> <p>Not under the scope of IAS:</p> <ul style="list-style-type: none"> <li>• <b>1 Day and 4 Hours</b></li> </ul> <p>Under the scope of IAS (depending on the nature of the Project):</p> <ul style="list-style-type: none"> <li>• <b>7 Days or</b></li> <li>• <b>20 Days</b></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>	
1. Endorsement Letter/ Written Instructions from the City Mayor to conduct an 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.	1.1. Receive the Endorsement Letter/ Written Instructions and forward to the Head of IAS	None	5 Min.	<i>Internal Audit Staff</i> IAS
	1.2. Evaluation if the audit request is under the scope of IAS	None	3 Hours and 30 Min.	<i>Head</i> IAS
	1.3. If the audit request is:	None		
	1.3.1. Not under the scope of IAS:			
	1.3.1.1. 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
	1.3.1.2. Review and approval of the letter		4 Hours	<i>Head</i> IAS
	1.3.1.3. Submit the letter to the requesting		25 Min.	<i>Internal Audit Staff</i> IAS

	party and copy furnished to the City Mayor			
	1.3.2. Under the scope of IAS:  1.3.2.1. Assignment and discussion of the Project to the IAS staff	None	4 Hours	<i>Head IAS</i>
	1.4. Conduct of Management Audit	None	2 or 13 Days (depending on the nature of the Project)	<i>Internal Audit Staff IAS</i>
	1.5. 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>
	1.6. Review and approval of audit report	None	2 or 3 Days (depending on the nature of the Project)	<i>Head IAS</i>
	1.7. Submit audit report to the requesting party and copy furnished to the City Mayor	None	25 Min.	<i>Internal Audit Staff IAS</i>
<b>TOTAL:</b>		<b>None</b>	If Project is:  Not under the scope of IAS: • <b>1 Day and 4 Hours</b>  Under the scope of IAS (depending on the nature of the Project): • <b>7 Days or</b> • <b>20 Days</b>	

# PERSONS WITH DISABILITY AFFAIRS OFFICE

## External Services

### 1. 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>	ID Registration Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen 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>	
1. Certificate of Disability			Qualified Doctor / City Issuer	
2. Barangay clearance or any other government-issued ID			Barangay LGU or concerned government agency	
3. 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 Online Application (New, Renewal, Lost)</b>				
1.1. Register at QC E-Services using personal email	1.1. The approver will evaluate the submitted documents and personal details of the client.	None	3 Days	
1.2. Log in using the registered account and choose QCitizen ID eApplication icon.	1.2. Once, the application was reviewed and approved, the verifier will verify all the information including the signature and ID photo of the client.		(2 to 3 Days For approval of non-apparent disability: validation of submitted medical certificate and/or certificate of disability.)	
1.3. Complete and confirm details of personal information and make sure to tick "Yes" for the PWD Sector.	1.3. QCID is ready for printing			
1.4. Upload all requirements. such as: ● Proof of residency. ● Proof of disability. ○ Apparent: Whole body picture ○ Non- apparent: Medical certificate for Cancer and			5 Min.	

<p>Rare Diseases and Certificate of Disability for other non-apparent disabilities</p> <ul style="list-style-type: none"> <li>● ID Photo</li> <li>● Signature/Thumbmark</li> </ul> <p>Upon submission, the virtual ID will show. If the information is correct, agree and submit.</p> <p>Note: For client/s who are applying for renewal of their White Persons with Disability ID, the process will be considered as new applications. Necessary requirements including Certificate of Disability for non-apparent clients in compliance with NCDA Administrative Order 001, series of 2021 must be submitted to continue with the application.</p> <p>For Clients who are applying for renewal of their expired QC Persons with Disability ID, Certifications will be re-evaluated. The applicants are encouraged to provide updated Certificate of Disability and/or Medical Certificate.</p>				
<b>For Walk-In Applicants</b>				
1. Bring copies of requirements to Persons with Disability Affairs Office for evaluation.	1.1. The evaluator staff will assess the submitted documents of the client.	None	5 Min.	<i>Sharina Hipolito (Head, ID Registration Section)</i>
	1.2. Encode the Personal Information of the clients to the QC-eservices.		10 Min.	
	1.3. The approver will assess the			

	submitted documents and personal details to check if they are correct.			
	1.4. Once, the application was approved, the verifier will verify all the information the signature, and the ID photo of the client.			
	1.5. QCID is ready for printing.			
	1.6. Printed ID will be distributed and tagged.			
2. Qualified PWDs will be encoded, approved, verified, and given a printed ID.			15 Min.	
3. Requirements such as: <ul style="list-style-type: none"> <li>● Proof of residency.</li> <li>● Proof of disability. <ul style="list-style-type: none"> <li>○ Apparent: Whole body picture</li> <li>○ Non- apparent: Medical certificate for Cancer and Rare Diseases and Certificate of Disability for other non-apparent disabilities</li> </ul> </li> <li>● ID Photo</li> <li>● Signature/ Thumbmark</li> </ul> <p><i>Upon submission, the virtual ID will show. If the information is correct, agree and submit.</i></p> <p>Note: For client/s who are applying for renewal of their White Persons with Disability ID, the process will be considered as new applications.</p> <p>Necessary requirements</p>				

<p>including Certificate of Disability for non-apparent clients in compliance with NCDA.</p> <p>Administrative Order 001, series of 2021 must be submitted to continue with the application.</p> <p>For Clients who are applying for renewal of their expired QC Persons with Disability ID, Certifications will be re- evaluated. The applicants are encouraged to provide updated Certificate of Disability and/or Medical Certificate</p>				
<p>4. Registrants with lacking requirements will be assisted and advised.</p> <p><a href="mailto:pdao@quezoncity.gov.ph">pdao@quezoncity.gov.ph</a></p> <p>8988-4242 loc 7809</p>			5 Min.	
<b>ONLINE APPLICATION TOTAL:</b>		<b>None</b>	<b>3 Days</b>	
<b>WALK-IN APPLICATION TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	

**Note:**

(Registration and Issuance of PWD ID) qualified for multi-stage processing

## 2. 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/>).

Office or Division:	Community-Based Inclusive Development Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Persons with disability indigent residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Case Summary Report and Intake Form			Quezon City Persons with Disability Affairs Office	
2. Photocopy of QC ID (PWD Sector)			Applicant	
3. Original Barangay Indigency			Respective Barangay Office	
4. Medical Certificate (for checking of Diagnosis)			Applicant	
5. 2x2 Picture or Whole-Body picture with Calendar			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out an online form and upload pertinent requirements on QC E-Services portal.	1. Assist the client on filling-up online form and uploading requirements	None	20 to 30 Min.	Sharina Hipolito (Head, ID Registration Section)
2.1. Choosing of time and date for an interview	2. The SWA appointment setter shall review and approve the client's selected date and time of interview.	None	5 Min.	
2.2. Waiting for the confirmation on the chosen date and time of interview				
3.1. Attend the actual appointment at their respective district offices and bring the original requirements that they submitted	3.1. The SWA Staff shall distribute a general intake sheet to the applicant.	None	3 Min.	



online.				
3.2. Answer the general intake sheet.	3.2. The SWA Staff shall receive the accomplished general intake sheet and original requirements		1 Min.	
	3.3. The SWA Staff shall interview and assess the applicant's socio-economic background.		15 Min. to 20 Min.	
	3.3. The SWA Staff shall prepare and accomplish Case Summary Report.		15 Min. to 20 Min.	
	3.4. The SWA Staff shall organize and safekeep the applicants submitted requirements and print a case summary		1 Hour	
4.1. Check the application result on their provided email address and QC E-Services portal.	4. The SWA Focal Person shall follow-up the applicant's validation results to QC SSDD.	None	1 Week	
4.2. If the application is approved, follow the PDAO Facebook page and wait for the announcement of the pay-out schedule.				
4.3. If denied, the applicant may try to apply again and revisit their previously provided information.				
4.4. If the approver remarks are still  "For evaluation" after two weeks, the applicant may raise their concern at PDAO official email or SWA email or follow up to their respective district offices.			1 Month	
5.1. Approved beneficiaries shall attend their schedule of pay-out accordingly and ensure the	5.1. The SWA Focal Person shall coordinate with the Human Resource, Finance & Admin, and General Services Section for the payroll.	None	1 Month	

availability of original and photocopies of pay-out requirements as per City Treasury Office. They are also encouraged to bring recyclable plastic materials in participation on the QC Green Environment Project				
5.2. Approved beneficiaries who failed to attend their two schedules of pay-out will be removed on the master list.	5.2. Human Resource, Finance & Admin, and General Services Section shall accomplish the payroll and inform the CBID staff for payout scheduling.		2 Weeks before the actual payout	
	5.3. The SWA staff shall coordinate with MIS for posting payout schedule via PDAO Facebook Page		1 Week before the actual payout	
	5.4. The SWA Staff shall notify approved applicants through messenger group chat.			
	5.5. The SWA Staff shall send out the list of approved beneficiaries to Focal Persons and Barangay through official letter.		1 Week before the actual payout	
6. None	6.1. QC PDAO will facilitate the actual payout.	None	Half Day	
	6.2. The SWA Staff shall contact the beneficiaries who failed to attend their actual schedule to inform them that they need to attend the last schedule of payout.		2 Weeks	
<b>TOTAL:</b>		<b>None</b>	<b>3 Months</b>	

### 3. 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>	Community-Based Inclusive Development Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen 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>	
1. QC ID (PWD Sector)			Quezon City Persons with Disability Affairs Office	
2. Barangay Indigency (Purpose: For Medical/ Clinical Assessment)			Applicant	
3. Parent's/guardian's QC ID/1 any valid government issued ID			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PCMC (Walk-in clients)</b>				
1.1. Answer questions of CBID CDAP staff during initial interview.	1. The CBID CDAP Focal Person shall interview the parent and check medical records if available.	None	5 Min.	<i>Rinliz Jullynne S. Rana (Community-Based Inclusive Development Section Head)</i>
1.2. Medical Certificates, history, clinical records, etc.				
2. Provide the parent/s guardian's messenger account where the CBID CDAP staff can send the online Disability Intake Form.	2.1. The CBID CDAP Staff shall get the guardian's messenger account and then send the link of online Disability Intake Form.	None	5 Min.	
	2.2. The CBID CDAP Focal Person shall check if the applicant's details were recorded to the google sheet responses		5 Min.	
3. Answer the provided online Disability Intake Form.	3.1. The CBID CDAP Staff shall assist the parent/ guardian on filling up the online Disability Intake Form.	None	10 Min.	
	3.2. Follow-up the client online disability intake form.		1 Day	
4. Notify the CBID CDAP staff about the	4.1. The CBID CDAP Staff shall send the 25	None	3 Weeks	

accomplished online Disability Intake Form.	applicants' details to PDAO & Philippine Children Medical Center (PCMC) - Child Neurosciences every month.			
	4.2. The CBID CDAP Staff shall add the applicants on messenger group chat.		2 Min.	
	4.3. Follow-up Philippine Children Medical Center (PCMC) - Child Neurosciences on the schedule of neurodevelopmental evaluation of the applicants.		1 Week	
5. Follow-up CBID CDAP staff on the schedule of the child for neurodevelopmental evaluation through messenger or CDAP email.	5.1. The CBID CDAP Staff shall contact the parent if there is a provided schedule from PCMC.	None	1 Day	
	5.2. Prepare the guarantee letters of the children.		Half Day	
	5.3. Notify the parent/ guardian on the availability of the guarantee letters and also remind them to bring the requirements		5 Min.	
6.1. Upon receiving the notice of schedule from the CBID CDAP staff, the parent/ guardian shall submit the original and photocopy of the requirements.	6.1. The CBID CDAP Staff shall distribute the waiver and instruct the parent/ guardian on what to do before, during, and after the assessment.	None	3 Min.	
6.2. The parent/ guardian shall submit the requirements to CBID staff and accomplish the waiver	6.2. Collect the requirements and safely keep them.		3 Min.	
6.3. Wait for the release of the Guarantee Letter.	6.3. Issuance of guarantee letter.		3 Min.	
6.4. The parent /guardian shall follow the instructions of the CBID staff on what to do during and after the evaluation	6.4. The CBID CDAP Staff shall instruct the parent about the process of PCMC.			
7. The parent shall attend the given schedule provided by PCMC	7.1. The CBID CDAP Staff shall contact the parent about their actual schedule	None	1 Hour before the actual schedule	
	7.2. The CBID Staff shall			

	ensure that the client is there 2 hours before the actual time of assessment			
8. The parent / guardian shall follow-up on the summary of results after one month of evaluation through the messenger or CDAP email.	8.1. The CBID CDAP Staff shall follow up the result to PCMC	None	3 Weeks	
	8.2. The CBID CDAP Staff shall contact the parent if the assessment is readily available to PDAO Main			
	8.3. Refer clients according to their needs: <ul style="list-style-type: none"> <li>• Laboratory - QC SSDD</li> <li>• Therapy - QC Kabahagi</li> <li>• Assistive Device Program of PDAO</li> </ul>		2 to 3 Days going back to PDAO for referral	
<b>TOTAL :</b>		<b>None</b>	<b>1 Month</b>	
<b>NCH (WALK-IN Client)</b>				
1.1. Answer questions of CBID staff during initial interview.	1. The CBID CDAP Focal Person shall interview the parent and check medical records if available.	None	5 Min.	
1.2. Medical Certificates, history, clinical records, etc.				
2. Provide the parent/s guardian's messenger account where the CBID staff can send the online disability intake form	2.1. The CBID CDAP Focal Person shall check if the applicant's details were recorded to the google sheet responses	None	3 Min.	
	2.2. The CBID CDAP Focal Person shall check if the applicant's details were recorded to the google sheet responses		5 Min.	
3. Answer the provided online disability intake form	3. The CBID CDAP Staff shall assist the parent /guardian on filling up the online Disability Intake Form.	None	10 Min.	
4. Notify the CBID staff about the accomplished online disability intake form.	4.1. The CBID CDAP Staff shall check if the applicant accomplished the online disability intake form.	None	3 Min.	
	4.2. The CBID CDAP Staff shall add the applicants on messenger group chat		3 Min.	
	4.3. The CBID Staff shall schedule the applicant depending on the available slot.		1 Week	
5.1. Submit the original requirements	5.1. The CBID CDAP Staff shall receive the	None	3 Min.	

to QC PDAO Main and look for CBID CDAP Staff.	requirements and attach a waiver			
5.2. Accomplish the waiver	5.2. Get the accomplished waiver and instruct the applicant to go to QC SSDD for an interview.		3 Min.	
6. Go to QC SSDD for Guarantee Letter Interview and submit the pertinent requirements and waiver	6. The CBID CDAP Staff shall refer the applicant to QC SSDD.	None	10 to 20 Min.	
7.1. The applicant will wait for confirmation of QC SSDD regarding the Guarantee Letter.	7. None	None	2 Weeks	
7.2. Claim the Guarantee Letter to QC SSDD				
8. Attend the actual appointment sent by the CDAP staff to groupchat and follow the instructions	8.1. The CBID CDAP Staff shall follow-up results of the children to NCH	None	2 Weeks to 3 Months	
	8.2. Release results to parents/ guardian via email			
TOTAL :		None	3 Months	

#### 4. Assistive Device For Persons With Disabilities (CWDs/PWDs)

PDAO provides assistive devices 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/>).

<b>Office or Division:</b>	Community-Based Inclusive Development Section			
<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>	
1. QC-Persons With Disability Identification Card			Quezon City Persons with Disability Affairs Office	
2. Request letter addressed to Mayor thru Head of QC-Persons with Disability Affairs Office			Applicant	
3. Brgy. Indigency (Purpose: Assistive Devices Request)			Applicant	
4. Cedula			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Submit pertinent requirements to Community Based-Inclusive Development Staff for preliminary verification and evaluation;	1.1. Check the validity of all the requirements submitted;	None	5 Min.	Sharina Hipolito (Project Development Officer III)  John Carlo Tapit (Assistive Devices Coordinator/ Wheelchair Assessor)
<b>Additional requirements</b>	1.2. Received the request letter and other documents;			
1.2. Whole Body Picture & Medical Record if requested is (Mobility Assistive Devices)				
1.3. Hearing Assessment/ Audiogram if requested is (Hearing Assistive Devices)				
<b>Undergo an initial interview;</b>				
2. Applicant will fill up an intake interview to be assisted by Community Based-Inclusive Development staff	2.1. Community Based-Inclusive Development staff will determine the purpose and the qualification of the recipient	None	Initial interview 20 Min.	
	2.2. Community Based-Inclusive Development staff will forward the			

	application to Division Chief subject for approval;			
3. The application shall be further evaluated and the applicant will be advised through call and/or text for the release of the requested assistive device	3. Community Based-Inclusive Development staff will inform the applicant regarding the approval of his/her application, through any means, and instruct to proceed before the office;	None	10 Min.	
4. Sign of deed of donation and granting of Assistive Device;	4. Community-Based Inclusive Development staff shall assist the client with the release of the assistive device;	None	<p>For request of: Canes, Crutches, Walker, Ordinary wheelchair, and other assistive devices on-hand; (10 Min.)</p> <p>For prostheses, orthoses, hearing aids, and other devices that require initial screening, adjustment, and fabrication process; (1 Month)</p>	
<b>TOTAL :</b>		<b>None</b>	<p>For the availability of assistive device; <b>(45 Min.)</b></p> <p>For the assistive devices that require for processing; <b>(1 Month and 35 Min.)</b></p>	



## 5. Inclusive Employment Opportunities For Persons With Disabilities (CWDs & PWDs)

The PDAO, in collaboration with the Quezon City Government and private companies like Jollibee Food Corporation and Cabalen Group of Companies, provides temporary employment opportunities for Persons with Disabilities (CWD & PWD). Through the “Kasama Ka Sa Kyusi: Ang Taong May Kapansanan ay May Karapatan at Kakayahan” initiative, it ensures a work environment that is both supportive and inclusive. 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>	Community-Based Inclusive Development Section			
<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>	
1. QCID			Quezon City Persons with Disability Affairs Office	
2. Medical Certificate / Clearance			Quezon City Persons with Disability Affairs Office Quezon City Health Department	
3. Endorsement From PESO ( <i>for applicants of Private Companies</i> )			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>
1. Submit pertinent requirements to CBID Staff for preliminary verification and evaluation; • Duly signed Application Form • QCID	1. Check the validity of all the requirements submitted;	None	1 Week	Wilma Cortez Ronaldyn Veloso ( <i>Applicant Assessor</i> )
2. Undergo an orientation	2. CBID staff will inform the applicants for the employment opportunities available and the processes that they need to undergo before their deployment	None	1 Day	
3. Applicant will undergo Psychological Screening	3. CBID staff will endorse the interested and qualified applicants to the In-House Psychiatrist for screening to determine their emotional and mental	None	1 Week	

	condition and limitations.			
4. Applicants will undergo Physical and Medical Assessments	4. CBID staff will assist the applicants to get a Medical Certificate indicating their physical condition to determine their physical limitations.	None	1 Week	
5. Applicants will be assessed by PESO Social Worker (requirement for private companies)	5. CBID staff will endorse the applicants who passed the screenings and assessment to PESO for final validation.	None	1 Day	
6. Applicants will undergo Pre-Employment Trainings	6. CBID Staff will give the applicants Pre-employment training to prepare them for the workplace environment and culture where they will be assigned.	None	1 Day	
7. Applicants will submit other documents required (requirement for private companies) <ul style="list-style-type: none"> <li>• SSS</li> <li>• PAG-IBIG</li> <li>• PHILHEALTH</li> <li>• TIN</li> <li>• NBI/ Police Clearance</li> <li>• Occupational Permit</li> <li>• Health Card</li> </ul>	7. CBID Staff will compile all the necessary requirements of the applicants.	NBI/ Police Clearance Occupational Permit	3 Days	
8. Endorsement and Deployment of applicants to their place of assignment.	8. CBID Staff will endorse and deploy all the qualified applicants to their place of assignment.	None	1 Day	
<b>TOTAL:</b>		<b>None</b>	<b>1 Month</b>	

## 6. Facilitation Services

PDAO has a pool of resource persons available to meet the facilitation needs of the Capability Development Programs for QCG Frontliners, barangays, organizations serving persons with disabilities, and other stakeholders. These groups may request the necessary resource persons (speakers/facilitators) for training sessions and seminars. Currently, the PDAO is doing Disability Awareness & Sensitivity Training, Filipino Sign Language Training, and Disability Inclusive Disaster Risk Reduction Management.

<b>Office or Division:</b>	Learning and Capacity Development Section			
<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>	
1. 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>
1. The requesting party may submit a formal request letter of training with detailed information either walk-in or through email  <b>For E-mails:</b> <a href="mailto:PDAO@quezoncity.gov.ph">PDAO@quezoncity.gov.ph</a> <a href="mailto:marlyn.castro@quezoncity.gov.ph">marlyn.castro@quezoncity.gov.ph</a> <a href="mailto:jeffrey.alipio@quezoncity.gov.ph">jeffrey.alipio@quezoncity.gov.ph</a>	1.1. Receive the request letter if it is received via walk-in while acknowledging receipt if it is received via email	None	5 Min.	<i>Receiving-Admin Section</i>
	1.2. Record request letter in the logbook and assign document tracking slip, then transmit to the head of the office for intrusion		5 Min.	<i>Receiving-Admin Section</i>
	1.3. Forward the letter to the division chief		5 Min.	<i>Receiving-Admin Section</i>
	1.4. Review the request for further instruction from the head of the office		5 Min.	<i>Division Chief</i>
	1.5. Transmit to the Section Head for action taken (i.e., coordination with the requesting party, scheduling of the training)		2 Days, 23 Hours & 40 Min.	<i>Section Head</i>
<b>TOTAL :</b>		<b>None</b>	<b>3 Days</b>	

### Note:

(Request for resource person and information related PWDs) qualified for multi-stage processing.

## 7. Tax Incentives to Employers Who Hire Persons with Disabilities (PWDs)

To promote employment among persons with disabilities within Quezon City, the Ordinance No. SP-2940, S-2020 grants tax incentives to employers who hire Persons with Disabilities (PWDs) registered in the city. This aims to promote inclusive employment while providing financial relief to businesses that support workplace diversity.

<b>Office or Division:</b>	Policy Research and Planning Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity			
<b>Who may avail:</b>	Business owners doing business in Quezon City and employing persons with disabilities (and senior citizen) duly registered as such in QC PDAO			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form			Requesting Party (Applicant)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements <ul style="list-style-type: none"> <li>• Duly accomplished Application Form (Issued by PDAO – MIS Section)</li> <li>• Tabulated list of all qualified PWD employees with corresponding QCID - PWD ID number</li> <li>• Photocopy of QCID – PWD ID of all qualified employees</li> <li>• Any competent proof of salary given to the employees concerned</li> </ul>	1. A receiving officer will check the completeness of the documents and issue an acknowledgment receipt.	None	5 Min.	
2. Approval and Issuance of Certification  This certification serves as proof that the employer is entitled to claim the <b>50% allowable deduction</b> on the total salary of the PWD employees	2. Once verified and approved, a <b>Certificate of Tax Incentive Eligibility</b> is issued to the employer or his/her duly authorized representative	None	20 Min.	
3. Filing with the City Treasurer's Office (CTO)  <b>For E-mails:</b> <a href="mailto:PDAO@quezoncity.gov.ph">PDAO@quezoncity.gov.ph</a> <a href="mailto:arnold.cabral@quezoncity.gov.ph">arnold.cabral@quezoncity.gov.ph</a>	3. The employer attaches the Certificate of Tax Incentive Eligibility to their annual tax filing with the CTO, along with relevant tax documents, to claim the deduction.	None	None	<b>ARNOLD F. CABRAL</b> (Head, Policy Research and Planning Section)
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	

## 8. Complaints

Policy Research and Planning Section ensures that all persons with disabilities receive fair, accessible, and efficient services. Complaints related to accessibility, discrimination, service quality, or procedural concerns are handled with confidentiality, urgency, and sensitivity.

<b>Office or Division:</b>		Policy Research and Planning Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B – Government to Business		
<b>Who may avail:</b>		All citizens and business entities		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter (1 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>
1. Submission of complaint a. For complaint received <b>walk-in</b> : through a Complaint Form duly issued by PDAO – MIS Section b. For complaints received through <b>on-line</b> : Acknowledgment receipt of the email  Every complaint shall be supported with necessary evidence showing the act complained of.	1. Receiving staff shall issue a Complaint Form for walk-in complaints. Otherwise, he/she will acknowledge the complaint received via official email of PDAO.	None	5 Min.	<b>ARNOLD F. CABRAL</b> <i>(Head, Policy Research and Planning Section)</i>
2. Once the person or entity complained or received the notification letter from PDAO that he/she/it is being complained, the complainant will be notified of any response or feedback from the former and the latter shall be advice of any action taken by the PDAO.	2. Upon receiving or acknowledgment of the complaint, the receiving staff shall immediately record the details of the complaint and submit the same to the Section Head for review and prompt response thereto. If necessary, the latter will instruct the receiving staff to send a letter to the person being complained of, requesting an explanation regarding the alleged complaint.	None	20 Min.	
3. If the complaint is	3. For complaints which	None		

deemed resolved, or the dispute ceased to exist, it will be tagged as such.	will be required to undergo the mediation process, the Section Head shall preside over the proceeding and expedite the disposition of the case.			
4. If necessary, the complainant, together with the person complained of, shall be advised to attend a mediation proceeding to be conducted in the PDAO office or as designated in the letter created for that purpose. The parties shall exhaust all the remedies available to resolve their dispute, otherwise, they shall be advised to file a proper complaint before the Prosecution's Office.  <b>For E-mails:</b> <a href="mailto:PDAO@quezoncity.gov.ph">PDAO@quezoncity.gov.ph</a>  <a href="mailto:Arnold.cabral@quezoncity.gov.ph">Arnold.cabral@quezoncity.gov.ph</a>	4. None	None	None	
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	

# Internal Services

## 1. Request for Data Related Persons with Disabilities (PWDs)

MIS officers share available data regarding PWDs upon request of the different offices/departments/schools/barangay. 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>		Management Information System Section		
<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>	
1. Request Letter (1 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>
1. Submit a request letter for data request	1.1. Received letter from the requesting Offices / Department / Barangays / Schools	None	3 Days	<i>Angelo Saavedra (Head, Management Information System Section)</i>
	1.2. Prepare the data being requested			
2. 2. Receive a Hard copy of the requested data (if existing)  (Subject to Data Privacy Act)  <b>For E-mails:</b> <a href="mailto:PDAO@quezoncity.gov.ph">PDAO@quezoncity.gov.ph</a>  <a href="mailto:sharina.hipolito@quezoncity.gov.ph">sharina.hipolito@quezoncity.gov.ph</a>  <a href="mailto:angelo.saavedra@quezoncity.gov.ph">angelo.saavedra@quezoncity.gov.ph</a>	2. Issue the copy of the data being requested and other relevant data	None		
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	

# QUEZON CITY BANGSAMORO AFFAIRS SERVICE

## External Services

### 1. Maintain Bangsamoro Community Relations

<b>Office or Division:</b>	Public Order and Safety
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Bangsamoro Communities
<b>DESCRIPTION:</b>	
<ul style="list-style-type: none"> <li>• Continuous monitoring and reporting on Peace/Order situation, illegal drug campaign, compliance to the Minimum Standard of Health Protocol;</li> <li>• Dialogue/ Meeting with the barangay officials, local police authorities and 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 SALAM Police Unit 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

<b>Office or Division:</b>	Community Relations
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Bangsamoro Communities
<b>DESCRIPTION:</b>	
<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

<b>Office or Division:</b>	Economic Development
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Bangsamoro Communities
<b>DESCRIPTION:</b>	
<ul style="list-style-type: none"><li>• Coordination with TESDA and DOLE on their livelihood training program;</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 (QC Bangsamoro Marketing Cooperative & Vending Sites)

<b>Office or Division:</b>	Economic Development
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Bangsamoro Communities
<b>DESCRIPTION:</b>	
<ul style="list-style-type: none"><li>• Support the operation of the cooperative (QC Bangsamoro Marketing Cooperative) and encourage communities to join the cooperative;</li><li>• Work on the project of the QC Government for the establishment of QC HALAL slaughterhouse;</li><li>• Assist Bangsamoro Businesses and Vendors with concerns such as Vending sites and etc.</li></ul>	

## 5. Resettlement of Informal Settlers

<b>Office or Division:</b>	Resettlement and Social Services
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Bangsamoro Communities
<b>DESCRIPTION:</b>	
<ul style="list-style-type: none"> <li>Support the LGU QC relocation program in coordination with HCDRD.</li> </ul>	

## 6. Cultural Affairs

<b>Office or Division:</b>	Bangsamoro Cultural Affairs
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Bangsamoro Communities
<b>DESCRIPTION:</b>	
<ul style="list-style-type: none"> <li>Monitoring of Madrasah (ALIVE) program and Private Madrasah.</li> <li>Sharia counseling program.</li> <li>Burial Assistance and monitoring/maintaining of QC/Rodriguez Islamic Cemetery.</li> <li>Islamic religious events (<b>EID’L FITR, EID’L ADHA, AMUN JADEED, LAILATUL ISRA WAL-MIRAJ, MALIDUN NABI and MUHARRAM</b>).</li> </ul>	

# QUEZON CITY DISTRICT ACTION OFFICES

## External Services

### 1. Individual Requests

<b>Office or Division:</b>	Quezon City District 1, 2, 3, 4, 5, and 6 Action Offices			
<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>	Barangay Officials, Homeowners Associations, Organizations and Constituents of District V			
<b>Operating Hours</b>	Monday to Friday 8:00AM – 5:00PM (without noon break)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter addressed to the Action Officer			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submit their letter of request	1. Received and record the documentary requirements	None	3 Min.	<i>Receiving Clerk</i>
	2. Review the documents by the Action Officer	None	2 Days	<i>Action Officer</i>
	3. Transmit reviewed documents to concerned offices	None	1 Day	<i>Liaison Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 3 Days</b>	

## 2. Various Services and Requests

<b>Office or Division:</b>	Quezon City District 1, 2, 3, 4, 5, and 6 Action Offices			
<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>	Barangay Officials, Homeowners Associations, Organizations and Constituents of District V			
<b>Operating Hours</b>	Monday to Friday 8:00AM – 5:00PM (without noon break)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter addressed to the Action Officer			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Group / Organization Requests</b>				
1. Submit letter addressed to the Mayor, Any of the ff: SEC registration, BCRD Accreditation, QCID of representative	1. Receive requirements and contact Information then release received copy of letter request.	None	3 Min.	<i>Receiving Clerk</i>
	2. Forward to Action Officer for Approval/ instructions	None	1 Day	<i>Liaison Officer</i>
	3. Respond to Requesting Party	None	2 Days	<i>Action Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 3 Days</b>	
<b>Medical Assistance</b>				
1. Submit letter addressed to the mayor, certificate of Indigency. Medical Certificate, Doctors Prescription, QCID of patient and representative	1. Receive requirements and contact information then release receiving stub	None	3 Min.	<i>Receiving Clerk</i>
	2. Forward to Action Officer for Approval and Endorsement to SSDD or OCM	None	1 Day	<i>Liaison Officer</i>
	3. Respond to Requesting Party	None	2 Days	<i>Action Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 3 Days</b>	
<b>Burial Assistance</b>				
1. Submit letter addressed to the Mayor, certificate of Indigency, Death Certificate, QCID of Deceased and representative	1. Receive requirements and contact information then release receiving stub	None	3 Min.	<i>Receiving Clerk</i>
	2. Forward to Action Officer for Approval and Endorsement to SSDD or OCM	None	1 Day	<i>Liaison Officer</i>
	3. Respond to Requesting Party	None	2 Days	<i>Action Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 3 Days</b>	
<b>Invitations</b>				

1. Submit Invitation letter	1. Receive letter and Contact information then release received copy of letter	None	3 Min.	<i>Receiving Clerk</i>
	2. Forward to Action Officer for Approval	None	3 Days	<i>Action Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 3 Days</b>	
<b>Request for City Services</b>				
1. Submit request letter	1. Receive letter and Contact information then release received copy of letter.	None	3 Min.	<i>Receiving Clerk</i>
	2. Forward to Action Officer for Approval and endorsement to the appropriate office	None	3 Days	<i>Action Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 3 Days</b>	
<b>Requests and Inquiries Through Phone Calls, Email, Chat Groups, Social Media</b>				
1. Send to Official DACS email, social media accounts, contact numbers	1. Reply, Acknowledge receipt, Log and	None	1 Day	<i>Action Officer</i>
	2. Forward to Action Officer for appropriate action	None	1 Day	<i>Action Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 2 Days</b>	
<b>Complaints and Grievances</b>				
1. Submit Letter of complaint or grievance	1. Receive letter and Contact information then release received copy of the letter	None	3 Min.	<i>Receiving Clerk</i>
	2. Forward to Action Officer for investigation	None	1 Day	<i>Liaison Officer</i>
	3. Feedback requiring answers will be responded within three (3) working days	None	3 Days	<i>Action Officer</i>
	4. The complaint will be evaluated by the Action Officer and the concerned office. The concerned office will create a report after the investigation and shall submit it to the Head of their office for appropriate action. The response will be given to the complainant within seven (7) working days after the receipt of the complaint.	None	7 Days	<i>Action Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 11 Days</b>	
<b>Transmittal, Endorsement from Mayor and Other Offices</b>				
1. Receive transmittal, endorsement, or letter	1. Receive and acknowledge receipt	None	3 Min.	<i>Receiving Clerk</i>
	2. Forward to Action Officer for appropriate action	None	1 Day	<i>Liaison Officer</i>
	3. Respond to Request	None	2 Days	<i>Action Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>Max. 3 Days</b>	

# QUEZON CITY EDUCATION AFFAIRS UNIT

## External Services

### 1. Financial Assistance to Quezon City Public School Students in Regional, National, and International Competitions

*(Tulong Pinansyal para sa mga Mag-aaral ng Paaralan sa Quezon City sa mga Rehiyonal, Pambansa, at Pandaigdigang Paligsahan)*

The Quezon City Government recognizes the value of elementary and secondary students participating in regional, national, and international competitions as an opportunity to further develop their skills and knowledge. To support this, financial assistance is provided to eligible applicants to help ease the financial burden associated with these competitions.

This service is available to public and private school students who participate in competitions that meet any of the following criteria:

1. Organized by the Department of Education (DepEd) and listed in DepEd memoranda;
2. Initiated by the Quezon City Government (QCG), government agencies, or government-owned and controlled corporations (GOCCs);
3. Covered by a DepEd Advisory and endorsed by the Schools Division Office of Quezon City (SDO-QC).

*(Kinikilala ng Pamahalaang Lungsod ng Quezon ang kahalagahan ng pagsali ng mga mag-aaral sa elementarya at sekondarya sa mga rehiyonal, pambansa, at pandaigdigang paligsahan upang higit pang mapaunlad ang kanilang kakayahan at kaalaman. Bilang suporta, nagbibigay ito ng tulong pinansyal sa mga kwalipikadong aplikante upang maibsan ang gastos na kaakibat ng pagsali sa ganitong mga kompetisyon.*

*Saklaw ng serbisyong ito ang mga mag-aaral mula sa pampubliko at pribadong paaralan na lumahok sa mga paligsahang kabilang sa alinman sa mga sumusunod na kategorya:*

1. Inorganisa ng Kagawaran ng Edukasyon (DepEd) at nakalista sa mga DepEd Memorandum;
2. Pinangunahan ng Pamahalaang Lungsod ng Quezon (QCG), mga ahensya ng gobyerno, o mga korporasyong pag-aari at kontrolado ng gobyerno (GOCCs);
3. Saklaw ng isang DepEd Advisory at inendorso ng Schools Division Office ng Lungsod Quezon (SDO-QC).

<b>Office or Division:</b>	Education Affairs Unit (EAU)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Schools Division Office – Quezon City		
<b>Operating Hours:</b>	8:00 AM – 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request for Financial Assistance addressed to the Schools Division Superintendent (1 original, 1 photocopy)		Schools Division Office, Quezon City - Principal's Office	
2. DepEd Advisory (1 original, 1 photocopy)		Department of Education Website - <a href="http://www.depedqc.ph/">http://www.depedqc.ph/</a>	

3. Event invitation, identifying the name of the participant, date, time, and venue (1 original, 1 photocopy)	Event host			
4. Travel Itinerary (1 original, 1 photocopy)	Transportation Service Provider			
5. Endorsement of SDO addressed to the City Mayor (1 original, 1 photocopy)	Schools Division Office – Schools Division Superintendent			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete requirements to the Education Affairs Unit no later than five (5) weeks before the date of the competition	1.1. Log the received documents and submit them to the Unit Head for review	None	5 Min.	<i>Legislative Staff Officer III</i> Education Affairs Unit
	1.2. The EAU shall submit to the Office of the City Mayor its recommendation	None	5 Days	
2. The Schools Division Office - Quezon City (SDO-QC) shall be responsible for informing the requesting party of the status of its request.	2. The EAU shall transmit the approved request to the SDO-QC for their processing.	None	1 Day	<i>Legislative Staff Officer III</i> Education Affairs Unit
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 5 Min.</b>	

## 2. Cash Incentives for Outstanding Elementary and Secondary Students in Quezon City Competitions

*(Pinansyal na Insentibo para sa Natatanging Mag-aaral sa Elementarya at Sekondarya sa mga Paligsahan sa Lungsod Quezon)*

The Quezon City Government provides cash incentives in recognition of the excellent performance of students in regional, national, and international competitions.

*(Ang pamahalaan ng Lungsod Quezon ay magbibigay ng cash incentives bilang pagkilala sa mga estudyante na nagpamalas ng kanilang galing sa mga kompetisyon na panrehiyon, pambansa, at internasyonal.)*

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Schools Division Office – Quezon City			
<b>Operating Hours:</b>	8:00 AM – 5:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request for cash incentive addressed to the Schools Division Superintendent (1 original, 1 photocopy)			Schools Division Office, Quezon City - Principal's Office	
2. DepEd Advisory/Memorandum (1 original, 1 photocopy)			Department of Education Website - <a href="http://www.depedqc.ph/">http://www.depedqc.ph/</a>	
3. Proof of Award (1 original, 1 photocopy)			Applicant/Client	
4. Information about the competition and the award received (1 original, 1 photocopy)			Applicant/Client	
5. Endorsement of SDO addressed to the City Mayor (1 original, 1 photocopy)			Schools Division Office - Office of the Superintendent	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete requirements to the Education Affairs Unit no later than four (4) weeks after the date of the competition	1.1. Log the received documents and submit them to the Unit Head for review.	None	5 Min.	Legislative Staff Officer III Education Affairs Unit
	1.2. After careful review, the EAU shall submit its recommendation to the Office of the City Mayor.	None	5 Days	
2. The Schools Division Office-Quezon City (SDO-QC) shall be responsible for informing the requesting party of the status of its request.	2. The EAU shall transmit to the SDO-QC the approved request for their processing.	None	1 Day	Legislative Staff Officer III Education Affairs Unit
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 5 Min.</b>	



### 3. LGU's Acknowledgment in Compliance with CHED Memorandum No. 1 (Series of 2023) and CHED Memorandum No. 63 (Series of 2017)

*(LGU Acknowledgement alinsunod sa CHED Memorandum Blg. 1 (Serye ng 2023) at CHED Memorandum Blg. 63 (Serye ng 2017))*

In compliance with Commission on Higher Education (CHED) Memorandum No. 1, Series of 2023, and CHED Memorandum No. 63, Series of 2017, the Quezon City Government provides LGU Acknowledgment for Higher Education Institutions (HEIs) conducting off-campus activities.

As stipulated in the CHED memoranda, HEIs must secure acknowledgment from local government units (LGUs) for school-sanctioned extracurricular activities, including educational tours, mission-based initiatives, conventions, sports competitions, and student-led activities. The issuance of LGU Acknowledgment is subject to the prescribed process.

*(Alinsunod sa CHED Memorandum Blg. 1, Serye ng 2023, at CHED Memorandum Blg. 63, Serye ng 2017, nagbibigay ang Pamahalaang Lungsod ng Quezon ng Pagkilala ng LGU para sa mga Higher Education Institution (HEI) na nagsasagawa ng mga aktibidad sa labas ng paaralan.*

*Ayon sa mga itinakdang alituntunin ng CHED, kinakailangang kumuha ng Pagkilala mula sa lokal na pamahalaan (LGU) ang mga HEI para sa mga aktibidad na itinakda ng paaralan, kabilang ang mga pang-edukasyong paglalakbay, gawaing misyon, kombensyon, paligsahang pampalakasan, at iba pang aktibidad ng mga mag-aaral. Ang pagbibigay ng Pagkilala ng LGU ay alinsunod sa itinakdang proseso.)*

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Schools, Tour Agencies			
<b>Operating Hours:</b>	8:00 AM – 5:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request (1 Original copy) containing the following details: <ul style="list-style-type: none"> <li>• Type of off-campus activity</li> <li>• Date/s of activity</li> <li>• Location where the activity will take place</li> <li>• Number of participants</li> <li>• Kindly indicate if the participants will be staying at a commercial accommodation in Quezon City</li> </ul>			Applicant/Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Private and Public HEIs (Applicants) are to submit via email a letter of intent through <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>  Notes/Instruction: The letter of intent is to be addressed to the City Mayor, requesting LGU acknowledgment for the conduct of	1.1. Receive and acknowledge the email from client	None	5 Min.	Legislative Staff Officer III Education Affairs Unit
	1.2. EAU to transmit the LGU's Acknowledgment to the applicant via email	None	2 Days	

educational tours, seminars, and other activities stipulated in CHED Memorandum Order No. 63, S. 2017.				
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 5 Min.</b>	

#### 4. Requesting Education-Related Information and/or Data

*(Paghingi ng Impormasyon at/o Datos na May Kaugnayan sa Edukasyon)*

The Quezon City Government (QCG) acknowledges the importance of providing accurate information and data to both QCitizens and non-residents, ensuring that all requests comply with privacy laws and national security regulations.

*(Kinikilala ng Pamahalaang Lungsod ng Quezon (QCG) ang kahalagahan ng pagbibigay ng tama at wastong impormasyon at datos sa mga QCitizen at hindi residente, nang titiyakin na ang lahat ng kahilingan ay sumusunod sa mga batas sa privacy at pambansang seguridad.)*

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<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>Operating Hours:</b>	8:00 AM – 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of request (1 Original copy, 1 Photocopy or 1 Electronic 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. Client submits the letter of request to the Education Affairs Unit via email or to its office.  Notes/ Instruction: Time may differ depending on the complexity of the request.	1.1. Log the received documents and submit them to the Unit Head for review.	None	5 Min.	Legislative Staff Officer III Education Affairs Unit
	1.2. The EAU reviews the request, complies with the needed information, and coordinates with the client	None	2 Days	
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 5 Min.</b>	

**Note:**

\*The time of the process of requesting data depends on complexity of the request and on the processes of external offices.

# 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 or Division:</b>	Quezon Memorial Circle Administration Office			
<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>	Persons/ Groups/ Organizations 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 Administration 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 a letter of intent to QMC	1. 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 Min.	<i>Reservation Desk Officer</i>
2. Wait for the approval of request thru phone call or email	2. Notifies the client on the status of request thru phone call or email.	None	1 to 3 Days (varies depending on the scope of request)	<i>Reservation Desk Officer</i>
3. Receive a notification regarding the status of request. If approved, proceed to QMC Reservation Desk.	3. Issues an application form to the client once the request is approved.	None	3 Min.	<i>Reservation Desk Officer</i>
4. Receives and fill-up the Application Form and submit it to QMC Reservation Desk	4. Receive and check the submitted Application Form. If completed, refer the client to Finance & Collection Unit for processing of payment (if	None	10 Min.	<i>Reservation Desk Officer</i>

	applicable)			
5. Proceed to Finance & Collection Unit to pay the corresponding fee (if applicable)	5.1. Receives payment and prepares Order of Payment. Requests Official Receipt to City Treasurer's Office	Varies depending on the requested venue	10 Min.	<i>Finance &amp; Collection Unit</i>
	5.2. Prepares Official Receipt to be issued to the client (if applicable)	None	5 Min.	<i>Personnel City Treasurer's Office</i>
6. Claims permit/ official receipt	6. Discuss the park's rules and regulations in using a venue	None	10 Min.	<i>Finance &amp; Collection Unit, Reservation Desk Officer</i>
7. Proceed to the requested venue on the given schedule	7. Monitors the conduct of event	None	Varies depending on the requested schedule of event	<i>Event's Monitoring Team</i>
<b>TOTAL:</b>			<b>Maximum 3 Working Days and 36 Min.</b>	

## 2 . Processing Permits for Conducting Commercial / Non-Commercial Activities or Other Relevant Events

Clients who intend to secure a permit for commercial/non-commercial activities or other relevant events, requiring the QMC Management's authorization.

<b>Office or Division:</b>	Quezon Memorial Circle Administration Office			
<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>	Persons/ Groups/ Organizations who are interested in conducting commercial/ non-commercial activities or other relevant events, requiring authorization from the management, such as: <ul style="list-style-type: none"> <li>a. Commercial Shoot (<i>Film Production, TV Commercials, Vlogs, Advertisement and other activities that intend to make profit</i>)</li> <li>b. Non-commercial Shoot (<i>Prenuptial, Postnuptial, Pre-debut, other activities that are not primarily intended for commercial use or financial gain</i>)</li> <li>c. Exhibits</li> <li>d. Academic &amp; Extracurricular Activities (For Students only)</li> <li>e. Group Activities involving minors/students</li> <li>f. Installation/ Posting of Tarpaulins</li> <li>g. Other relevant activities requiring authorization from QMC management</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent		Client		
2. Application Form		Reservation Desk, QMC		
<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 to QMC	1. Receives the intent letter and initially assess the request and endorse to QMC Administrator for review and approval	None	3 Min.	<i>Reservation Desk Officer; QMC Administrator</i>
2. Wait for the approval of the request	2. Inform the client on the status of the request.	None	1 to 3 Days (varies depending on the type of activity to be conducted)	<i>Reservation Desk Officer</i>
3. Receive a notification regarding the status of request. If approved, proceed to QMC Reservation Desk.	3. Issues an application form to the client once the request is approved.	None	3 Min.	<i>Reservation Desk Officer</i>
4. Receive and fill-up the Application Form	4. Receive and check the submitted Application Form. If	None	10 Min.	<i>Reservation Desk Officer</i>

and submit it to QMC Reservation Desk	completed, refer the client to Finance & Collection Unit for payment (if applicable)			
5. Proceed to Finance & Collection Unit to pay the corresponding fee (if applicable)	5.1. Receives payment and prepares Order of Payment. Requests Official Receipt to City Treasurer's Office	Varies depending on the activity to be conducted	10 Min.	<i>Finance &amp; Collection Unit QMC Administrator</i>
	5.2. Prepares Official Receipt to be issued to the client (if applicable)	None	5 Min.	<i>Personnel City Treasurer's Office</i>
6. Claims permit/ official receipt	6. Discuss the park's rules and regulations on the conduct of activities	None	10 Min.	<i>Finance &amp; Collection Unit, Reservation Desk Officer</i>
7. Proceed to the identified area for the conduct of activity	7. Monitors the conduct of activity	None	Varies depending on the activity to be conducted	<i>Event's Monitoring Team</i>
<b>TOTAL:</b>			<b>Maximum of 3 Working Days and 36 Min.</b>	

# OFFICE OF THE VICE MAYOR

## 1. Matters that Require City Council Action

Accommodating Complaints, Notices, Request 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 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>	
1. Original copy of the document with attachments (if any), with the receiving copy returned to the person (1) Original Copy			Applicant/ Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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> or <a href="mailto:legis.ovm@quezoncity.gov.ph">legis.ovm@quezoncity.gov.ph</a>  Tel: 8988 – 4242 Loc: 8205/ 8206	1.1. Receiving of documents and returning the receiving copy to the requesting party	None	2 Min.	<i>Receiving Officer</i>
	1.2. Recording the document	None	5 Min.	<i>Receiving Officer</i>
	1.3. Forwarding to the Legislative Division	None	2 Min.	<i>Receiving Officer</i>
	1.4. Assessment of the Legislative Division	None	1 Hour	<i>Legislative Staff</i>
	1.5. Drafting of an endorsement/ transmittal	None	1 Hour	<i>Legislative Staff</i>
	1.6. Endorsement of the same to the City Secretary of the proper committees for inclusion in the Agenda or other appropriate action	None	1 Day	<i>Legislative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 2 Hours, and 9 Min.</b>	



## 2. Request for Review / Sponsorship of a Proposed City Council Measure

Accommodating draft proposed resolution/ordinance to council committees or other offices for review/sponsorship.

<b>Office or Division:</b>	Office of the Vice Mayor			
<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>	
1. Original copy of the document with attachments (if any), with the receiving copy returned to the person (1) Original Copy			Applicant/ Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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> or <a href="mailto:legis.ovm@quezoncity.gov.ph">legis.ovm@quezoncity.gov.ph</a>  Tel: 8988 – 4242 Loc: 8205/ 8206	1.1. Receiving of documents and returning the receiving copy to the requesting party	None	2 Min.	<i>Receiving Officer</i>
	1.2. Recording the document	None	5 Min.	<i>Receiving Officer</i>
	1.3. Forwarding to the Legislative Division	None	2 Min.	<i>Receiving Officer</i>
	1.4. Assessment of the Legislative Division	None	1 Hour	<i>Legislative Staff</i>
	1.5. Drafting of an endorsement	None	1 Hour	<i>Legislative Staff</i>
	1.6. Transmitting the measure intended to the council Committee, Department, or Office	None	1 Day	<i>Legislative Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours and 9 Min.</b>	

### 3. Communications / Correspondence Addressed to the Vice Mayor

Receiving/Acceptance of official documents, communications, correspondences, notices, letters, or invitations from individuals, private organizations or other government addressed to the Vice Mayor.

<b>Office or Division:</b>	Office of the Vice Mayor			
<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>	
1. Original copy of the document with attachments (if any), with the receiving copy returned to the person (1) Original Copy			Applicant/ Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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> or <a href="mailto:legis.ovm@quezoncity.gov.ph">legis.ovm@quezoncity.gov.ph</a>  Tel: 8988 – 4242 Loc: 8205/ 8206	1.1. Receiving of documents and return the receiving copy to the requesting party	None	2 Min.	<i>Receiving Officer</i>
	1.2. Records the Document	None	5 Min.	<i>Receiving Officer</i>
	1.3. Forwarding to the Chief of staff for schedule and proper endorsement	None	1 Hour	<i>Chief of Staff</i>
	1.4. An admin personnel will inform the client of the action taken	None	1 Day	<i>Administrative Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 7 Min.</b>	

## 4. 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 / Office of the Secretary to the Sangguniang Panlungsod			
<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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original copy of the document with attachments (if any), with the receiving copy returned to the person (1) Original Copy			Applicant/ Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop off 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> or <a href="mailto:legis.ovm@quezoncity.gov.ph">legis.ovm@quezoncity.gov.ph</a>	1.1. Receiving of documents and return the receiving copy to the requesting party	None	2 Min.	<i>Receiving Office</i>
	1.2. Records the Document	None	5 Min.	<i>Receiving Office</i>
	1.3. Forwarding to the Legislative Division	None	2 Min.	<i>Receiving Office</i>
	1.4. Assessment of the Legislative Division	None	1 Hour	<i>Legislative Staff</i>
	1.5. Drafting of an endorsement	None	1 Hour	<i>Legislative Staff</i>
	1.6. Legislative Division shall forward the same to the Office of the City Secretary for proper action	None	1 Hour	<i>Legislative Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours and 9 Min.</b>	

## 5. 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 Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Personnel, Job Order Contracts, and Consultants under the Legislative Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter/Filled up form with attachments (if any), with the receiving copy returned to the person			Applicant/ Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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>	1.1. Receiving of documents and return the receiving copy to the requesting party	None	2 Min.	<i>Receiving personnel</i>
	1.2. Records the document	None	5 Min.	<i>Receiving personnel</i>
	1.3. Forwarded to the Chief of Staff for schedule and proper endorsement	None	1 Hour	<i>Chief of Staff</i>
	1.4. Forwarded to the Admin Officer for proper action	None	1 Day	<i>Admin Personnel</i>
2. 2. Follow up in person, through phone call or email.	2.1. Coordinates the request for status	None	1 Hour	<i>Administrative Personnel</i>
	2.2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any			
	2.3. Note if other appropriate action should be taken			
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 2 Hours, and 7 Min.</b>	

## 6. 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 Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Offices under the Legislative Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Submission of Purchase Request Form with attachments (if any), with the receiving copy returned to the person			Applicant/ Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor	1.1. Receiving of documents and return the receiving copy to the requesting party	None	2 Min.	<i>Receiving Officer</i>
	1.2. Records the document	None	5 Min.	<i>Receiving Officer</i>
	1.3. Forwarding to the Chief of staff for schedule and proper endorsement	None	1 Hour	<i>Chief of Staff</i>
	1.4. Forwarding to the Admin Officer for proper action	None	1 Day	<i>Administrative Officer</i>
	1.5. An admin personnel will inform the client of the action taken	None	1 Day	<i>Administrative Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 1 Hour, and 7 Min.</b>	

# QUEZON CITY ANTI-DRUG ABUSE ADVISORY COUNCIL

## 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 – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Walk-in clients, All Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of requests, Submission of BADAC Plan and Utilization			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.	None	5 Min.	<i>Admin Staff/Officer (QCADAAC Admin)</i>
	2. Coordinate with the section/ department concerned.		10 Min.	
	3. Assist walk-in clients prior to their inquiries regarding the processes for treatment and rehabilitation and any request/ concern they have.		10 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	

## 2. Intake Interview 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 – Government to Government			
<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	None	15 Min.	<i>IDAPS Administrators (QCADAAC IDAPS)</i>
	2. Informs concerned Barangay of status of entries	None	2 Days	
	3. Informs the concerned Special Drug Education Center for the receipt of surrenderers who shall require corresponding treatment and rehabilitation	None	1 Day	
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 15 Min.</b>	

## b. Provision of Technical Assistance to the Barangays for the Maintenance and Repair of the Computer Hardware and Software

<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 – Government to Government			
<b>Who may avail:</b>	Barangays in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of request			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 submits request for technical assistance for the repair of the computer hardware and software	1. Receipt of request	None	15 Min.	<i>IDAPS Administrators (QCADAAC IDAPS)</i>
	2. Scheduling of request		1 Day	
	3. Conduct of visit and inspection of the unit		1 Day	
	4. Informs concerned Barangay on the status of the unit and the needed action the Barangay must take for the repair of the unit.	No service fee but cost of replacement of parts is shouldered by the Barangay	3 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 15 Min.</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 – Government to Government			
<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 either to QCADAAC Office or thru official email addresses: <a href="mailto:qcadaac@quezoncity.gov.ph">qcadaac@quezoncity.gov.ph</a> And <a href="mailto:idaps.qcadaac@quezoncity.gov.ph">idaps.qcadaac@quezoncity.gov.ph</a>	1. Receipt of request	None	5 Min.	<i>IDAPS Administrators (QCADAAC IDAPS)</i>
	2. Review and approval of request		1 Day	
	3. Preparation of reports		2 Day	
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 5 Min.</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 – Government to Citizen G2B – Government to Business G2G – Government to Government			
<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>
1. Submission of request letter to the QCADAAC Office or thru electronic mail ( <a href="mailto:qcadaac@quezoncity.gov.ph">qcadaac@quezoncity.gov.ph</a> ) and ( <a href="mailto:dape.qcadaac@quezoncity.gov.ph">dape.qcadaac@quezoncity.gov.ph</a> ) for the conduct of any of the following topics: a. Barkada Kontra Droga (Youth in School) b. Barkada Kontra Droga sa Komunidad (OSY and street children) c. Solid Legit Dabarakads d. Drug-free Workplace for business establishments, private institutions, communities, Barangay, public transport associations, etc). e. Other preventive education seminars	1. Receipt of letter request for the conduct of training / seminar	None	5 Min.	<i>Admin Section or DAPE Team for emails</i>
	2. Review and scheduling of the request		3 Hours	<i>DAPE Team</i>
	3. Conduct of the lecture seminar.		1 day	<i>DAPE Team</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 3 Hours and 5 Min.</b>	

## 4. Drug Test Program

### a. Provision of Drug Testing for Monitoring Purposes for Community Based Drug Rehabilitation Program (CBDRP) Clients and Barangay Officials and Staff, TODA Officials and Members

<b>Office or Division:</b>	Drug Test Team			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government			
<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: <a href="mailto:qcadaac@quezoncity.gov.ph">qcadaac@quezoncity.gov.ph</a> . for the conduct of drug testing indicating the list of individuals.	1.Receipt of Request	None	5 Min.	<i>Drug Test Team</i>
	2.Review and scheduling of conduct of drug testing.		1 Day	<i>Drug Test Team</i>
	3. Acceptance of duly accomplished form.		5 Min.	<i>Drug Test Team</i>
2. On the day of the scheduled drug testing, clients individually fills-out the “Pahintulot” Form.	4.Collection of urine.		5 Min.	
	5. Testing of Urine (using DT kit)		10 Min.	
3. Receipt of result	6. Release of result		3 Days	
<b>TOTAL:</b>		<b>None</b>	<b>4 Days and 25 Min.</b>	

## b. Provision of Drug Testing in Support of the Drug-Free Workplace Ordinance

<b>Office or Division:</b>	Drug Test Team			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangays, Quezon City Hall Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter on drug test schedule of barangay or Department/Office/Unit (DOU)			Provided by QCADAAC	
2. 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. Upon receipt of the letter or schedule of drug test from QCADAAC, the barangay or QC Government DOU will provide or send their list of individuals/employees to the QCADAAC Office or thru electronic mail: <a href="mailto:qcadaac@quezoncity.gov.ph">qcadaac@quezoncity.gov.ph</a> .	1. Receipt of list of employees	None	3 Min.	<i>Drug Test Team</i>
	2. Conduct of drug testing with the National Reference Laboratory.		1 Day	<i>Drug Test Team</i>
	3. Acceptance of duly accomplished CCF form.			<i>Drug Test Team and National Reference Laboratory Team</i>
	4. Collection of urine.			
	5. Labeling and sealing of urine.			
2. On the day of the scheduled drug testing, clients individually fills-out a Control Collection Form (CCF).	6. Gathering of personal information/data including photograph, biometrics (IDTOMIS)	None	30 Days	
	7. Transmission of collected urine to NRL for final procedure.			
3. Receipt of result at QCADAAC Office.	8. Receipt of result from NRL			
<b>TOTAL:</b>		<b>None</b>	<b>31 Days and 5 Min.</b>	

## 5. 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

Office or Division:	Drug Clearing Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request for the conduct of one stop shop			Concerned Barangay, DILG, QCPD, PDEA	
2. Request letter for certified PDEA/PNP Drug watchlist				
3. Presentation of a barangay color coded watchlist Omnibus procedure requirements for application for a drug cleared barangay				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter for certified PDEA/PNP Drug watch list which shall be received and transmitted by QCADAAC	1. Receipt of letter request	None	3 Days	Drug Clearing Team (QCADAAC Drug Clearing)
	2.Verification of color-coded watch list			
	3. Coordination with the team and scheduling of the activity			
2. Submission of request letter for the conduct of House-to-House Visitation or One Stop Shop.	4. Conduct house to house visitation and conduct series of BADAC meeting with partner agencies and concerned barangay			
	5. Review submitted documentary requirements			
TOTAL:		None	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 – Government to Government		
<b>Who may avail:</b>		Barangay		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request for the conduct of House-to-House Visitation			Concerned Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter for the conduct of House-to-House Visitation	1. Receipt of letter request	None	5 Min.	<i>Drug Clearing Team (QCADAAC Drug Clearing)</i>
	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	QCADAAC, Barangay, QCPD, PDEA
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 5 Min.</b>	

## 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 – Government to Government		
<b>Who may avail:</b>		Barangay		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request for QCADAAC, PNP and PDEA			Concerned Barangay, DILG, QCPD, PDEA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of separate request letter to QCADAAC, PNP and PDEA	1. Receipt of letter request	None	5 Min.	<i>Drug Clearing Team (QCADAAC Drug Clearing)</i>
	2. Review and approval of request		1 Day	
2. Submission of request letter for the conduct of House-to-House Visitation or One Stop Shop.	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 and 5 Min.</b>	

**d. Conduct of Training/Seminar Workshop for the Barangay Auxiliary Team (BAT) and BADAC Committee on Operations (Program Title: BIDA ang BAT sa QC)**

The QCADAAC and QCPD aims to orient and reorient the Barangay Anti-Drug Abuse Council (BADAC) Auxiliary Team and the BADAC Committee on Operations of their roles and functions pursuant to DDB Regulation No. 3, S-2017, to help contribute in the advocacy for a Drug-Free QC.

<b>Office or Division:</b>	Drug Clearing Section, Quezon City Police District (QCPD), PNP QC Police Stations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	QC Barangays, Barangay Auxiliary Team 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			Drug Clearing Section	
<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: <a href="mailto:qcadaac@quezoncity.gov.ph">qcadaac@quezoncity.gov.ph</a> for the conduct of seminar/ training.	1. Receipt of letter request	None	5 Min.	<i>Drug Clearing Team (QCADAAC Drug Clearing)</i>
	2. Review and scheduling of the request		1 Day	
	3. Write and send a letter to QCPD and the concerned Police Station to request a resource speaker.		1 Day	
	4. QCADAAC, QCPD and concerned Police Station will conduct the training/seminar.		1 Day	
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 5 Min.</b>	

## 6. Community Based Drug Rehabilitation 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 – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Drug Offenders, Plea Bargainers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. IDAPS or Intake Forms			QCADAAC	
2. Certificate of Mental and DDE Form				
3. Recommendation letter from IDAPS				
4. Court Order for Plea Bargainers			RTC	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PWUDs who voluntarily surrendered to the barangay and clients from drug-free workplace businesses will undergo Intake Interview at their respective barangays an/or in QCADAAC	1. Receipt of Affidavit of Understanding and Waiver	None	1 Day	<i>DOH Accredited Physician or Medical Doctor (QCADAAC Main Office or SDEC Masambong)</i>
	2. Conduct of drug testing and screening using the ASSIST tool. Results may vary from Low Risk, Medium Risk or High Risk. The following interventions may be prescribed: Low Risk shall be required to undergo General Intervention (GI)-3 modules. Mild or Moderate Risk shall be required to undergo Rehabilitation Counseling Program (15 modules). High Risk results shall be further evaluated using Drug Dependency Evaluation (DDE) being carried out by a DOH Accredited Physician.		Screening and DDE 1 Day	
			GI 15 Days to 1 Month	
2. PWUDs must sign an Affidavit of Understanding and Waiver (Kasunduan) for the screening	3. The result of the DDE will be communicated with the barangays through a letter.		Mild or Moderate Risk 2 to 3 Months with 6 Months Aftercare	
3. Upon receipt of the letter from	4. Scheduling and implementation of		IOP 6 Months with 6 Months Aftercare	
			Or Inpatient Program Rehabilitation	

QCADAAC, the barangay or the concerned office shall inform the clients of their result. The clients will then coordinate their schedule of intervention with SDEC.	Intervention Program, in accordance with the result of the screening and assessment.			
	5. Conduct of intervention program.		DDE 1 Day	
	6. Instruct clients to proceed to SDEC Masambong for the conduct of DDE.		IOP 6 Months or Inpatient Program Rehabilitation	
4. For Plea clients, they shall report to QCADAAC with their copy of court order, for their schedule of DDE or intervention program.	7. Provides a piece of paper to fill-out contact information and list of treatment centers where they will report for their rehabilitation or treatment program based on court order			
5. Plea clients will inquire on DDE schedule.	8. Inform clients on schedule of orientation and intervention, then conduct of intervention (KKDK Framework for Intensive Outpatient--for those who have existing drug cases)			
TOTAL:		None	Depending on Recommended Intervention from DDE	



# QUEZON CITY DRUG TREATMENT AND REHABILITATION CENTER “TAHANAN”

## External Services

### 1. Admission for Treatment and Rehabilitation for Voluntary Submission of Person Who Use Drugs (PWUDs) - for Residential / In-Patient Treatment and Rehabilitation

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>	Quezon City Drug Treatment and Rehabilitation Center, Quezon City Anti-Drug Abuse Advisory Council ,Social Services Development Department ,Department of Justice - Office of the City Prosecutor Quezon City, Quezon City Regional Trial Court			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Persons Who Use Drugs who are residents of Quezon City Physically and Mentally Fit for the program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Standard Requirement				
1. Government Issued ID Present any of the following: <ul style="list-style-type: none"><li>● QCitizen ID</li><li>● UMID, SSS</li><li>● Driver's License</li><li>● PRC ID</li><li>● Voter's ID</li><li>● Passport</li><li>● Persons with Disability (PWD) ID</li></ul>		Quezon City Citizen Services Department Social Security System Land Transportation Office Philippine Regulatory Commission COMELEC Office Department of Foreign Affairs Persons with Disabilities Affairs Office PDAO or City Social Welfare and Development Office		
2. Barangay Certificate of Residency (1) Original Copy		Barangay Hall / Office		
For Minor				
1. Birth Certificate (1) Original Copy		Philippine Statistics Authority		
2. Case Summary Report and Endorsement Letter (1) Original Copy		Social Services Development Department		
If the client / Person Who Use Drugs (PWUDs) is recommended for treatment and rehabilitation after the Drug Dependency Evaluation				
1. Prosecutors Clearance (1) Original Copy		Department of Justice - Office of the City Prosecutor 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. Proceed / walk-in to Quezon City Drug Treatment and Rehabilitation Center for submission of all	1. Receive the requirements and check for validity and completeness	None	30 Min.	Chief Health Program Officer Quezon City Drug Treatment and

<p>requirements and screening interview.</p> <p><b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First Floor)</p>				Rehabilitation Center
2. Undergo Intake interview	2. Do the Intake Interview	None	45 Min.	<i>Chief Health Program Officer</i> Quezon City Drug Treatment and Rehabilitation Center
<p>3. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p> <p><b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center-TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First Floor)</p> <p><b>Notes/ Instruction:</b> Drug Dependency Evaluation is being conducted by a DOH-Accredited Physician</p>	<p>3. Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p> <p>3.1.1. If Person Who Use Drugs (PWUDs) is for Community Based Drug Rehabilitation Program under the supervision of Quezon City Anti-Drug Abuse Advisory Council (QCADAAC) Out-Patient Section, a referral letter will be provided.</p> <p>3.1.2. If Person Who Use Drugs (PWUDs) is not physically nor psychiatrically fit for the residential / in-patient treatment and rehabilitation program, a referral letter to a Medical / Psychiatric Facility will be provided.</p>	None	45 Min.	<i>In-House DOH-Accredited Physician</i> Quezon City Drug Treatment and Rehabilitation Center
4. Comply with the required laboratory examination prior to	4. Provide laboratory examination requests to be compiled by the	None	15 Min.	<i>Medical Officer III</i> Quezon City

admission  <b>Location:</b> At any DOH-Accredited Medical Laboratory  <b>Notes/ Instruction:</b> Basic laboratory examination requirements (Any DOH-Accredited Medical Laboratory) <ul style="list-style-type: none"> <li>• Complete Blood Count (CBC)</li> <li>• Urinalysis</li> <li>• Fecalalysis</li> <li>• Chest X-Ray PA view</li> <li>• Electrocardiogram (ECG) for 35 years old and above</li> <li>• Pregnancy Test (for Female)</li> </ul> Additional Laboratory examination results for: <ul style="list-style-type: none"> <li>• Hypertensive / Cardiac Client (Lipid Profile, Serum Creatinine)</li> <li>• Diabetic Client (Fasting Blood Sugar Serum Creatinine)</li> </ul> *Fees will be paid at the corresponding Medical Laboratory*  *Submit Laboratory Examination Results once available*	client / Person Who Use Drugs (PWUDs)			Drug Treatment and Rehabilitation Center  <i>In-House DOH-Accredited Physician Quezon City Drug Treatment and Rehabilitation Center</i>
5. If physically fit for Residential / In-Patient Rehabilitation Person Who Use Drugs (PWUDs) / Relative will sign a Waiver for temporary confinement	5. Final evaluation, medical certification and subsequent admission of Person Who Use Drugs (PWUDs)	None	15 Min.	<i>Chief Health Program Officer</i> Quezon City Drug Treatment and Rehabilitation Center  <i>In-House DOH-</i>

<b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center-TAHANAN  Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City  Screening and Intake Section (First Floor)				<i>Accredited Physician</i> Quezon City Drug Treatment and Rehabilitation Center
6. Filing of Court Petition for Voluntary Submission for Treatment and Rehabilitation to the Respective Courts  <b>Location:</b> Quezon City Regional Trial Court, Office of the Clerk of Court 4th floor  <b>Notes/ Instruction:</b> Court Petition filing fee worth 315 pesos shall be paid at Quezon City Regional Trial Court Window 2	6. Filling out of the Court Petition Forms, checking of the attachments and facilitation of filing of Court Petition	None	15 Min.	<i>Legal Assistant II</i> Quezon City Drug Treatment and Rehabilitation Center  <i>Liaison Officer</i> Quezon City Drug Treatment and Rehabilitation Center
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours and 45 Min.</b>	

## 2. 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)

Quezon City Drug Treatment and Rehabilitation Center admits PWUDs and CICLs with court order for their treatment and rehabilitation.

<b>Office or Division:</b>	Quezon City Drug Treatment and Rehabilitation Center, Quezon City Anti-Drug Abuse Advisory Council ,Social Services Development Department, Respective Regional Trial Court , Philippine National Police , Bureau of Corrections , Bureau of Jail Management and Penology			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Person Who Use Drugs (PWUDs) with drug cases / court order and Child In Conflict with the Law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement				
1. Copy of Court Orders		Court, BJMP, Police Statements Bureau of Corrections, SSDD		
2. Results of laboratory examination		Respective laboratories		
3. Case summary report for CICLs referred by Social Services and Development Department		SSDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transfer/ Proceed to Quezon City Drug Treatment and Rehabilitation Center for screening and intake interview	1. Receive the requirements and check for validity and completeness	None	15 Min.	Chief Health Program Officer
2. Undergo Intake Interview.	2. Intake interview	None	30 Min.	Chief Health Program Officer
3. Undergo medical history taking and physical examination	3. Do medical history taking and physical examination	None	30 Min.	Chief Health Program Officer Medical Officer III
4. Subsequent admission	4. Admit the patient and endorse the patient to the Program Section for his/her treatment and rehabilitation program	None	30 Min.	Chief Health Program Officer Medical Officer III
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 45 Min.</b>	

### 3. Admission for Treatment and Rehabilitation for Voluntary Submission of Recovering Person Who Use Drugs (RPUWDs) / Relapse for Residential / In-Patient Treatment and Rehabilitation

Quezon City Drug Treatment and Rehabilitation Center facilitates re-admission of Recovering Person Who Use Drugs (RPWUDs).

<b>Office or Division:</b>	Quezon City Drug Treatment and Rehabilitation Center, Department of Justice - Office of the City Prosecutor Quezon City			
<b>Classification:</b>	Highly Technical			
<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>		
For Standard Requirement				
1. Government Issued ID Present any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID</li> <li>• UMID, SSS</li> <li>• Driver's License</li> <li>• PRC ID</li> <li>• Voter's ID</li> <li>• Passport</li> <li>• Persons with Disability (PWD) ID</li> </ul> Remarks: Identification Card to be presented must not be expired.		Quezon City Citizen Services Department Social Security System Land Transportation Office Philippine Regulatory Commission COMELEC Office Department of Foreign Affairs Persons with Disabilities Affairs Office PDAO or City Social Welfare and Development Office		
2. Prosecutor's Clearance (1) Original Copy		Office of the City Prosecutor Quezon City - Department of Justice		
3. Barangay Certificate of Residency (1) Original Copy		Respective Barangay Hall / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed / walk-in to Quezon City Drug Treatment and Rehabilitation Center for submission of all requirements and screening interview  <b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN  Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City	1. Received the requirements and check for validity and completeness	None	30 Min.	

Screening and Intake Section (First Floor)				
2. Undergo Intake Interview  <b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN  Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City  Screening and Intake Section (First Floor)	2. Do the Intake interview	None	45 Min.	<i>Chief Health Program Officer</i> Quezon City Drug Treatment and Rehabilitation Center
3. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination  <b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN  Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City  Screening and Intake Section (Ground Floor)	3.1. Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination 3.1.1. If Recovering Person Who Use Drugs (RPWUDs) is for Community Based Drug Rehabilitation Program under the supervision of Quezon City Anti-Drug Abuse Council (QCADAAC) Out-Patient, a referral letter will be provided.  3.1.2. If Recovering Person Who Use Drugs (RPWUDs) is not physically nor psychiatrically fit for the residential / in-patient treatment and rehabilitation program, a referral letter to a Medical /	None	45 Min.	<i>Chief Health Program Officer</i> Quezon City Drug Treatment and Rehabilitation Center  <i>In-House DOH-Accredited Physician</i> Quezon City Drug Treatment and Rehabilitation Center

	Psychiatric Facility will be provided.			
<p>4. Comply with the required laboratory examination prior to admission</p> <p><b>Location:</b> At any DOH-Accredited Medical Laboratory</p> <p><b>Notes/ Instruction:</b> Basic laboratory examination requirements (Any DOH-Accredited Medical Laboratory) Complete Blood Count (CBC)</p> <ul style="list-style-type: none"> <li>• Urinalysis</li> <li>• Fecalalysis</li> <li>• Chest X-Ray PA view</li> <li>• Electrocardiogram (ECG) for 35 years old and above</li> <li>• Pregnancy Test (for Female)</li> </ul> <p>Additional Laboratory examination results for:</p> <ul style="list-style-type: none"> <li>• Hypertensive / Cardiac Client (Lipid Profile, Serum Creatinine)</li> <li>• <i>Diabetic Client (Fasting Blood Sugar, Serum Creatinine)</i></li> </ul> <p><i>*Fees will be paid at the corresponding Medical Laboratory*</i></p> <p><i>*Submit Laboratory Examination Results once available*</i></p>	<p>4. Provide laboratory examination requests to be complied by the client / Recovering Person Who Use Drugs (RPWUDs)</p>	None	15 Min.	<p><i>Chief Health Program Officer</i> Quezon City Drug Treatment and Rehabilitation Center</p> <p><i>Medical Officer III</i> Quezon City Drug Treatment and Rehabilitation Center</p>
<p>5. Filing of Court Petition for Voluntary Submission for Treatment and Rehabilitation to the Respective Courts</p> <p><b>Location:</b></p>	<p>5. Filling out the Court Petition Forms, checking of the attachments and facilitation of filing Court Petition</p>	None	15 Min.	<p><i>Legal Assistant II</i> Quezon City Drug Treatment and Rehabilitation Center</p>



Quezon City Regional Trial Court, Office of the Clerk of Court 4th floor				<i>Liaison Officer</i> Quezon City Drug Treatment and Rehabilitation Center
<b>Notes/ Instruction:</b> Court Petition filing fee worth 315 pesos shall be paid at Quezon City Regional Trial Court Window 2				
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 30 Min.</b>	

#### 4. Re-Admission Process for Relapse Case with Court Order of Recommitment

Quezon City Drug Treatment and Rehabilitation Center facilitates re-admission process of relapse case clients for treatment and rehabilitation.

<b>Office or Division:</b>	Quezon City Drug Treatment and Rehabilitation Center, Department of Justice - Office of the City Prosecutor Quezon City, Quezon City Regional Trial Court
<b>Classification:</b>	Highly Technical
<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>	
For Standard Requirement	
1. Court Order for Recommitment	Quezon City Regional Trial Court
2. Barangay Certificate of Residency (1) Original Copy	Respective Barangay Hall
3. Government Issued ID 4. Present any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID</li> <li>• UMID, SSS</li> <li>• Driver's License</li> <li>• PRC ID</li> <li>• Voter's ID</li> <li>• Passport</li> <li>• Persons with Disability (PWD) ID</li> </ul>	Quezon City Citizen Services Department Social Security System Land Transportation Office Philippine Regulatory Commission COMELEC Office Department of Foreign Affairs Persons with Disabilities Affairs Office PDAO or City Social Welfare and Development Office
Remarks: Identification Card to be presented must not be expired.	
If the client / Recovering Person Who Use Drugs (RPWUDs) is recommended for treatment and rehabilitation after the Drug Dependency Evaluation	
5. Prosecutor's Clearance (1) Original Copy	Office of the City Prosecutor Quezon City - Department of Justice
6. Basic Medical Laboratory Examination (1) Original Copy  Remarks: Basic laboratory examination requirements (Any DOH-Accredited Medical Laboratory) <ul style="list-style-type: none"> <li>• Complete Blood Count (CBC)</li> <li>• Urinalysis</li> <li>• Fecalalysis</li> <li>• Chest X-Ray PA view</li> <li>• Electrocardiogram (ECG) for 35 years old and above</li> <li>• Pregnancy Test (for Female)</li> </ul> Additional Laboratory examination results for: <ul style="list-style-type: none"> <li>• Hypertensive / Cardiac Client (Lipid Profile, Serum Creatinine)</li> <li>• Diabetic Client (Fasting Blood Sugar, Serum Creatinine)</li> </ul>	Any DOH-Accredited Medical Laboratory
<i>*Fees will be paid at the corresponding Medical</i>	

Laboratory*				
*Submit Laboratory Examination Results once available*				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo drug testing (testing positive twice on a narco-urine test will lead to an evaluation by a DOH-Accredited Physician)  <b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN  Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City  Aftercare and Follow-Up Section (Second Floor)	1. Administer drug test	None	30 Min.	Social Worker Officer II Quezon City Drug Treatment and Rehabilitation Center
2. Proceed with initial assessment with the assigned case manager  <b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN  Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City  Aftercare and Follow-up Section (Second Floor)	2.1. Psychosocial interview with the client and guardian.	None	30 Min.	Social Worker Officer II Quezon City Drug Treatment and Rehabilitation Center
	2.2. The case manager will refer the client and guardian to the Intake Section for screening interview			
3. Proceed to Drug Dependency Evaluation (DDE) and Mental Status Evaluation (MSE) and wait for the result.  <b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN  Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City	3.1. Conduct of DDE and MSE with the center's DOH-Accredited Physician.	None	45 Min.	Chief Health Program Officer Quezon City Drug Treatment and Rehabilitation Center  In-House DOH-Accredited Physician Quezon City Drug Treatment and Rehabilitation
	3.1.1. If for rehabilitation intake officer will furnish the guardian with the list of requirements for recommitment of the client.			

Screening and Intake Section (First Floor)	<p>3.1.2. If for continuation of aftercare program, aftercare case manager will schedule the extended program of the client.</p> <p>3.1.3. If for psychiatric management, the DOH-Accredited Physician will issue a referral to the preferred psychiatric facility.</p>			Center
<p>4. Securing and submission of necessary documents for recommitment of Recovering Person Who Use Drugs (RPUWDs)</p> <p><b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Aftercare and Follow-Up Section (Second Floor)</p> <p><b>Notes/ Instruction:</b> Documents to be submitted:</p> <ul style="list-style-type: none"> <li>• Laboratory Examination Results</li> <li>• Prosecutor's Clearance</li> </ul> <p><i>*Laboratory fee and Prosecutor's Clearance fee will be shouldered by the Recovering Person Who Use Drugs (RPWUDs) / Client*</i></p>	<p>4.1. Reviewing the necessary documents</p> <p>4.2. Preparation and filing of Request for Recommitment to the court and informing the family thereafter of the court's decision.</p>	None	3 Days and 30 Min.	<i>Social Worker Officer II</i> Quezon City Drug Treatment and Rehabilitation Center
5. If physically fit for Residential / In-Patient Rehabilitation Recovering	5. Final evaluation, medical	None	15 Min.	<i>Chief Health Program Officer</i> Quezon City

Person Who Use Drugs (RPWUDs) will be subsequently admitted  <b>Location:</b> Quezon City Drug Treatment and Rehabilitation Center - TAHANAN  Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City  Screening and Intake Section (First floor)	certification and subsequent admission of Recovering Person Who Use Drugs (RPWUDs)			Drug Treatment and Rehabilitation Center  <i>In-House DOH-Accredited Physician</i> Quezon City Drug Treatment and Rehabilitation Center
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 2 Hours, and 30 Min.</b>	

# OFFICE OF THE CITY ADMINISTRATOR

## External Services

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

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

Office or Division:	Administrative Division			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	City Departments/Offices/Operating Units City Councilors Private Entities National Government Agencies Other Local Government Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip			None	
2. One (1) set of supporting documents, if warranted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the 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.  Gives to Acting Head/ Chief Administrative Officer, Administrative Division, for final review of document classification	None	5 Min.	Assigned Staff Administrative Division
	1.2. Reviews document classification. Routes document/s to concerned Assistant City Administrator, OCA Division or assigned staff		10 Min.	Chief Administrative Officer/Acting Head Administrative Division

	1.3. Conducts Complete Staff Work thru review, evaluation and analysis; inspection; data gathering; recommendation of proper action; preparation of necessary documents to grant request or implement given instructions. Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or to the City Administrator for final consideration/ approval/ signature		5 Days	<i>Assistant City Administrator for Fiscal Affairs and/or Assistant City Administrator for General Affairs and/or Assistant City Administrator for Operations and/or Heads of OCA Division – Administrative Division; Fiscal Management Division; Management and Organization Division; Operations, Coordination and Monitoring Division; Technical Division And/or Assigned Staff</i>
	1.4. Approves/ signs final revised action documents		1 Day*	<i>City Administrator</i>
	1.5. Releases signed document/s to concerned city department/ office /unit, concerned entity/ies, concerned NGAs/LGUs		5 Min.	<i>Assigned Staff/Records Officer Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 20 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior meeting/is 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.

Office or Division:	Operations, Coordination and Monitoring Division			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	City Councilors City Departments/Offices/Units Private entities National Government Agencies Local Government Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter			None	
2. Project/Program Description				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter-request with supporting documents as warranted	1.1. Receives and encodes document/s in the Documents Tracking System for Reference/ Control Number. Routes to the Operations, Coordination and Monitoring Division	None	5 Min.	Assigned Staff Administrative Division
	1.2. Coordinates with the requesting party on their logistics. Prepares and submits report and drafts of proper action documents on resources/ logistics needed, if warranted		5 Days	Assigned Staff Operations, Coordination and Monitoring Division
	1.3. Reviews evaluation report and appropriate action document/s. Recommends final action to the City Administrator		1 Day	Head Operations, Coordination and Monitoring Division
	1.4. Approves/ signs final revised action document/s		1 Day	City Administrator
	1.5. Releases action document/s, if warranted		5 Min.	Assigned Staff Administrative Division
TOTAL:		None	7 Days* and 10 Min.	

**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>		
1. 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		Real time	<i>None</i>
3. Fill up the necessary personal information	3. None		Real time	<i>None</i>
4. Submit/ upload the required documents	4.1. Evaluate the submitted documents		7 Days	<i>Designated Staff</i> QCID Team
	4.2. If invalid, notify the applicant thru email to submit correct documents.			
	4.3. If valid, approve the application.			
	4.4. 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		5 Min.	<i>Designated Staff</i> QCID Team
<b>TOTAL:</b>		<b>None</b>	<b>7 Days and 5 Min.</b>	

**Note:**

\* Dependent on:

- number of applications received daily;
- validity of submitted documents; and
- 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>	Task Force Street lighting			
<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>	
1. Request letter from requesting parties			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, records the same and forwards to Officer-in-Charge / Action Officer	None	5 Min.	<i>Task Force Street Lighting Staff</i>
	1.2. Forwarded letter is for Officer-in-Charge / Action Officer's review, evaluation and personnel assignment.		1 Day	<i>Task Force Chairman/ Task Force Office-In-Charge/ Action Officer</i>
	1.3. Personnel Assignment		5 Min.	<i>Office-In-Charge/ Action Officer</i>
	1.4 For inspection if feasible or not (Depends on number of incoming request letters)  <b>If feasible:</b> Prioritization & finalization of layout plan for approval of the Officer-in-Charge / Action Officer. Requesting party will be notified that the installation is feasible through formal letter if materials are not yet available for that location  <b>If not feasible:</b> Requesting party will be notified that the installation is not feasible due to a certain reason through a formal letter		2 Days	<i>Task Force Street Lighting Inspector</i>
	1.5 Officer-In-Charge/Action Officer approves the layout		5 Min.	<i>Task Force Office-In-Charge/</i>

	plan for implementation or signs the letter informing the requesting party that the installation is feasible but no available materials or signs the letter informing the requesting party that the installation is not feasible			<i>Action Officer</i>
2. Receives notification of request approval	2. Streetlight installation ( <i>Civil, Electrical works</i> ) ( <i>Depends on number of incoming request letters</i> )  a) Tap to existing b) New Application meter*		7 Days	<i>Task Force Street Lighting Civil and Electrical Crew</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Days and 15 Min.*</b>	

**Note:**

\*Excluding the approval of CA & processing of MERALCO meter application

## 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 street light components is being done when it is non-operational or of being a threat to safety of lives and properties.

Office or Division:	Task Force Street Lighting			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Quezon City Government Offices/Departments Elected Officials Homeowners Association QC Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter from requesting parties			Client	
2. Walk-in request/ phone calls				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1. Receives letter request, records the same, and forwards to Officer-in-Charge/ Action Officer	None	5 Min.	Task Force Street Lighting Staff
	1.2. Receives phone call request/ walk-in, records the same, and forwards for job order		5 Min.	Task Force Street Lighting Staff
	1.3. Forwarded letter is for Officer-in-Charge / Action Officer's review, evaluation and personnel assignment.		1 Day	Task Force Office-In-Charge/ Action Officer or Assistant Action Officer
	1.4. Personnel assignment		1 Day	Task Force Street Lighting Inspector
	1.5 For schedule of site inspection / repair  Database input of inspection result (MERALCO & City maintained streetlights)  Note: In case of MERALCO post or other streetlights not maintained by the City, the requesting party will be notified that the repair cannot be made due to ownership issues, the matter shall be forwarded		2 Days	

	to the right department/ office/ agency			
	1.6 Action Officer signs Endorsement letter to the right department / office /agency		5 Min.	
2. Receives notification of request approval	2. Repair of non-operational streetlights & always on/damaged post replacement		7 Days	<i>Task Force Street lighting Civil &amp; Electrical Crew</i>
<b>TOTAL:</b>		<b>None</b>	<b>11 Days and 15 Min.</b>	

**Note:**

\*Electrical repair can be done within 1-2 days depending on the nature of repair and the number of requests. 7 days indicated above is for those street lights which need total replacement such as damaged or dilapidated streetlights

## 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.

Office or Division:	Office of the City Administrator - Task Force Street lighting				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government				
Who may avail:	Quezon City Government Offices/Departments Government Agencies Barangays Homeowners Association QC Constituents				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Request letter from requesting parties			Client		
2. Walk-in request/ phone calls					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
TREE TRIMMING					
1. Letter Request or Phone Call	1.1 Receive letters and/or phone calls, records the same, and forward to Action Officer	None	5 Min.	Assigned Staff	
	1.2. Request review, evaluation, and personnel assignment		1 Day	Assigned Officer	
	1.3. Personnel Assignment		5 Min	OIC for Operations	
	1.4. Evaluate request and prepare schedule of trimming		1 Day	Action Officer	
	1.5. Accomplish Job Order		5 Min.	Assigned Officer OIC for Operations	
	1.6 Approve Job Order		5 Min.		
	1.7 Notify and coordinate with requesting party on schedule		15 Min		
	TOTAL:		None	2 Days and 35 Min.	
	1.8 Tree Trimming Implementation		Depends on the number and size of trees to be trimmed	Team Leader with Electrical Crew	
PROVIDE ASSISTANCE FOR TARPAULINS/ LANTERNS/ DECORS/ CCTV					
1. Letter request with details of installation and complete materials	1.1 Receive letter request. Records the same, and forwards to Action Officer	None	5 Min	Assigned Staff	
	1.2. Request review evaluation, and personnel assignment		1 Day	Action Officer	
	1.3. Personnel		5 Min.	OIC for	

	assignment			<i>Operations Assigned Officer</i>
	1.4 Coordinate to requesting party and prepare schedule based on given time frame		30 Min.	<i>Action Officer</i>
	1.5. Accomplish Job Order		5 Min.	<i>Assigned Officer</i>
	1.6 Approve Job Order		5 Min.	<i>OIC for Operations</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day and 50 Min.</b>	
	1.7 Installation of tarpaulins/banners		Depends on the number of tarpaulins to be installed and the distances in between locations	<i>Team Leader with Civil and/or Electrical crew</i>
<b>EMERGENCY RESPONSE</b>				
1. Phone call (request for boom truck, driver and operator only)	1.1 Receive phone call and gather data	None	15 Min.	<i>Assigned Officer</i>
	1.2. Organize emergency response team		30 Min.	
	<b>TOTAL:</b>	<b>None</b>	<b>45 Min.</b>	
	1.3. Emergency response activity		Depends on the nature of work and the distance of the location	<i>Team Leader and Electrical Crew</i>
<b>PROVIDE ASSISTANCE TO BARANGAY, NATIONAL, OR LOCAL GOVERNMENT OFFICES</b>				
1. Letter Request	1.1 Receive letter request, records the same, and forwards to Action Officer	None	5 Min.	<i>Assigned Staff</i>
	1.2 Request review, evaluation, and personnel assignment		1 Day	<i>Assigned Officer</i>
	1.3 Personnel assignment		5 Min.	<i>OIC for Operations Assigned Officer</i>
	1.4 Coordinate request and prepare schedule		1 Day	<i>Assigned Officer</i>
	1.5 Accomplish Job Order		5 Min.	<i>Assigned Officer</i>
	1.6 Approve Job Order		5 Min.	<i>OIC for Operations</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days and 20 Min.</b>	
	1.7 Assist other offices (Barangay, National, or Local Offices)		Depends on the nature or work	<i>Team Leader with Civil and/or Electrical crew</i>

# Internal Services

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

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, city ordinances or contracts.

Office or Division:	OCA Divisions Assistant City Administrator for General Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials and/or Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Written proposal			Requesting party	
2. Draft of proposed policy instrument (Executive Order, Office Order, Memo Circular) or ordinance				
3. Other supporting documents as warranted.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal	1.1. Receives and encodes document/s in the Document Tracking System. Routes document/s to concerned OCA Division	None	5 Min.	Assigned Staff Administrative Division
	1.2. Conducts Complete Staff Work thru research; coordination with concerned city department/office; 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	None	15 Days *	Assigned Staff Administrative Division
	1.3. Reviews legality on submitted report and action documents	None	5 Days	Assistant City Administrator for General Affairs
	1.4. Approves/signs document/s.	None	2 Days **	City Administrator



	1.5. Releases signed documents	None	5 Min.	<i>Releasing Officer/ Assigned Staff Administrative Division</i>
2. Follow-up	2. Informs the requesting party on status of documents	None	1 Min.	<i>Assigned Staff Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>22 Days and 11 Min.</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.

Office or Division:	Fiscal Management Division, Assistant City Administrator for Fiscal Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials and/or Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request of official/employee			Requesting party	
2. Endorsement/Indorsement of concerned department/office head				
3. Other supporting documents as warranted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Receiving Area	1.1. Receives and encodes document/s in the Document Tracking System. Routes document/s to the Fiscal Management Division	None	5 Min.	Assigned Staff Administrative Division
	1.2. Conducts Complete Staff Work. Evaluates requests and checks supporting docs. Interviews requesting party, if necessary	None	30 Min.	Assigned Staff Fiscal Management Division
	1.3. Prepares transmittal documents for approval of the City Administrator. Reviews, initial transmittal document/s	None	30 Min.	Assigned Staff Fiscal Management Division
	1.4. Reviews, initial transmittal document/s	None	10 Min.	Chief Administrative Officer/Acting Head Fiscal Management Division
	1.5. Approves/signs document/s	None	1 Day *	City Administrator
	1.6. Releases signed documents	None	5 Min.	Releasing Officer/ Assigned Staff Administrative Division
2. Follow-up	2. Informs the requesting party on status of documents	None	1 Min.	Assigned Staff Administrative Division and/or Fiscal Management Division
TOTAL:		None	1 Day, 1 Hour, and 21 Min.	

**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:				
1. Payrolls		HRMD		
2. Checks		CTO		
3. Disbursement Vouchers (DV)		City Accounting Department		
4. Obligation Requests (OBR)		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 the Fiscal Management Division.	None	5 Min.	<i>Assigned Staff</i> Administrative Division
	1.2. Receives, records and checks completeness of submitted financial documents	None	5 Min.	<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 Min.	<i>Chief Administrative Officer/Acting Head</i> Fiscal Management Division
	1.4. Initials financial documents	None	30 Min.*	<i>Assistant City Administrator for</i> <i>Fiscal Affairs</i>

	1.5. Signs financial documents (payrolls and disbursement vouchers on salaries and allowances)	None	30 Min.*	<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 Min.	<i>Assigned Staff Fiscal Management Division</i>
2. Follow-up	2. Informs the requesting party on status of documents	None	1 Min.	<i>Assigned Staff Administrative Division and/or Fiscal Management Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day*, 1 Hour, and 21 Min.</b>	

**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.

Office or Division:	Management and Organization Division, Assistant City Administrator for General Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned City Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposal of city department/office		End-user		
2. Office mandate and other legal bases				
3. Plantilla positions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned City Department/ Office submits proposal for rationalization/ reorganization	1.1. Receives and encodes documents in the Document Tracking System for Reference/ Control Number. Routes to the Assistant City Administrator for General Affairs and/or Management and Organization Division	None	5 Min.	Assigned Staff Administrative Division
	1.2. Conducts Complete Staff Work to determine feasibility of the Department or 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	None	20 Days*	Assigned Staff Management and Organization Division  Assigned Staff by the Assistant City Administrator for General Affairs
	1.3. Approves/ signs final revised action document/s	None	2 Day**	City Administrator
	1.4. Releases signed document/s	None	5 Min.	Records Officer/ Releasing Staff Administrative Division
TOTAL:		None	22 Days* and 10 Min.	

**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/is 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for utility service connection and repair		Requesting party		
2. Letter-request for new fleet card issuance or replacement of damaged/lost fleet card		Requesting party		
3. Billing/Statements of Accounts		Service Provider		
4. Daily Trip Ticket (QCBus Program)		TTMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Min.	<i>Assigned Staff</i> Administrative Division
	1. 2. Conducts Complete Staff Work. Evaluates/ verifies request or billing statement. Conducts inspection, if warranted. Submits evaluation report and appropriate action document/s	Fleet Card  Damaged - PHP 250.00;  Lost - PHP 400.00	7 Days	<i>Assigned Staff</i> Management and Organization Division 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 Min.	<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 signing of bank check	None	15 Days***	<i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division
2. Follow-up	2. Informs requesting party on status	None	2 Min.	<i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division
<b>TOTAL:</b>		<b>None</b>	<b>34 Days and 17 Min.</b>	

**Note:**

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

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

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

# AMORANTO SPORTS COMPLEX

## External Services

### 1. Use of Sports Facilities: Track and Field Oval and Grandstand

This facility can hold large activities and events such as outdoor concerts, sports fest, socio-civic gatherings and other outdoor activities with a maximum capacity of 15,000 people.

*(Ang pasilidad na ito ay maaaring magdaos ng malalaking aktibidad at mga kaganapan tulad ng outdoor konsyerto, paliga, panlipunang sibikong pagtitipon, at iba pang outdoor aktibidad na may pinakamalaking kapasidad na 15,000 katao.)*

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies  (Mga residente ng Lungsod Quezon, Mga pribadong Entidad, Iba pang Ahensya ng gobyerno)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for the use of the facility  (Sulatan ng kahilingan para sa paggamit ng pasilidad)		Permit for the event is issued by the Department of Public Order and Safety  (Ang permit para sa kaganapan ay inilabas ng Department of Public Order and Safety)		
2. Approved Permit to hold the event / Walk-in Request  (Aprubadong Permit para sap ag daraos ng kaganapan / Walk-in Request)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>  (Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email.)	1.1. Receives letter request. Request thru email is acknowledged.  (Pagtanggap ng sulat. Ang kahilingan sa pamamagitan ng email ay kinikilala.)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.2. Request is forwarded to the Administrator for instructions after verification of availability of the requested date.  (Pagsusuri ng sulat ng Administrator para sa tagubilin upang matiyak kung	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff



	<i>ang pasilidad ay magagamit sa petsa na hinihiling)</i>			
	1.3. Request is noted if the facility is available in the requested date and coordinates with the client  <i>(Pagtala sa petsang hinihiling sa paggamit ng pasilidad at pakipaguganayan sa kliyente)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 Minuto)</i>	<i>Administrative and Finance Officer / Venue Manager</i>
2. Client will pay the reservation fee for the requested date  <i>(Ang kliyente ay magbibigay ng paunang bayad)</i>	2. Issues acknowledgement receipt for the payment  <i>(Magbigay ng resibo ng paunangbayad)</i>	PHP 1,000.00	30 Min.  <i>(30 Minuto)</i>	<i>Administrative and Finance Officer</i>
3. Client will provide information or will conduct coordination regarding the event:  <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> <i>(Magbibigay ng impormasyon ang kliyente o magsasagawa ng koordinasyon sa kaganapan:</i> <ul style="list-style-type: none"> <li>• <i>Bilang ng mga bisita</i></li> <li>• <i>Tagal ng kaganapan</i></li> <li>• <i>Mga ruta ng trapiko</i> <ul style="list-style-type: none"> <li>• <i>Pag aayos ng entablado, tent, at iba</i></li> </ul> </li> </ul>	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  <i>(Makipag-ugnayan sa kliyente para sa ocular site inspection ng pasilidad, pagpapalano ng pangangailangan at mobility ng mga dumalo at mga aalahanin sa trapiko at parking)</i>	None  <i>(Wala)</i>	2-3 Days  <i>(2-3 Araw)</i>	<i>Venue Manager</i>
	3.2. Request is approved once all details and other concerns are discussed  <i>(Ang kahilingan ay maaapruhabahan kapag natapos na ang lahat ng detalye at iba pang alalahanin)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 Minuto)</i>	<i>Administrator</i>

<i>pang mga pangangailangan)</i>				
4. Event organizer will pay the rental fees for the use of the venue  <i>(Babayaran ng event organizer ang rental fees para sa paggamit ng venue)</i>	4.1. Issues Acknowledgement receipt for the payment  <i>(Naglabas ng Acknowledgement Receipt para sa bayad)</i>	Day rate: PHP 1,200.00/hr Night rate: PHP 1,500.00/hr	30 Min. <i>(30 Minuto)</i>	<i>Administrative and Finance Officer</i>
	4.2. Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt and contacts the client for their copy of receipt.  <i>(Ang mga resibo ng pagkakakilala at pagbabayad ay ipapasa sa kinatawan ng CTO para sa pag-isyu ng opisinal na resibo ng pamahalaan o lungsod at kinokontak ang kliyente para sa kanilang kopya ng resibo.)</i>	None <i>(Wala)</i>	1 Hour <i>(1 Oras)</i>	<i>Administrative and Finance Officer</i>
<b>TOTAL:</b>  <i>(KABUUAN):</i>			<b>4 Days</b> <i>(4 Araw)</i>	

## 2. Use of Sports Facilities: 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>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Residents ( <i>Mga residente ng Lungsod Quezon</i> )			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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  ( <i>Pagpasok ng walang appointment at bayad sa pagpasok</i> )	1.1. Issues entry ticket for walk-in clients  ( <i>Pagbibigay ng ticket para sa mga walk-in na kliyente</i> )	PHP 5.00 Entrance Fee	10 Min.  ( <i>10 Minuto</i> )	<i>Venue Manager</i>
	1.2. Monitors walk-in guest  ( <i>Subaybayan ang mga bisita</i> )	None  ( <i>Wala</i> )	5 to 6 Hours  ( <i>5-6 Oras</i> )	<i>Venue Manager</i>
	1.3. Prepares weekly reports on issued tickets to be submitted to the Administrator and CTO representative  ( <i>Ihanda ang lingguhang ulat ng mga na isyu na ticket para isumite sa Administator at kinatawan ng CTO</i> )	None  ( <i>Wala</i> )	1 Hour  ( <i>1 Oras</i> )	<i>Executive Secretary/ Venue Manager</i>
<b>TOTAL:</b>  ( <i>KABUUAN</i> ):		<b>PHP 5.00</b>	<b>7 Hours</b>  ( <i>7 Oras</i> )	

### 3. Use of Sports Facilities: 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.

*(Ang pasilidad na ito ay operasyonal araw-araw mula 6:00 nang umaga hanggang 10:00 nang gabi maliban sa araw kung saan mayroong mga nakareserbang eklusibong gagamit nito.)*

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies <i>(Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)</i>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter / Walk-in			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. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> or Walk-in Request  <i>(Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email / Walk-in Request)</i>	1.1. Receives letter request through email  <i>(Pagtanggap ng sulat sa pamamagitan ng email)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 Minuto)</i>	<i>Administrative Support Staff</i>
	1.2. Request is forwarded to the Administrative and Finance Officer  <i>(Ang hiling ay ipapasa sa Administrative and Finance Officer)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 Minuto)</i>	<i>Administrative Support Staff</i>
	1.3. Requester is informed of the venue's availability  <i>(Inaabisuhan ang humihiling tungkol sa pagkakaroon ng venue)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 Minuto)</i>	<i>Venue Manager</i>
2. Client will pay the rental fees  <i>(Ang kliyente ay magbibigay ng paunangbayad)</i>	2.1. Issues Acknowledgement receipt for the payment  <i>(Magbibigay ng acknowledgement receipt para sa bayad)</i>	Day rate: PHP 300.00/hr  Night rate: PHP 500.00/hr	30 Min.  <i>(30 Minuto)</i>	<i>Administrative and Finance Officer</i>
	2.2. Acknowledgement	None	1 Hour	<i>Administrative and</i>

	<p>receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt</p> <p><i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod)</i></p>	<i>(Wala)</i>	<i>(1 Oras)</i>	<i>Finance Officer</i>
<p><b>TOTAL:</b> <b>(KABUUAN):</b></p>		<p><b>PHP 300 per hour to 500 per hour</b></p> <p><i>(PHP 300 kada oras hanggang 500 kada oras)</i></p>	<p><b>3 Hours</b> <b>(3 Oras)</b></p>	

## 4. Use of Sports Facilities: 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.

(Ang pasilidad na ito ay operasyonal araw-araw mula 8:00 nang umaga hanggang 5:00 nang hapon maliban sa araw kung saan mayroong mga nakareserbang eklusibong gagamit niyo.)

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies (Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter / 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. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> or Walk-in Request  (Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email / Walk-in Request)	1.1. Receives letter request  (Pagtanggap ng sulat)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.2. Request is forwarded to the Administrative and Finance Officer  (Ang hiling ay ipinapasa sa Administrative and Finance Officer)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.3. Requester is informed of the venue's availability  (Inaabisuhan ang humihiling tungkol sa pagkakaroon ng venue)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
2. Client will pay the rental fees  (Ang kliyente ay magbibigay ng paunangbayad)	2.1. Issues Acknowledgement receipt for the payment  (Magbibigay ng Acknowledgement receipt para sa bayad)	Day rate: PHP 25.00/hr  Night rate: PHP 35.00/hr	30 Min.  (30 Minuto)	Administrative and Finance Officer
	2.2. Acknowledgement receipts and payment will be forwarded to the CTO representative for	None  (Wala)	1 Hour  (1 Oras)	Administrative and Finance Officer

	<p>the issuance of city government's official receipt</p> <p><i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod.)</i></p>			
	<p><b>TOTAL:</b> <b>(KABUUAN):</b></p>	<p><b>PHP 25 per hour to 35 per hour</b></p> <p><i>(PHP 25 kada oras hanggang 35 kada oras)</i></p>	<p><b>3 Hours</b> <b>(3 Oras)</b></p>	

## 5. Use of Sports Facilities: 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.

(Ang pasilidad na ito ay operasyonal araw-araw mula 8:00 nang umaga, hanggang 8:00 nang gabi maliban sa araw kung saan mayroong mga nakareserbang eksklusibong gagamit nito.)

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies (Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter / 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. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> / Walk-in Request  (Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email)	1.1. Receives letter request  (Pagtanggap ng sulat)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.2. Request is forwarded to the Administrative and Finance Officer  (Ang hiling ay ipapasa sa Administrative and Finance Officer)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.3. Requester is informed of the venue's availability  (Ang hiling ay ipapasa sa Administrative and Finance Officer)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
2. Client will pay the rental fees  (Ang kliyente ay magbibigay ng paunangbayad)	2.1. Issues Acknowledgement receipt for the payment  (Magbibigay ng acknowledgement receipt para sa bayad)	Day rate: PHP 75.00/hr  Night rate: PHP 120.00/hr	30 Min.  (30 Minuto)	Administrative and Finance Officer
	2.2. Acknowledgement receipts and payment will be forwarded to the CTO representative for	None  (Wala)	1 Hour  (1 Oras)	Administrative and Finance Officer



	<p>the issuance of city government's official receipt</p> <p><i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod)</i></p>			
	<p><b>TOTAL</b> <b>(KABUUAN):</b></p>	<p><b>PHP 75 per hour to 120 per hour</b></p> <p><i>(PHP 75 kada oras hanggang 120 kada oras)</i></p>	<p><b>3 Hours</b> <b>(3 Oras)</b></p>	

## 6. Use of Sports Facilities: 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.

(Ang pasilidad na ito ay operasyonal araw-araw mula 8:00 nang umaga hanggang 5:00 nang hapon maliban sa araw kung saan mayroong mga nakareserbang eklusibong gagamit nito.)

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies (Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter / 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. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> / Walk-in Request  (Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email)	1.1. Receives letter request  (Pagtanggap ng sulat)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.2. Request is forwarded to the Administrative and Finance Officer  (Ang hiling ay ipapasa sa Administrative and Finance Officer)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.3. Requester is informed of the venue's availability  (Inaabisuhan ang humihiling tungkol sa pagkakaroon ng venue)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
2. Client will pay the rental fees  (Ang kliyente ay magbibigay ng paunangbayad)	2.1. Issues Acknowledgement receipt for the payment  (Magbibigay ng Acknowledgement receipt para sa bayad)	Day rate: PHP 25.00/hr per person	30 Min.  (30 Minuto)	Administrative and Finance Officer

	<p>2.2. Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt</p> <p><i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 Hour</p> <p><i>(1 Oras)</i></p>	<p><i>Administrative and Finance Officer</i></p>
<p><b>TOTAL:</b></p> <p><i>(KABUUAN):</i></p>		<p><b>PHP 25 per hour</b></p> <p><i>(PHP 25 kada oras)</i></p>	<p><b>3 Hours</b></p> <p><i>(3 Oras)</i></p>	

## 7. Use of Sports Facilities: 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.

(Ang pasilidad na ito ay operasyonal araw-araw mula 8:00 ng umaga hanggang 5:00 ng hapon maliban sa araw kung saan mayroong mga nakareserbang eksklusibong gagamit nito.)

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies (Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> or Walk-in Request  (Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email / Walk-in Request)	1.1. Receives letter request  (Pagtanggap ng sulat)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.2. Request is forwarded to the Administrative and Finance Officer  (Ang hiling ay ipinapasa sa Administrative and Finance Officer)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.3. Requester is informed of the venue's availability  (Inaabisuhan ang humihiling tungkol sa pagkakaroon ng venue)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
2. Client will pay the rental fees  (Ang kliyente ay magbibigay ng paunangbayad)	2.1. Issues Acknowledgement receipt for the payment  (Magbibigay ng Acknowledgement receipt para sa bayad)	Day rate: Chess rate PHP 200.00/hr  Dart rate: PHP 20.00/hr	30 Min.  (30 Minuto)	Administrative and Finance Officer

	<p>2.2. Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt</p> <p><i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 Hour</p> <p><i>(1 Oras)</i></p>	<p><i>Administrative and Finance Officer</i></p>
<p><b>TOTAL:</b></p> <p><i>(KABUUAN):</i></p>			<p><b>3 Hours</b></p> <p><i>(3 Oras)</i></p>	

## 8. Amoranto Arena 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.

(Ang pasilidad na ito ay operasyonal araw-araw mula 8:00 nang umaga hanggang 5:00 nang hapon maliban sa araw kung saan mayroong mga nakareserbang eksklusibong gagamit nito.)

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies (Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter / 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. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> or Walk-in Request  (Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email / Walk-in Request)	1.1. Receives letter request  (Pagtanggap ng sulat)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.2. Request is forwarded to the Administrative and Finance Officer  (Ang hiling ay ipinapasa sa Administrative and Finance Officer)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.3. Requester is informed of the venue's availability  (Ang hiling ay ipinapasa sa Administrative and Finance Officer)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
2. Client will pay the rental fees  (Ang kliyente ay magbibigay ng	2.1. Issues Acknowledgement receipt for the payment	<b>Regular Use</b> Day/Night Rate: PHP 1,500.00/per hr.  <b>Fans and Lights</b>	30 Min.  (30 Minuto)	Administrative and Finance Officer

<i>paunangbayad)</i>	<i>(Magbibigay ng Acknowledgement receipt para sa bayad)</i>	Day/Night Rate: PHP 2,500.00/per hour w/ 2 Aircons and Lights		
	2.2. Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt  <i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod)</i>	<b>Sportsfest and Events</b> 1st 4 Hours: PHP 8,000.00 / PHP 1,7700.00 per succeeding hour with Fan and Lights  1st 4 Hours: PHP 14,000.00 / PHP 3,000.00 per succeeding hours with Aircon and Lights.  <b>Shootings/ TV Commercials/ Pictorials</b> 1st 4 Hours PHP 10,000.00 / PHP 2,000.00 per succeeding hours with Fan and Lights.  1st 4 Hours PHP 14,000.00 / PHP 3,000.00 per succeeding hours with Aircon and Lights.	1 Hour (1 Araw)	<i>Administrative and Finance Officer</i>
<b>TOTAL:</b>  (KABUUAN)			<b>3 Hours</b>  (3 Oras)	

## 9. Amoranto Arena Lobby

This facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

*(Ang pasilidad na ito ay operasyonal araw-araw mula 8:00 ng umaga hanggang 5:00 ng hapon maliban sa araw kung saan mayroong mga nakareserbang eksklusibong gagamit nito.)*

<b>Office or Division:</b>	Amoranto Sport Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies <i>(Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)</i>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter for the use of the facility.			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. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> or Walk-in Request  <i>(Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email / Walk-in Request)</i>	1.1. Receives letter Request. Request thru email is acknowledged.  <i>(Pagtanggap ng sulat. Ang kahilingan sa pamamagitan ng email ay kinikilala)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 Minuto)</i>	<i>Administrative Support Staff</i>
	1.2. Request is forwarded to the Administrator for instructions after verification of availability of the requested date.  <i>(Pagsusuri ng sulat ng Administrator para sa tagubilin upang matiyak kug ang pasilidad ay magagamit sa petsa na hinihiling)</i>		30 Min.  <i>(30 Minuto)</i>	
	1.3. Request is noted if the facility is available in the requested date and coordinates with the client  <i>(Pagtala sa petsang hinihiling sa paggamit ng pasilidad at pakipaguganayan sa kliyente)</i>		30 Min.  <i>(30 Minuto)</i>	





<i>para sa paggamit ng venue)</i>	<p>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><i>(Ang mga resibo ng pagkakakilala at pagbabayad ay ipapasa sa kinatawan ng CTO para sa pag-isyu ng opisinal na resibo ng pamahalaan o lungsod at kinokontak ang kliyente para sa kanilang kopya ng resibo.)</i></p>	<i>(Wala)</i>	<i>(1 Araw)</i>	
<b>TOTAL:</b>			<b>4 Days</b>	
<i>(KABUUAN):</i>			<i>(4 Araw)</i>	

## 10. Amoranto Arena Function 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.

(Ang pasilidad na ito ay operasyonal araw-araw mula 8:00 ng umaga hanggang 5:00 ng hapon maliban sa araw kung saan mayroong mga nakareserbang eksklusibong gagamit nito.)

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies (Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter / 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. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> or Walk-in Request  (Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email / Walk-in Request)	1.1 Receives letter request. Request thru email is acknowledged.  (Pagtanggap ng sulat. Ang kahilingan sa pamamagitan ng email ay kinikilala.)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.2. Request is forwarded to the Administrator for instructions after verification of availability of the requested date.  (Pagsusuri ng sulat ng Administrator para sa tagubilin upang matiyak kung ang pasilidad ay magagamit sa petsa na hinihiling)		30 Min.  (30 Minuto)	
	1.3. Request is noted if the facility is available in the requested date and coordinates with the client		30 Min.  (30 Minuto)	

	<i>(Pagtala sa petsang hinihiling sa paggamit ng pasilidad at pakipaguganayan sa kliyente)</i>			
2. Client will pay the reservation fee for the requested date  <i>(Ang kliyente ay magbibigay ng paunangbayad)</i>	2. Issues acknowledgement receipt for the payment  <i>(Magbibigay ng resibo for the payment)</i>	50% of the total amount to be paid.	30 Min.  <i>(30 Minuto)</i>	<i>Administrative and Finance Officer</i>
3. Client will provide information or will conduct coordination regarding the event:  <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> <i>(Magbibigay ng impormasyon ang kliyente o magsasagawa ng koordinasyon sa kaganapan:</i> <ul style="list-style-type: none"> <li><i>Bilang ng mga bisita</i></li> <li><i>Tagal ng kaganapan</i></li> <li><i>Mga ruta ng trapiko</i></li> <li><i>Pag aayos ng entablado, tent, at iba pang mga pangangailangan)</i></li> </ul>	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  <i>(Makipag-ugnayan sa kliyente para sa ocular site inspection ng pasilidad, pag paplano ng pangangailangan at mobility ng mga dumalo at mga alalahanin sa trapiko at parking)</i>	None  <i>(Wala)</i>	2-3 Days  <i>(2 hanggang 3 Araw)</i>	<i>Venue Manager</i>
	3.2. Request is approved once all details and other concerns are discussed  <i>(Ang kahilingan ay maaaprubahan kapag natapos na ang lahat ng detalye at iba pang alalahanin)</i>		30 Min.  <i>(30 Minuto)</i>	<i>Administrator</i>
4. Event organizer will pay the rental fees for the use of the venue  <i>(Babayaran ng event organizer yung rental fees para sa paggamit ng venue)</i>	4.1. Issues Acknowledgement receipt for the payment  <i>(Naglalabas ng Acknowledgement Receipt para sa bayad)</i>	1,500.00 per hour	30 Min.  <i>(30 Min.)</i>	<i>Administrative and Finance Officer</i>
	4.2. Acknowledgement receipts and payment will forwarded to the CTO representative for the issuance of city	None  <i>(Wala)</i>	1 Hour  <i>(1 Oras)</i>	

	<p>government's official receipt and contacts the client for their copy of receipt.</p> <p><i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod.)</i></p>			
<p><b>TOTAL:</b></p> <p><i>(KABUUAN):</i></p>			<p><b>4 Days</b></p> <p><i>(4 Araw)</i></p>	

## 11. 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.

(Ang pasilidad na ito ay operasyonal araw-araw mula 6:00 nang umaga hanggang 5:00 nang hapon maliban sa araw kung saan mayroong mga nakareserbang eksklusibong gagamit nito.)

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies ( <i>Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno</i> )			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter / Walk-in Request			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> or Walk-in Request  ( <i>Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email / Walk-in Request</i> )	1.1. Receives letter request  ( <i>Pagtanggap ng sulat</i> )	None  ( <i>Wala</i> )	30 Min.  ( <i>30 Minutos</i> )	<i>Administrative Support Staff</i>
	1.2. Request is forwarded to the Administrative and Finance Officer  ( <i>Ang hiling ay ipinapasa sa Administrative and Finance Officer</i> )		30 Min.  ( <i>30 Minutos</i> )	<i>Administrative Support Staff</i>
	1.3. Requester is informed of the venue's availability  ( <i>Inaabisuhan ang humihiling tungkol sa pagkakaroon ng venue</i> )		30 Min.  ( <i>30 Minutos</i> )	<i>Administrative Support Staff</i>
2. Client will pay the rental fees  ( <i>Ang kliyente ay magbibigay ng paunangbayad</i> )	2.1. Issues Acknowledgement receipt for the payment  ( <i>Magbibigay ng Acknowledgement receipt para sa bayad</i> )	<b>Regular Use</b> Day rate: PHP 100.00/ Per person Per hr Night rate: PHP 130.00/ Per person Per hr  <b>Group/ Training</b> (Non-Exclusive Use)	30 Min.  ( <i>30 Minutos</i> )	<i>Administrative and Finance Officer</i>

		<p>Daytime: PHP 1,500.00 per hour (max of 15 persons); PHP 100.00 per additional person</p> <p><b>Sportsfest and Events</b> 1st 4 hours PHP 8,000.00/ PHP 1,700.00 per succeeding hour</p> <p>Additional PHP 1,500.00 with Timing System PHP 1,500.00 with Night Lights</p> <p><b>Shootings/ Commercials/ Pictorial</b> 1st 4 hours PHP 10,000.00/ PHP 2,000.00 per succeeding hour</p> <p>Additional PHP 1,500.00 with Timing System PHP 1,500.00 with Night Lights</p>		
	<p>2.2. Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt</p> <p><i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 Hour</p> <p><i>(1 Oras)</i></p>	<p><i>Administrative and Finance Officer</i></p>
	<b>TOTAL</b>		<b>3 Hours</b>	
	<i>(KABUUAN):</i>		<i>(3 Oras)</i>	

## 12. 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.

(Ang pasilidad na ito ay operasyonal araw-araw mula 8:00 ng umaga hanggang 5:00 ng hapon maliban sa araw kung saan mayroong mga nakareserbang eksklusibong gagamit nito.)

<b>Office or Division:</b>	Amoranto Sports Complex			
<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>	Quezon City Residents Private Entities Other Government Agencies (Mga Residente ng Lungsod Quezon, mga Pribadong Entidad, iba pang Ahensya ng Gobyerno)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter / Walk-in Request			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to <a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a> or Walk-in Request  (Magsumite ng sulat sa Amoranto Sports Complex o kaya sa email / Walk-in Request)	1.1. Receives letter request  (Pagtanggap ng sulat)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.2. Request is forwarded to the Administrative and Finance Officer  (Ang hiling ay ipinapasa sa Administrative and Finance Officer)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
	1.3. Requester is informed of the venue's availability  (Inaabisuhan ang humihiling tungkol sa pagkakaroon ng venue)	None  (Wala)	30 Min.  (30 Minuto)	Administrative Support Staff
2. Client will pay the rental fees  (Ang kliyente ay magbibigay ng paunangbayad)	2.1. Issues Acknowledgement receipt for the payment  (Magbibigay ng Acknowledgement receipt para sa bayad)	<b>Regular Use</b> Daytime: PHP 100.00/ per court per hour Night time: PHP 150.00/ per court per hour  <b>Sportsfest and Events</b>	30 Min.  (30 Minuto)	Administrative and Finance Officer



		1st 4 hours PHP 2,500.00 per court/ PHP 500.00 per succeeding hour  Additional PHP 500.00 with Night Lights  <b>Shooting/ Commercials/ Pictorials</b> 1st 4 hours PHP 4,000.00/ PHP 700.00 per succeeding hour  Additional PHP 500.00 with lights		
	2.2. Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt  <i>(Ang acknowledgement receipt at pagbabayad ay ipapasa sa kinatawan ng CTO para sa paglabas ng opisyal na resibo ng pamahalaang lungsod.)</i>	None  (Wala)	1 Hour  (1 Oras)	Administrative and Finance Officer
	<b>TOTAL:</b>  (KABUUAN):		<b>3 Hours</b>  (3 Oras)	

# BARANGAY AND COMMUNITY RELATIONS DEPARTMENT

## External Services

### 1. Accreditation of Civil Society Organizations

Pursuant to the Local Government Code of 1991 and its Implementing Rules and Regulations to promote the establishment and operations of People's Organizations (PO's), Non – Governmental Organizations (NGO's), and Private Sectors, Ordinance No. SP-23, S-92 was enacted creating the NGO and PO Accreditation Committee to process the applications for accreditation of NGO's and PO's.

As a member of the accreditation committee, the BCRD shall receive, pre-evaluate and transmit the applications for accreditation to the Office of the Secretary to the Sangguniang Panlungsod (OSSP). The Quezon City Government, through the OSSP and in coordination with the BCRD, shall prepare and issue a Certificate of Accreditation to the herein accredited organizations and shall maintain the database of all accredited Civil Society Organizations.

Office or Division:	Planning and Programming Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government		
Who may avail:	Civil Society Organizations in Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Documents for Accreditation</b>			
1. Duly-accomplished application form		BCRD Receiving Desk/ link provided by BCRD You may also download the forms through: <ul style="list-style-type: none"><li>BCRD Webpage at Quezon City Website</li><li><a href="https://tinyurl.com/QCCSOsForms">https://tinyurl.com/QCCSOsForms</a></li></ul>	
2. Letter of Intent addressed to the Vice Mayor, Presiding Officer of Quezon City Council thru the Chairperson of Committee on Public Affairs, social media and Mass Information, and People’s Participation and Head of Barangay and Community Relations Department.		BCRD Planning and Programming Division (Sample Form)	
3. Board Resolution signifying intention for accreditation and the names of the duly – authorized principal and alternate representatives and their respective addresses, signed by majority of the members of the board of directors, and duly – certified by the secretary of the organization.		BCRD Planning and Programming Division (Sample Form)	
4. Copy of Updated Certificate of Registration issued by national government agencies.		Provided by the applicant	

5. Constitution/ Articles of Association and By-Laws of the organization duly signed and approved by majority of the members of the board of directors.	Provided by the applicant
6. Quarterly Accomplishment Report/ List of duly – implemented projects and activities duly signed by the secretary of the organization.	Provided by the applicant
7. List of current officers and members (with their addresses, citizenship and contact numbers and other related information) duly certified by the secretary of the organization.	BCRD Planning and Programming Division Sample Form)
8. Copy of Minutes of the annual/ organizational meeting and the attendance of the majority of the officers and members, with their affixed signatures, duly certified by the board of board secretary.	Provided by the applicant
9. Financial Statement from the previous year prepared by the Treasurer and duly audited by the Auditor.	Provided by the applicant
10. Certification from the Punong Barangay attesting to the active existence of the organization within its jurisdiction for <b><u>at least (1) year immediately preceding the application.</u></b>	Respective Barangay where the office of the organization is located

**NOTE: APPLICATION SHALL BE SUBMITTED IN THREE (3) SETS, one (1) set shall serve as the organization's received/file copy.**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for initial assessment and pre-evaluation	1.1. Appraisal of submitted documents	None	5 Min.	<i>BCRD Field Coordinator</i> Operations and Monitoring Division
	1.2. Encoding of received application for accreditation		5 Min.	<i>BCRD District Secretary</i> Operations and Monitoring Division
	1.3. Complete documents shall be transmitted to the Committee on Accreditation thru the Office of the Secretary to the Sangguniang Panlungsod (bulk transmission of documents of CSO applications)		5 Min.	<i>CSO Desk Officer</i> Planning and Programming Division

	1.4. Receiving of ordinance for printing of certificate		5 Min.	<i>Receiving Clerk</i> Records Section
	1.5. Printing of Certificates of Accreditation		10 Days	<i>CSO Desk Officer</i> Planning and Programming Division
	1.6. Transmittal to Office of the Secretary to the Sangguniang Panlungsod of Certificate of Accreditation for signature		5 Min.	<i>CSO Desk Officer</i> Planning and Programming Division
	1.7. Receiving of signed Certificate of Accreditation		5 Min.	<i>Receiving Clerk</i> Records Section
	1.8. Scanning of signed Certificate of Accreditation		5 Days	<i>CSO Desk Officer</i> Planning and Programming Division
2. Receive the Certificate of Accreditation	2.1. Releasing of Certificate of Accreditation	None	5 Min.	<i>BCRD Field Coordinator</i> Operations and Monitoring Division
<b>TOTAL:</b>		<b>None</b>	<b>15 Days and 35 Min.</b>	

**NOTE:**

Accreditation of CSOs shall remain valid/ accredited for the duration of the term of office of the Sangguniang Panlungsod. All NGO/PO representatives of the various Local Special Bodies/ other councils are **CO – TERMINUS** with the local Chief Executive.

## 2. Updating of Civil Society Organization Profile

Updating the Civil Society Organization (CSO) profile ensures accurate records, better coordination, and eligibility for program and funding. It enhances credibility, supports compliance, and improves monitoring for more effective operations

Office or Division:	Planning and Programming Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Accredited Civil Society Organizations in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Vice Mayor, Presiding Officer of Quezon City Council thru the Chairperson of Committee on Public Affairs, Social Media and Mass Information, and People’s Participation and Head of Barangay and Community Relations Department.		BCRD Receiving Desk		
2. Minutes of the organizational Meeting with attached attendance signed by majority of those who attended such meeting, both certified by the board/organization secretary; and				
3. Board Resolution stating the reason for changes/update, as well as the name/s of its principal and alternate representatives with position, address and contact number, both residents of Quezon City.				
NOTE: APPLICATION SHALL BE SUBMITTED IN THREE (3) SETS. One (1) set shall serve as the organization’s received/file copy.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for initial assessment and pre-evaluation	1.1. Documents would be assessed and pre-evaluated	None	5 Min.	BCRD Field Coordinator Operations and Monitoring Division
	1.2. If documents are complete, it would be received		5 Min.	Receiving Clerk Records Section
2. Wait for the receiving copy for proof of submission	2.1. Documents shall be routed to the Assistant Department Head for appropriate action	None	5 Min.	Administrative Staff Records Section
	2.2.CSO Desk Officer will notify the assigned BCRD Field Coordinator for any profile updates		5 Min.	CSO Desk Officer Planning and Programming Division
TOTAL:		None	20 Min.	

### 3. Provision of Barangay Data

BCRD serves as a repository of barangay-related information and data. These data are available and can be requested by QC Citizens and constituents of other cities and municipalities used for research, planning, and feasibility studies.

<b>Office or Division:</b>		Technical and Research Services Division (TRSD)		
<b>Classification:</b>		Simple (face to face transaction)		
<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>	
1. Filled up request form or letter request			BCRD Receiving Desk	
<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 Request form or Submit Letter Request	1.1. Route the filled-up request form or letter request to Records Officer for marginal note	None	2 Min.	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.2. Request is routed to BCRD Head for approval		5 Min.	<i>Records Officer</i> Records Section
	1.3. Once approved, request is routed to the Technical & Research Services Division (TRSD) for the provision of the requested data.		5 Min.	<i>Records Staff</i> Records Section  <i>Technical Staff</i> Technical & Research Services Division
2. Receive the requested data	2. Release the requested data to the requesting party	None	2 Min.	<i>Technical Staff</i> Technical & Research Services Division
<b>TOTAL:</b>		<b>None</b>	<b>14 Min.</b>	

<b>Office or Division:</b>		Technical and Research Services Division (TRSD)		
<b>Classification:</b>		Simple (request via email)		
<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>	
1. Filled up request form or letter request			BCRD Receiving Desk	
<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 request thru email	1.1. Print the e-mailed letter request	None	2 Min.	<i>Records Staff</i> Records Section  <i>Technical Staff</i> Technical & Research Division Staff
	1.2. Request is routed to BCRD Head for approval		5 Min.	<i>Records Officer</i> Records Section
	1.3. Once approved, request is routed to the Technical & Research		5 Min.	<i>Records Staff</i> Records Section

	Services Division (TRSD) for the provision of the requested data.			<i>Technical Staff</i> Technical & Research Services Division
2. Acknowledge the sent email	2. Send the requested data to the requesting party thru email	None	2 Min.	<i>Technical Staff</i> Technical & Research Services Division
<b>TOTAL:</b>		<b>None</b>	<b>14 Min.</b>	

#### 4. Evaluate and Endorse Required Documents Regarding Conduct of Barangay Lakbay-Aral

Pursuant to Joint Memorandum Circular No. 2018-01 re: Policies and Guidelines on the Conduct of Study Tour/Benchmarking Activities, Otherwise Known as “Lakbay-Aral,” and Other Capability-Building Activities, the Head of the BCRD is one of the signatories and recommends its approval to the Chief Local Executive.

Thus, the barangays are required to submit the necessary requirements to the BCRD through the Technical & Research Services Division (TRSD) and ensure that the necessary documents are evaluated before forwarding them to the Office of the City Mayor for approval.

<b>Office or Division:</b>		Technical and Research Services Division (TRSD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		142 Quezon City Barangays		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Endorsement and Approved Training Module by the City Director of DILG-QCFO			Department of Interior and Local Government – Quezon City Field Office (DILG-QCFO)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit in two (2) copies the Lakbay-Aral Training Design signed by Punong Barangay & DILG City Director	1.1. Route to Technical & Research Services Division for evaluation	None	2 Min.	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.2. Receive the Training Design once documents are complete		2 Min.	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.3. Coordinate with the Records Section for the preparation of the Travel Authority.		10 Min.	<i>Technical Staff</i> Technical & Research Services Division  Records Staff Records Section
	1.4. Prepare transmittal letter addressed to the City Mayor		5 Min.	<i>Technical Staff</i> Technical & Research Services Division
	1.5. Route the Lakbay-Aral documents (transmittal letter, Travel Authority and Training Design) to TRSD Division Head, Asst. Dept. Head and BCRD Head for initial/signature		10 Min.	<i>Technical Staff</i> Technical & Research Services Division  <i>Division Head</i> Technical & Research Services Division  <i>Assistant Department Head</i> BCRD  <i>Department Head</i> BCRD
	1.6. Route the signed Lakbay-Aral documents to		10 Min.	<i>Technical Staff</i>



	BCRD Releasing Section to be forwarded to the City Mayor for approval/signature			Technical & Research Services Division  <i>Releasing Clerk</i> BCRD Releasing Desk  <i>Liaison Staff</i> BCRD Records Section
	1.7. Wait for the Lakbay-Aral documents to be signed by the City Mayor		c/o Office of the City Mayor	<i>City Mayor</i>
	1.8. Pick-up the approved Lakbay-Aral documents and route back to the Technical & Research Services Division		10 Min.	<i>Liaison Staff</i> BCRD Records Section
	1.9. Release the approved Lakbay-Aral documents thru the assigned barangay coordinator		2 Min.	<i>Technical Staff</i> Technical & Research Services Division
2. Receive the requested data	2. Release the approved Lakbay-Aral documents to the concerned barangay	None	2 Min.	<i>BCRD Field Coordinator</i> Operations and Monitoring Division  Concerned barangay
<b>TOTAL:</b>		<b>None</b>	<b>53 Min.</b>	

## 5. Issuance of Service Records, Certification, and Authentication

Facilitates the issuance of official documents and certifications for barangay officials and citizens of Quezon City. Our services include the below-listed items. These documents serve as proof of service, qualification, and compliance with government requirements.

### A. Service Records

1. Service Records for Commutation of leave credits
2. Service Records for Civil Service Eligibility
3. Service Records for Employment for Barangay Officials and Barangay Employees

### B. Certification

1. Certification for Fidelity Bond
2. Certification for Medical Reimbursement
3. Certification for Authentication
4. Certification for Civil Service Eligibility
5. Certification for Scholarship Assistance

Office or Division:	Records Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government		
Who may avail:	Incumbent and Former Barangay Officials, Incumbent and Former Sangguniang Kabataan (SK) Officials, Regular Members of Barangay Public Safety Officers (BPSO), Lupon Tagapamayapa members, heirs of former barangay officials, regular BPSO and Lupon Tagapamayapa members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Service Records			
1. Request Form		BCRD Receiving Desk	
2. Payment receipt		City Treasurer’s Department or Barangay where the client resides	
Certification for Fidelity Bond			
1. Any of the following supportive documents: <ul style="list-style-type: none"><li>• NBI Clearance</li><li>• Police Clearance</li><li>• Prosecutor’s Clearance</li><li>• MTC Clearance</li><li>• RTC Clearance</li><li>• Fiscal Clearance</li></ul>		National Bureau of Investigation Office Police Station Office where the client resides Prosecutor’s Office where the client resides MTC Office where the client resides RTC Office where the client resides Fiscal Office where the client resides	
2. Request form		BCRD Receiving Desk	
3. Payment receipt		City Treasurer’s Department or Barangay where the client resides	
Certification for Medical Reimbursement			
1. Request form		BCRD Receiving Desk	
Certification for Authentication			
1. Request form		BCRD Receiving Desk	
2. Payment receipt		City Treasurer’s Department or Barangay where the client resides	
Certification for Civil Service Eligibility			
1. Request form		BCRD Receiving Desk	
2. Payment receipt		City Treasurer’s Department or Barangay where the client resides	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>(Same process for Service Records and Certification)</i></b>				
1. Fill-out request form	1.1. Receive the request form	None	3 Min.	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.2. Assess the nature of request		1 Min.	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.3. Give order of payment slip to the client		2 Min.	<i>Receiving Clerk</i> BCRD Receiving Desk
2. Pay the necessary amount as written under <i>Section 19 of Ordinance No. SP-1452, S-2004 (The Quezon City Revenue Code as Amended)</i> to the City Treasurer's Office or respective Barangay where the client resides.	2. Await for the client's payment receipt	PHP 50.00 per Service Record/ Certification <i>*except Medical Reimbursement and Scholarship</i>	10 Min.	<i>Cashier</i> City Treasurer's Office  Barangay where the barangay official is elected (for incumbent barangay officials)
3. Submit payment receipt to BCRD receiving desk.	3.1. Receive the payment receipt and attach it to the filled-out request form	None	2 Min.	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk
	3.2. Request is routed to Records Section Head for approval.		2 Min.	<i>Records Officer</i> Records Section
	3.3. Once approved, assigned staff shall process and prepare the requested document.		15 Min.	<i>Assigned Records Staff</i> Records Section
	3.4. Prepared document shall be initialed by the Head of Records Section, Head of Administrative Division, and Assistant Department Head		2 Min.	<i>Records Officer</i> Records Section  <i>Head</i> Administrative Division

				<i>Assistant Department Head BCRD</i>
	3.5. Prepared document shall be routed to BCRD Head for approval and signature.		2 Min.	<i>Staff Office of the Assistant Department Head  Department Head BCRD</i>
	3.6. Forward the approved/ signed requested document to the Receiving/ Releasing Clerk.		2 Min.	<i>Staff Office of the Department Head</i>
4. Receive the requested document and sign in the request form that it has been received	4. Release the requested document to the client	None	2 Min.	<i>Releasing Clerk BCRD Receiving/ Releasing Desk</i>
<b>TOTAL:</b>		<b>PHP 50.00 per Service Records/ Certification except Medical Reimbursement and Scholarship</b>	<b>43 Min.</b>	

## 6. Provision of Travel Authority for Lakbay Aral of Barangay Officials and Staff

Facilitates the application, processing, and issuance of Travel Authority and Lakbay Aral endorsements for incumbent barangay officials. This ensures that personal and official travel for trainings, seminars, study tours are properly documented and endorsed in compliance with government policies and regulations.

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	142 Quezon City Barangay Councils			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Endorsement and Approved Training Module by the City Director of DILG-QCFO			Department of Interior and Local Government – Quezon City Field Office (DILG-QCFO)	
2. Letter of Request			Provided by the 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 the complete requirements to the receiving clerk ( <i>Ensure that the leave form is filled out and signed by the concerned individual/s</i> )	1.1. Receive the complete requirements of the requesting party/ barangay	None	5 Min.	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk
	1.2. Forward the application documents to the Head of Records Section for assessment and routing		2 Min.	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk  <i>Records Officer</i> Records Section
	1.3. Assigned staff shall prepare the travel authority		5 Min.	<i>Assigned Staff</i> Records Section
	1.4. Prepared travel authority and other pertinent documents shall be forwarded to the Technical and Research Division to prepare the transmittal to the Office of the City Mayor		5 Min.	<i>Technical Staff</i> Technical and Research Division
	1.5. Documents shall be forwarded to Records Officer, Head of Administrative Division, and Assistant Department Head for review/initial		5 Min.	<i>Records Officer</i> Records Section  <i>Head</i> Administrative Division  <i>Assistant</i> Department Head BCRD
	1.6. Documents shall be routed to BCRD Department Head for approval and signature		5 Min.	<i>Department Head</i> BCRD
	1.7. Transmittal of the Travel Authority to the		5 Min.	<i>Liaison Officer</i> Records Section

	Office of the City Mayor for approval			
	1.8. Approved Travel Authority with supporting documents will be retrieved by the liaison officer from the Office of the City Mayor		5 Min.	<i>Liaison Officer</i> BCRD
2. Receive the travel authority	2. Release the approved travel authority to the requesting client	None	2 Min.	<i>Receiving Clerk</i> Records Section
<b>TOTAL:</b>		<b>None</b>	<b>39 Min.</b>	

## 7. Application for Leave of Absence (Travel Abroad and Local)

Facilitates the application and processing of application for leave of absence and issuance of travel authority for barangay officials. This service ensures that all official travels and leave requests comply with the guidelines pursuant to DILG MC No. 2004-40, DILG MC No. 2022-134 & 147 and the policies set by the Quezon City Government, ensuring transparency and proper documentation.

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Incumbent Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Endorsement and Approved Training Module by the City Director of DILG-QCFO			BCRD Receiving Desk	
2. Letter of Request addressed to the City Mayor thru the BCRD Department Head			Provided by the 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 the complete requirements to the receiving clerk ( <i>Ensure that the leave form is filled out and signed by the concerned individual/s</i> )	1.1. Receive the duly accomplished leave form and letter of request	None	5 Min.	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk
	1.2. Forward the application documents to the Head of Records Section for assessment and routing		2 Min.	<i>Receiving Clerk</i> BCRD Receiving/ Releasing Desk  <i>Records Officer</i> Records Section
	1.3. Application for leave is recorded by the respective district records officer		5 Min.	<i>Records Officer</i> Records Section
	1.4. Assigned staff shall prepare the travel authority and transmittal to the Office of the Mayor		10 Min.	<i>Assigned Staff</i> Records Section
	1.5. Prepared documents shall be reviewed by the Records Officer, Head of Administrative Division, and Assistant Department Head		5 Min.	<i>Records Officer</i> Records Section  <i>Head</i> Administrative Division  <i>Assistant</i> Department Head BCRD
	1.6. Approved documents shall be routed to BCRD Head for approval and signature		5 Min.	<i>Department Head</i> BCRD
	1.7. Travel Authority shall be transmitted to the Office of the Mayor for approval		5 Min.	Liaison Officer Records Section
	1.8. Travel Authority will be		5 Min.	<i>Liaison Officer</i>

	retrieved by the liaison officer from the Office of the Mayor			Records Section
2. Receive the travel authority	2. Release the approved travel authority to the requesting client	None	2 Min.	<i>Assigned Staff</i> Records Section
<b>TOTAL:</b>		<b>None</b>	<b>44 Min.</b>	



## 8. Burial Assistance for the Heirs of Incumbent and Former Barangay Officials

Facilitation of Burial Benefits for the heirs of incumbent and former Barangay Officials, regular members of Barangay Public Officers (BPSO), members of Lupon Tagapamayapa and Sangguniang Kabataan (SK) chairperson.

Office or Division:	Records Section		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Heirs of incumbent and former barangay officials, regular BPSO, Lupon Tagapamayapa members and Sangguniang Kabataan (SK) chairperson		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Main Requirements			
1. Death Certificate (1 original & 2 photocopies)		Local Civil Registry Office of the Municipality/ City, Philippine Statistics Authority	
2. Photocopies of 2 valid government-issued identification cards (IDs) of claimant (2 copies)		Social Security System Office, Land Transportation Office, Department of Foreign Affairs, Pag-Ibig Fund, Philhealth, Professional Regulation Commission, Integrated Bar of the Philippines, Post Office, Philippine Statistics Authority, Quezon City ID, Senior Citizen ID issued by other municipality/city, persons with disability ID issued by another municipality/city.	
3. Notarized Affidavit of Waiver of Spouse/ Children/ Living Siblings/ (3 original copies)		Provided by the client	
If the deceased was single			
1. Birth certificate & marriage certificate of parents		Local Civil Registry Office of the Municipality/ City, Philippine Statistics Authority	
• If both parents were deceased, please attach their death certificate		Local Civil Registry Office of the Municipality/ City, Philippine Statistics Authority	
If the deceased was single and with child/children			
1. Birth Certificate of children (1 original & 2 photocopies)		Local Civil Registry Office of the Municipality/ City, Philippine Statistics Authority	
• If daughter is married, please attach marriage certificate		Local Civil Registry Office of the Municipality/City, Philippine Statistics Authority	
• If deceased, please attach death certificate			
2. Photocopies of 2 valid government-issued identification cards (IDs) of child/children (2 copies)		Social Security System Office, Land Transportation Office, Department of Foreign Affairs, Pag-Ibig Fund, Philhealth, Professional Regulation Commission, Integrated Bar of the Philippines, Post Office, Philippine Statistics Authority, Quezon City ID, Senior Citizen ID issued by other municipality/city, persons with disability ID issued by another municipality/city.	
If the deceased was married with children			
1. Marriage Certificate (1 original & 2 photocopies)		Local Civil Registry Office of the Municipality/ City, Philippine Statistics Authority	

2. Birth Certificate of children (1 original & 2 photocopies)		Local Civil Registry Office of the Municipality/ City, Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>• If daughter is married, please attach marriage certificate</li> <li>• If deceased, please attach death certificate</li> </ul>		Local Civil Registry Office of the Municipality/ City, Philippine Statistics Authority		
3. Photocopies of 2 valid government-issued identification cards (IDs) of spouse/ child/ children (2 copies)		Social Security System Office, Land Transportation Office, Department of Foreign Affairs, Pag-Ibig Fund, Philhealth, Professional Regulation Commission, Integrated Bar of the Philippines, Post Office, Philippine Statistics Authority, Quezon City ID, Senior Citizen ID issued by other municipality/city, persons with disability ID issued by another municipality/city.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1. Evaluate the required documents	None	5 Min.	<i>Administrative Staff</i> Under the Assistant Department Head
	1.2. Receive the required documents.		2 Min.	<i>Receiving Clerk</i> BCRD Receiving Desk
	1.3. Record the documents		2 Min.	<i>Assigned Staff</i> BCRD
	1.4. Forward the documents to the City Budget Department for Advice of Allotment		c/o City Budget Department	<i>Administrative Staff</i> Under the Assistant Department Head
	1.5. Upon release of the Advice of Allotment, the assigned shall prepare the Obligation Request (OBR), Voucher and Certification that the deceased is a barangay official/personne		10 Min.	<i>Administrative Staff</i> Under the Assistant Department Head
	1.6. Route the OBR, Voucher and Certification to Records Officer and Administrative Officer for review and initial		10 Min.	<i>Administrative Staff</i> Under the Assistant Department Head  <i>Records Officer</i> Records Section  <i>Administrative Officer</i> Administrative Division
	1.7. Route the OBR, Voucher and Certification to BCRD Head for signature		5 Min.	<i>Administrative Staff</i> Under the Assistant Department Head  <i>Department Head</i> BCRD
	1.8. Forward the OBR,		20 Min.	<i>Administrative Staff</i>

	Voucher and Certification to the City Mayor for signature			Under the Assistant Department Head
	1.9. Wait for the documents to be signed by the City Mayor		c/o Office of the City Mayor	<i>City Mayor</i>
	1.10. Once signed, documents shall be forwarded to the City Budget & City Accounting Departments for audit		20 Min.	<i>Administrative Staff</i> Under the Assistant Department Head
	1.11. Forward the audited documents to the City Mayor for the signature of the voucher		20 Min.	<i>Administrative Staff</i> Under the Assistant Department Head
	1.12. Once signed, documents shall be forwarded to the Treasury Department for the preparation of cheque		c/o Office of the City Mayor	<i>Staff</i> Office of the City Mayor
	1.13. Forward the prepared cheque to the City Treasurer for signature		c/o City Treasurer's Office	<i>Staff</i> City Treasurer's Office
	1.14. The Treasury Department shall forward the signed cheque and necessary documents to the City Administrator for approval		c/o City Treasurer's Office	<i>Staff</i> City Treasurer's Office <i>City Administrator</i>
	1.15. The Office of the City Administrator shall forward the cheque and necessary documents to the Treasury Department for the preparation of advice for the claim of cheque		c/o City Treasurer's Office	<i>Staff</i> Office of the City Administrator  <i>Staff</i> City Treasurer's Office
	1.16. BCRD shall inform the claimant of the availability of cheque thru the assigned barangay coordinator		5 Min.	<i>Administrative Staff</i> Under the Assistant Department Head
2. Claimant shall claim the cheque at the City Treasurer's Department Cash division	2. None	None	c/o City Treasurer's Office	<i>Cashier</i> Cash Division City Treasurer's Office
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 39 Min.</b>	

## 9. Processing of Walk-In Complaints

The Legal Section of the Barangay and Community Relations Department facilitates the orderly processing of complaints filed by individuals or groups seeking assistance in resolving barangay – related concerns, NGO, CSO and community concerns in Quezon City. Complaints may be filed in person (walk – in) or via email, and each case is handled in accordance with the established procedures to ensure fairness, efficiency, and compliance with legal standards.

<b>Office or Division:</b>	Legal Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Constituents, individuals from private and government offices and agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Complaint Letter / Letter Request			Provided by the complainant / client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The complainant/ client shall submit his/her complaint letter and/or letter request. He or she shall provide a written statement detailing the nature of their concern, relevant facts, and any supporting documents.	1.1. The legal assistant and the field coordinator of the concerned barangay shall interview the client and provide information on the procedure of filing a complaint.	None	5 Min.	<i>Receiving Clerk</i> Records Section  <i>Legal Staff</i> Legal Section  <i>BCRD Field Coordinator</i> Operations and Monitoring Division
	1.2. The complaint shall be recorded for proper documentation and shall be forwarded to the legal section for review.		2 Min.	<i>Receiving Clerk</i> Records Section
	1.3. The legal officer shall conduct an initial review to determine jurisdiction and the appropriate course of action. If necessary, additional documents or clarifications may be requested from the complainant.		5 Min.	<i>Legal Officer</i> Legal Section
	1.4. Once the issues in the complaint have been identified, the matter shall be initially referred to the Punong Barangay with jurisdiction over the area concerned for appropriate response, report, or initial course of action.		5 Min.	<i>Legal Officer</i> Legal Section
	1.5. The Endorsement shall be forwarded to the Office of the Department Head for		5 Min.	<i>Department Head</i> BCRD

	signature.			
	1.6. Once signed, the Records Officer shall transmit the Endorsement to the concerned barangay.		2 Min.	<i>Records Officer</i> Records Section  <i>BCRD Field Coordinator</i> Operations and Monitoring Office
	1.7. The response of the concerned Barangay shall be recorded for proper documentation and shall be forwarded to the Legal Officer.		3 Min.	<i>Legal Officer</i> Legal Section
	1.8. The Legal Officer shall prepare the necessary attachments included in the Barangay's response and shall forward it to the legal assistant for transmittal.		5 Min.	<i>Legal Officer</i> Legal Section
	1.9. The legal assistant shall transmit the barangay's response to the complainant/client.		2 Min.	<i>Legal Staff</i> Legal Section
2. Receive the Barangay's response to his/her complaint or request	2. None	None	2 Min.	
3. If the complainant requests for a dialogue/ conference or legal intervention.	3. The complainant and respondent will be notified of a scheduled meeting or hearing to discuss the matter.  Notices may be sent via phone, email or written correspondence, depending on the preferred mode of the communication.	None	5 Min.	<i>Legal Staff</i> Legal Section
<b>NOTE:</b> Pursuant to Republic Act No. 11032 " <i>The Ease of Doing Business and Efficient Government Service Delivery Act of 2018</i> ", the concerned Barangay is hereby given <u>three (3) days</u> to respond on the action taken on the endorsed complaint. <u>Complainants may follow up on the status of their complaint through designated contact points at the BCRD Office.</u> If the complaint requires further legal action, it may be endorsed to the appropriate offices such as the Quezon City Legal Department and/or relevant government agencies and offices.				
<b>TOTAL:</b>		<b>None</b>	<b>41 Min.</b>	

## 10. Processing of Email Complaints

<b>Office or Division:</b>	Legal Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Constituents, individuals from private and government offices and agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Email complaint (Must include a clear and concise statement of the issue, the parties involved, and attached supporting documents, if available)			Provided by the complainant / client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The complainant/client shall submit his/her complaint through email. (8888, 122 and other email channels) (Email Complaints)	1.1. The assigned legal staff shall acknowledge the receipt of the email and shall provide information to the complainant on the procedure of the handling of the email complaint.	None	2 Min.	<i>Legal Staff</i> Legal Section
	1.2. The email complaint shall be recorded in the department's tracking system for monitoring and reference.		2 Min.	<i>Legal Staff</i> Legal Section
	1.3. The legal officer shall conduct an initial review to determine jurisdiction and the appropriate course of action. If necessary, additional documents or clarifications may be requested from the complainant.		5 Min.	<i>Legal Officer</i> Legal Section
	1.4. Once the issues in the email complaint have been identified, the matter shall be initially referred to the Punong Barangay with jurisdiction over the area concerned for appropriate response, report, or initial course of action		5 Min.	<i>Legal Officer</i> Legal Section
	1.5. The legal staff shall forward the Endorsement to the concerned barangay through email and shall ensure continuous monitoring of the pending cases in the ticket system.		2 Min.	<i>Legal Staff</i> Legal Section
	1.6. The response of the concerned Barangay shall be recorded for proper documentation and shall be forwarded to the Legal Officer.		2 Min.	<i>Legal Staff</i> Legal Section
	1.7. The Legal Officer shall prepare the necessary		5 Min.	<i>Legal Officer</i> Legal Section

	attachments included in the Barangay's response and shall forward it to the legal assistant for transmittal.			
	1.8. The legal staff shall email the barangay's response to the complainant/client and shall mark the email complaint as closed and resolved in the Ticket System		2 Min.	<i>Legal Staff</i> Legal Section
2. Receive the Barangay's response to his/her complaint or request	2. None	None	2 Min.	<i>Legal Staff</i> Legal Section
3. If the complainant requests for a dialogue/ conference or legal intervention.	3. The complainant and respondent will be notified of a scheduled meeting or hearing to discuss the matter.  Notices may be sent via phone, email or written correspondence, depending on the preferred mode of the communication.	None	5 Min.	<i>Legal Staff</i> Legal Section
<b>NOTE:</b> Pursuant to Republic Act No. 11032 " <i>The Ease of Doing Business and Efficient Government Service Delivery Act of 2018</i> ", the concerned Barangay is hereby given <u>three (3) days</u> to respond on the action taken on the endorsed complaint. <u>Complainants may follow up on the status of their complaint through designated contact points at the BCRD Office.</u> If the complaint requires further legal action, it may be endorsed to the appropriate offices such as the Quezon City Legal Department and/or relevant government agencies and offices.				
<b>TOTAL:</b>		<b>None</b>	<b>32 Min.</b>	

# BOARD OF ASSESSMENT APPEALS

## External Services

### 1. Appeal for Reassessment of RPT Collection and Other Special Levies

Schedule of Availability of Service:

Days: Monday – Friday (Except Holidays)

Hours: 8:00 a.m. – 5:00 p.m. (Without noon break)

Processing Period:

The owner, administrator or person who is not satisfied with the assessment of his property may, within sixty (60) days from the date of receipt of the written notice of assessment, appeal to the Local Board concerned.

<b>Office or Division:</b>	Quasi-Judicial Unit
<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>	Any owner or administrator of real property, or any person having legal interest therein, who is not satisfied with the assessment of his property made by the City Assessor.  Furthermore, any real property taxpayer who is aggrieved by the action of inaction of the city treasurer over excessive realty tax paid under protest, including special levies may appeal to the Local Board as provided for in this rule.

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(All Photocopies) 7 Legible copies				
1. Appeal on Assessment Form (Original Copy)			Board of Assessment Appeals	
2. Tax Declaration current year (Photocopy)			City Assessor's Office	
3. Filing Fee Official Receipt, If clearance has been paid (photocopy)			Owner	
4. Official I.D. of appellant (photocopy)			Owner	
5. Copies of written protest and decision of the treasurer concerned			Owner	
6. Other documents showing the lapse of the 60 day period without any decision from the treasurer concerned in support of the appeal.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the appeal on Assessment Form (and all other required attachments needed for the appeal)	1. Received the requirement documents and check for completeness log the documents	None	5 Min.	Administrative Support Staff
2. Endorse to the Board	2. Refer to Legal Fees payable to the Local	See attached		Consultant



Secretary for the determination of docket fees	Board of Assessment Appeals	filing fees		
3. None	3. Hand out a Citizen/ Client Satisfaction Survey Form	None	1 Min.	<i>Administrative Support Staff</i>
4. None	4. Board will send "Notice to File an Answer" to Respondent City Assessor and or City Treasurer	None		<i>Consultant</i>
5. None	5. Respondent Appellee will submit their answer	None	The Respondent-Appellee files his Answer to or Comment on said appeal within (15) days from receipt of such order, otherwise Respondent- Appellee shall be considered and declared in default and the Local Board shall proceed to hear and resolve the appeal.	<i>Respondents</i>
6. None	6. Notices of Hearing served to concerned parties	None		<i>Local Board of Assessment Appeals</i>
7. None	7. Ocular made if necessary Journal inspection report made	None	An ocular inspection report must be made within seven (7) days thereafter and such report shall form part of the record.	<i>Representative from City Assessor's Office, City Engineering's Office</i>
8. None	8. Promulgation of Decision	None	The Local Board of Assessment Appeals shall decide the appeal within one hundred and twenty days (120) from the date of receipt of such appeal	<i>Concurrence of the majority of Board members shall be necessary to promulgate the decision</i>
9. None	9. Notification of Parties re: Decision	None		<i>Local Board of Assessment Appeals</i>
<b>TOTAL:</b>				

**Note:**

\*The owner or administrator of the property being assessed who is not satisfied with the decision of the Board of Assessment Appeals. may within thirty days (30) after receipt of the decision of the Local Board, appeal to the Central Board of Assessment Appeals for a Motion for Reconsideration.

## Legal Fees Payable To The Local Board Of Assessment Appeals

SECTION 1. Legal Fees – No appeal to the Local Board of Assessment Appeals shall be considered filed unless the following fees are paid to the Local Board concerned:

(a) Filing Fees – The filings fees shall be in accordance with the following table

AMOUNT OF DISPUTED REALTY ASSESSMENT INVOLVED	TAX CORRESPONDING FILING FEES DUE
Less than PHP 50,000.00	300.00
PHP 50,000.00 or more but less than PHP 200,000.00	450.00
PHP 200,000.00 or more but less than PHP 400,000.00	600.00
PHP 400,000.00 or more but less than PHP 600,000.00	800.00
PHP 600,000.00 or more but less than PHP 800,000.00	1,000.00
PHP 800,000.00 or more but less than PHP 1,000,000.00	1,200.00
PHP 1,000,000.00 or more but less than PHP 2,000,000.00	2,100.00
PHP 2,000,000.00 or more but less than PHP 3,000,000.00	3,000.00
PHP 3,000,000.00 or more but less than PHP 4,000,000.00	3,900.00
PHP 4,000,000.00 or more but less than PHP 5,000,000.00	4,800.00
PHP 5,000,000.00 or more but less than PHP 6,000,000.00	5,700.00
PHP 6,000,000.00 or more but less than PHP 7,000,000.00	6,600.00
PHP 7,000,000.00 or more but less than PHP 8,000,000.00	8,400.00
PHP 8,000,000.00 or more but less than PHP 9,000,000.00	9,300.00
PHP 9,000,000.00 or more but less than PHP 10,000,000.00	10,200.00
PHP 10,000,000.00 or more	PHP 10,200.00 for the First PHP 10,000,000.00 plus PHP 100 for every PHP 100,000.00 or transaction thereof, in excess of PHP 10,000,000.00 In no case however shall the total fees exceed PHP 12,000.00 per case.

(b) Legal Research Fund (LRF) – In accordance with Sec. 4 of R.A. 3870, as amended, the additional amount of one percent (1%) of the applicable filing fees imposed under the immediately preceding section, but not lower than ten pesos (PHP 10.00) in each case, shall be collected as Legal Research Fund for the benefit of the University of the Philippines Law Center.


# BUSINESS PERMITS AND LICENSING DEPARTMENT

## External Services

### 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			
<b>Who may avail:</b>	Sole Proprietors/ Corporation/ Partnership/ Cooperative or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof Of Business Registration <ul style="list-style-type: none"> <li>• DTI Registration (Single Proprietor)</li> <li>• SEC Registration (Cooperation/ Partnership/ One Person Corporation)</li> <li>• CDA Registration (Cooperative)</li> <li>• HLURB Registration (Homeowners Association)</li> </ul>		Department of Trade and Industry  Securities and Exchange Commission  Cooperative Development Authority Housing and Land Use Regulatory Board		
2. Proof Of Right To Use <ul style="list-style-type: none"> <li>• Contract of Lease (if business area is leased)</li> <li>• Land Title or Tax Declaration (if business area is owned)</li> <li>• Affidavit of Undertaking (if government-owned)</li> <li>• Usufruct Agreement or Letter Authorizing Use (if free of rent)</li> </ul>		Applicant  Registry of Deeds or City Assessor's Office  Applicant See: <a href="https://bit.ly/Affidavit-GovernmentOwned">https://bit.ly/Affidavit-GovernmentOwned</a> Applicant		
3. Valid ID of Business Owner If filed by a duly authorized representative, authorization template and valid id of representative		Applicant See: <a href="https://bit.ly/BPLDAuthorization">bit.ly/BPLDAuthorization</a>		
4. Photo/s of Business Location		Applicant		
5. Other documents as may be required (when applicable)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submits the required documents via QC e-Services	1.1. Receives and evaluates the submitted documents	None	30 Min.	<i>Evaluator</i> Business Permits Division BPLD
	1.2. Approve business location (if documents are complete, the location of business shall be	None	30 Min.	<i>Zoning Administration Unit Evaluator</i>

	evaluated by Zoning Administration Unit)			
	1.3. Generate Tax Bill and is uploaded to client's application (Simultaneously, application is evaluated by other ancillary verification)	None	30 Min.	<i>Staff Business Permits Division BPLD</i>
	1.4. Receive payment and issue official receipt  Refer to the City Treasurer's Office Citizen's Charter <a href="http://bit.ly/QCCTOCitizensCharter">bit.ly/QCCTOCitizensCharter</a>	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	30 Min.	<i>BPD Chief</i>
	1.6. Approves business permit application by Head approval (Applicant receives e-copy of business permit)	None	30 Min.	<i>BPLD Head</i>
	1.7. Deliver business permit and other ancillary documents to the business address	None		MISRAD (ADDS Unit)
<b>TOTAL:</b>		<b>None</b>		

## 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			
<b>Who may avail:</b>	Business Owner or authorized representative who has an existing business in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Mayor's Permit		Applicant		
2. Official Receipt of Business Tax Payment for the current year		City Treasurer's Office		
3. Valid ID of Business Owner If filed by a duly authorized representative, authorization template and valid id of representative		Applicant See: <a href="http://bit.ly/BPLDAuthorizationForm">bit.ly/BPLDAuthorizationForm</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment of Business Tax	Receive Business Tax payment	Refer to the City Treasurer's Office Citizen Charter: <a href="http://bit.ly/QCCTOCitizensCharter">bit.ly/QCCTOCitizensCharter</a> or Log-in to QC e-Services Online Portal the choose Pay Business Tax	Client dependent	City Treasurer's Office
1. File renewal of business permit at any of the following: <ul style="list-style-type: none"> <li>• QC e-Services Portal</li> <li>• QC e-Services Kiosks</li> <li>• QC e-Services Auto-Renewal</li> </ul>	1.1. Verify ancillary clearances	None	30 Min.	<i>Ancillary Department's Evaluators</i>
	1.2. Final Review of application	None	30 Min.	<i>BPD Chief</i>
	1.3. Approve renewal of business permit application (applicant receives e-copy of business permit)	None	30 Min.	<i>BPLD Head</i>
	1.4. Deliver Mayor's Permit and other ancillary clearances	None		MIS-RAD ADDS Unit
<b>TOTAL:</b>		<b>None</b>		

### 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			
<b>Who may avail:</b>	Sole Proprietors / Corporation / Partnership / Cooperative or Authorized Representative intending to update or correct business permit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Previous Mayor's Permit			Applicant	
2. Official Receipt of Business Tax Payment for the current year			City Treasurer's Office	
3. Board resolution or secretary certificate, if corporation, Updated SEC General Information sheet Certificate of Lease/ Proof of Ownership/ Affidavit of Undertaking if the amendment is transfer of location			Applicant	
4. Valid ID of Business Owner			Applicant	
5. If filed by a duly authorized representative, authorization template and valid id of representative			See: <a href="http://bit.ly/BPLDAuthorizationForm">bit.ly/BPLDAuthorizationForm</a>	
6. Other documents as may be required based on amendments to be made ( <a href="http://bit.ly/QCBPLDAmendment">bit.ly/QCBPLDAmendment</a> )			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application via QC e-Services	1.1. Receive and evaluate the submitted documents	None	30 Min.	<i>BPD Evaluator</i>
	1.2. Evaluate business location if business activity is permissible	None	30 Min.	Zoning Administration Unit
	1.3. Generate White Copy for CTO Assessment or Order of Payment (application is simultaneously evaluated by other ancillary departments)	None	30 Min.	<i>BPD Evaluator</i>
	1.4. Receive payment and issue official receipt	Refer to the City Treasurer's Office Citizen's Charter ( <a href="http://bit.ly/QCCTOCitizensCharter">bit.ly/QCCTOCitizensCharter</a> )	Client dependent	<i>CTO Cashier</i>
	1.5. Final review of application	None	30 Min.	<i>BPD Chief</i>
	1.6. Approve amendment of business permit (applicant receives e-copy of business	None	30 Min.	<i>BPLD Head</i>

	permit)			
	1.7. Deliver amended business permit and other ancillary clearances	None		MIS-RAD ADDS Unit
TOTAL:		None		

## 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			
<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>	
1. Health Safety Protocols			Applicant	
2. Proof of Business Registration			Applicant	
3. DPOS Clearance (if applicable)			Quezon City Department of Public Order and Safety	
4. Hawker's Permit (If applicable)			Quezon City Market Development and 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. Submit required documents and fill out application form via QC e-Services	1.1. Receive and evaluate the documents submitted	None	30 Min.	<i>BPD Evaluator</i>
	1.2. Verify application (may vary depending on the event)	None	30 Min.	<i>Ancillary Department Evaluator</i>
	1.3. Generate order of payment	None	30 Min.	<i>BPD Evaluator</i>
	1.4. Receive payment and issue official receipt	PHP 50.00 – Application Fee  PHP 150.00 – Red Carpet Screening  PHP 500.00 – Events per day (Subject to Amusement Tax)  PHP 5,000.00 – For First Time Promoters (Cash Bond)  PHP 1,000.00 to 10,000.00 – For Special Cockpit Events  a) International derby, per fight - PHP 10,000.00  b) Special cockfights	Client dependent	City Treasurer's Office



		with no derby - PHP 1,000.00		
		c) Special cockfights with (1) day derby - PHP 2,000.00		
		d) Special cockfights with more than one (1) day derby - PHP 4,000.00		
	1.5. Final review of application	None	30 Min.	<i>BPD Chief</i>
	1.6. Approve special permit application (applicant receives e-copy of business permit)	None	30 Min.	<i>BPLD Head</i>
<b>TOTAL:</b>				

## 5. Issuance of Occupational Permit


As a COVID-19 safety precaution, taxpayers are given an option to apply online at the QC E-Services Portal or on premise at the Ground Floor of Civic Building A, Quezon City Hall Compound. According to the Quezon City Revenue Code.

<b>Office or Division:</b>	Occupational Permit Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who is exercising his/her occupation or calling within the jurisdiction of the City.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. NBI / Police Clearance			NBI / Police Clearance Offices	
2. Health Certificate (Post permit compliance for applicants THAT ARE NOT WORKING in food establishments, massage clinics, sauna bath establishments, hotels and motels, apartments, lodging, boarding or tenement houses and condominiums)			City Health Department	
3. PESO Certificate (for first time job seeker)			PESO	
4. Alien Employment Card (AEP) for foreigner-applicants			DOLE	
5. Parental Consent for Minors			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 application  <b>Online application</b> Log into QC E-Services and access the Occupational (Work) Permit Button  Fill up the online Application Form and upload all necessary documents Submit application form for evaluation  <b>On-Premise application</b> Submit all required documents and application forms.  	1.1. Assess application, encode date	None	40 Min.	<i>Occupational Permit Section Personnel</i>
	1.2. Generate order of payment	PHP 20.00 - PHP 170.00	5 Min.	<i>Occupational Permits Section Personnel</i>
2. Pay of the Occupational Permit Fee via:	2.1. Validate payment	Occupational Permit Fees depend on	5 Min.	City Treasurer's Office

a. QC Pay Easy (Online) Over-the-Counter payment		the occupation of the applicant		
b. Over the Counter payment	2.2. Print and release Occupational Permit	None	10 Min.	<i>Occupational Permits Section Personnel</i>
<b>TOTAL:</b>			<b>1 Hour</b>	

## 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>	G2C – Government to Citizen			
<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>	
1. Valid Mayor's Permit Number			Business Permits Division	
2. Barangay Clearance for Liquor			Barangay Government	
3. Valid ID of the Business Owner			Applicant	
4. If filed by a duly authorized representative, authorization template and valid ID of representative			Applicant See: <a href="http://bit.ly/BPLDAuthorizationForm">bit.ly/BPLDAuthorizationForm</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</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. Evaluate the application and generate Order of payment	None	30 Min.	<i>Authorized LLD Personnel</i>
	1.2. Generate Order of Payment	Refer to the City Treasurer's Office Citizen's Charter ( <a href="http://bit.ly/QCCTOC">bit.ly/QCCTOC</a> itizens Charter)	30 Min.	City Treasurer's Office
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	30 Min.	CTO Online and On-Premise
	2.2. Final review of the application	None	30 Min.	<i>LLD Chief</i>
	2.3. Approve liquor permit application	None	30 Min.	<i>BPLD Head</i>
	2.4. Release the liquor permit and official receipt via: a. email (digital copy of permit) b. hard copy of permit to business address	None		<i>MIS-RAD ADDS unit</i>  <i>BPLD Releasing Unit</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 30 Min.</b>	

## 7. 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 Certificate 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>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Taxpayer who request for Certification or Certified True Copy of Business Permit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>Certified True Copy</b>  If Sole Proprietor: <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 if available</li> </ol> If OPC/ Partnership/ Corporation/ Cooperative: <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	
<b>Certification</b> <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 the 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. Endorsement/ Proof/ Checklist</li> </ol>			For Checklists: <ul style="list-style-type: none"> <li>• Hospitals</li> <li>• Schools</li> <li>• SSDD</li> <li>• Government Agencies</li> <li>• BAC/TWG</li> </ul>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an Appointment	1. Confirmation	None	30 Min.	MIS-RAD staff

Log in to <a href="https://gceservices.quezoncity.gov.ph/">https://gceservices.quezoncity.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.	and Evaluation of Document			
2. Processing and Payment of the Certified True Copy	2. Verify request and Issue Order of Payment	PHP 20.00 Verification Fee  PHP 50.00 for the Certified True Copy/ Certification	30 Min.	<i>Authorized MISRAD personnel</i>
3. Claim your request (Certified True Copy/ Certification)	3. Release the requested document.	None	30 Min.	<i>Authorized MISRAD personnel</i>
<b>TOTAL:</b>		<b>PHP 70.00</b>	<b>1 Hour and 30 Min.</b>	

## 8. How to File a Complaint

<b>Office or Division:</b>		Business Permit and Licensing Department		
<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>		All		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint thru: <ul style="list-style-type: none"> <li>Email <a href="mailto:BPLD@quezoncity.gov.ph">BPLD@quezoncity.gov.ph</a></li> <li>On-premise at the ground floor, Civic A</li> <li>Hotline 122</li> </ul>	1.1. Receive and validate complaint	None	5 Min.	<i>Inspection and Verification Division (IVD) Verifier</i>
	2. Conduct investigation (may perform joint inspection with other regulatory offices if warranted)	None	3 Days	<i>IVD Inspector</i>
	3. Prepare and issue appropriate order and communicate immediate action taken	None	1 Day	Enforcement and Adjudication Division
<b>TOTAL:</b>		<b>None</b>	<b>4 Days and 5 Min.</b>	

# CITY ACCOUNTING DEPARTMENT

## External Services

### 1. Disbursement Voucher – Procurement of Goods, Infrastructure Project, and Consultancy Services

*(Pagkuha ng Goods/ Kalanda, Imprastraktura at Serbisyong Pagkonsulta/ Consultancy Services)*

Disbursement Voucher 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.

*(Ang Disbursement Voucher na sumasaklaw sa mga paghahabol o claim para sa INFRA, Supplies at Materials Maintenance, Security at iba pang serbisyo mula sa mga kontratista at supplier na kasama sa kontrata, purchase order at iba pa, bilang kabayaran sa mga serbisyo.)*

<b>Office or Division:</b>	Fiscal Management and Control Division (FMCD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Officials and employees, Contractors, Suppliers and Others			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Obligation Request Slip (OBR)			City Budget Department	
2. Purchase Order / Infrastructure project – Bidding documents			Procurement Department (BAC)	
3. Inspection Report / Progress Billing			CGSD / Engineering Department	
4. Certificate of Completion & Acceptance Report (INFRA)			Engineering Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bid docs for BAC-Goods and BAC-Infra from the Procurement Department shall be transmitted to this office.  <i>(Isusumite ng Procurement Department (BAC) ang mga bidding documents mula sa BAC Goods / BAC Infrastructure)</i>	1.1. Initial checking of the completeness and propriety of the documents based on the checklist.  <i>(Paglakis ng checklist, paunang pagsusuri kung kumpleto ang mga dokumento)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 Araw)</i>	FMCD RECEIVING CLERK
	1.2. Receiving Clerk shall accept the docs and thereby assign Accounting No. for proper monitoring of the disbursement Voucher.  <i>(Tatanggapin at itatalaga ang mga natanggap na dokumento at lalagyan ng</i>			



	<p><i>accounting number para sa mga Disbursement Voucher)</i></p> <p>1.3. Disbursement Vouchers with Accounting Numbers shall be distributed among the respective examiners of the pre-audit teams.</p> <p><i>(Ibibigay ang mga DVs sa mga nakatalagang pre-audit team)</i></p>			
	<p>1.4. DVs and pertinent attachments shall be examined, checked, verified to determine their propriety and authenticity.</p> <p><i>(Susuriin ng examiner/tagasuri kung kumpleto at lehitimo o tunay ang mga dokumentong kasama ng Disbursement Voucher)</i></p> <p>1.5. When the DVs with complete and proper attachments are numbered already, they are now ready to be taxed [VAT, Income, and City taxes]</p> <p><i>(Magkukwenta ng withholding tax)</i></p> <p>1.6. Taxes put on the face of the DV, the examiner can now put all the details of the transaction in the respective Index Cards for future reference.</p> <p><i>(Isusulat ang mga detalye ng impormasyong pampinansyal sa contractor index cards at isusulat ang kabuoang kwenta)</i></p> <p>1.7. Examiner assigned can now close [write the net amount [in words and in figures] on the face of the disbursement voucher, then he/she</p>	<p>None (Wala)</p>	<p>3 Days (3 Araw)</p>	<p><i>Thirteen (13) PRE - AUDIT TEAMS</i></p>

	affixes his/her initials.  <i>(Maglalagay ng mga inisyal ng pangalan)</i>			
	1.8. After confirming the correct charging of necessary accounts, the examiner or analyst assigned shall put the obligated amount based on the amount on the OBR, then he/she will write all the financial information on the box provided for the purpose, then affixes his or her initials.  <i>(Kukumpirmahin ang charging ng mga Account codes; Paglalagay ng pondong obligado batay sa nakasulat sa OBR; Isusulat ang impormasyong pinansyal; Maglalagay ng mga inisyal ng pangalan)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 Araw)</i>	FMCD FUND CONTROL SECTION <i>(Fiscal Examiner, Audit Analyst)</i>
	1.9. The Head of the division shall check again for the completeness and propriety of all the attachments of the DV, then after careful evaluation, he/she may now affix his/her initials on the face of the DV.  <i>(Suriin kung kumpleto ang mga dokumento para sa kwenta ng pagsingil / charging of accounts)</i>			FMCD Head
	1.10 Final Review / Initial  <i>(Pinal na pagsusuri/ Inisyal ng hepe)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 Araw)</i>	FMCD Head
	1.11. The Head of office and his/her Assistant shall do the final evaluation on the DV presented as to propriety and completeness, then signs the box provided for the purpose	None  <i>(Wala)</i>	1 Day  <i>(1 Araw)</i>	CITY ACCOUNTANT / Assistant City Accountant

	<i>(Pipirmahan ang sertipikasyon ng pagkakumpleto at kawastuhan ng mga suportang dokumento ng transaksyon)</i>			
2. Release of processed Disbursement Voucher	<p>2. Signed voucher may now be transmitted to the Financial Management Unit of the City Treasurer's Office by the releasing clerk of the originating office.</p> <p><i>(Ipadadala sa Financial Management Unit (FMU) ng City Treasurer's Office)</i></p>			<i>FMCD Releasing Clerk</i>
<p><b>TOTAL:</b></p> <p><i>(KABUUAN)</i></p>		<p><b>None</b></p> <p><i>(Wala)</i></p>	<p><b>7 Days</b></p> <p><i>(7 Araw)</i></p>	

## 2. Verification of Application for Refund of Retention Fees (Guarantee / Security Deposits Payable)

*(Katibayan ng Application for Refund of Retention Fees (Guarantee / Security Deposits Payable))*

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

*(Katibayan ng perang naibawas/napigil mula sa mga Retention Money ng mga suplayer at kontratista na inirekord at inilabas ng Lungsod Quezon)*

<b>Office or Division:</b>	Fiscal Management and Control Division (FMCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Suppliers / Contractors with Retention money withheld by the City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Client submits the documents to FMCD  <i>(Isusumite ang mga dokumento sa Fiscal Management and Control Division (FMCD))</i>	1.1. Accepts the documents for checking, then have the DV prepared, together with the supporting attachments  <i>(Tatanggapin at susuriin ang mga isinuniteng dokumento at ihahanda ang Disbursement Voucher (DV) kasama ang nakakabit na mga dokumento)</i>	None  <i>(Wala)</i>	4 Hours  <i>(4 Oras)</i>	FMCD RECEIVING Clerk
	1.2. Transmits the documents to the FAAD for verification procedure  <i>(Dadalhin at ibibigay sa Financial Account at Analysis Division (FAAD) ang Disbursement Voucher (DV) para sa pagpapatunay ng account na hinahabol o ibig i-refund)</i>	None  <i>(Wala)</i>	4 Hours  <i>(4 Oras)</i>	FMCD RECEIVING Clerk
	1.3. Confirms and certifies that the claim for refund is having been recorded in the JEV and TV of the SL with proper account codes  <i>(Patutunayan kung ang account na hinahabol o ibig i-refund ay naitala bilang withheld at available para sa refund; ipakita sa Journal Entry Voucher (JEV))</i>	None  <i>(Wala)</i>	4 Hours  <i>(4 Oras)</i>	Financial Account and Analysis Division (FAAD) Assigned Personnel

	<i>number, Treasury Voucher (TV) number sa Subsidiary Ledger (SL) code ng nasabing account)</i>			
	1.4. The FAAD head puts initials in the DV  <i>(Ang FAAD Division Head ang mag-i-initial sa Disbursement Voucher (DV))</i>	None  <i>(Wala)</i>	15 Min.  <i>(15 Minutos)</i>	Financial Account and Analysis Division (FAAD) Head
	1.5. FAAD submits the signed DV for Refund back to FMCD for pre-audit and processing  <i>(Isusumite sa FMCD receiving section ang Disbursement Voucher para sa paghahabol/ claim sa account na na-withheld para sa pagsusuri at at pagpo-proseso)</i>	None  <i>(Wala)</i>	4 Hours  <i>(4 Oras)</i>	Financial Account and Analysis Division (FAAD) personnel
	1.6. Processing at auditing ng Disbursement Voucher  <i>(Ang DV ay sumasailalim na sa kaukulang panimulang pagsusuri at pagpo-proseso)</i>			Thirteen (13) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	1.7. The City Accountant or the Assistant City Accountant signs the Voucher of the correct Refund amount.  <i>(Pipirmahan ng City Accountant o Asst. City Accountant ang Disbursement Voucher kasama ang mga dokumentong pangsuporta depende sa kwentang ibinabalik)</i>	None  <i>(Wala)</i>	4 Hours  <i>(4 Oras)</i>	City Accountant / Asst. City Accountant
	1.8. The DV of the Refund claim is now ready to be released  <i>(Ilalabas ang Disbursement Voucher ng Refund sa aplikante)</i>	None  <i>(Wala)</i>	15 Min.  <i>(15 Minutos)</i>	FMCD Releasing Clerk
<b>TOTAL:</b>  <i>(KABUUAN)</i>		None  <i>(Wala)</i>	<b>20 Hours and 30 Min.</b>  <i>(20 Oras at 30 Minutos)</i>	

### 3. Barangay Financial Statement

The Financial Statement includes 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.

*(Ito ay naglalaman ng 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)*

Office or Division:	Barangay Accounting Services Division (BASD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	The Barangay Treasurers, Commission on Audit, DILG			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Collection and Deposits 1. Summary Report of Collection and Deposits 2. Duplicate copy of Official Receipts (OR's)			Barangay Treasurer	
B. Paid Disbursement Vouchers 1. Punong Barangay Certificate 2. Supporting Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. DSCAF</b> (Daily Statement of Collections & Accountable Forms)  Submit DSCAF with Deposit Slip  (Isumite ang DSCAF na may kasamang Deposit Slip)	1.1. Bookkeepers receive and check the accuracy of the reports submitted. Abstract DSCAF  (I-Abstract ang DSCA)	None  (Wala)	3 Days  (3 Araw)	Bookkeepers
	1.2 Prepares Journal Voucher (JV)  (Ihandang Journal Voucher (JV))			
	1.3. Reviews and Initial JV's  (Suriin at mag-initial sa JV's)		1 Day  (1 Araw)	Asst. and Head of BASD
	1.4. Approves and signs JV's  (Aprubahan at piramahan ang JV's)		1 Day  (1 Araw)	City Accountant
<b>2. Paid Disbursement Voucher</b>  Submit disbursement vouchers with supporting documents and PBC (Punong Brgy. Certification)	2.1. The receiving clerk receives and check the accuracy of the reports submitted then have it receive by the bookkeeper.  (Iinspeksyunin ng receiving clerk kung tama ang mga isinuniteng report at ipapasa ito sa bookkeeper)	None  (Wala)	3 Days  (3 Araw)	Receiving clerk
	2.2. Journalize Brgy. Transactions		3 to 4 Days	Bookkeepers

(Isumite ang disbursement vouchers kasama ang supporting documents at PBC (Punong Brgy. Cert.))	(I-journal ang mga transaksyon sa Brgy.)		(3-4 Araw)	
	2.3. Transmit disbursement vouchers to COA  (I-transmit ang disbursement vouchers to COA)		No entry of time  (Walang Oras)	Transmittal encoder
<b>3. Preparation of Financial Statements</b>  (Paghahanda ng Financial Statements)	3.1. Prepares Journal Vouchers (JVs) for IRA, RPTs, CTC, other adjustments and Bank Reconciliation	None  (Wala)	Depends on the availability of bank statement submitted  (Nakadepende sa availability ng isinumiteng bank statement)	Bookkeepers
	3.2. Prepares Financial Statements			
	3.3. Reviews and Initials financial statements			Asst. & Division Head – BASD
	3.4. Reviews and signs Financial Statement			City Accountant
<b>TOTAL:</b>  (KABUUAN)		None  (Wala)	<b>11 to 12 Days</b>  (11 hanggang 12 na araw)	

## 4. Other Functions

This includes other services rendered by the division. Reviews and approved the Annual and Supplemental Budget of 142 Barangays.

*(Pagreview at pag-apruba ng Annual at Supplemental Budget ng 142 Barangays)*

Office or Division:	Barangay Accounting Services Division (BASD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	The Barangay Treasurers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Ordinance with Certified Statement of Income for Annual Budget			Barangay Treasurer	
2. Barangay Ordinance with computation of Supplemental Budget				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Annual and Supplemental Budget	1.1. Checks, verify and initial the actual income realized for the next preceding year  <i>(I-check, suriin, at mag-initial sa aktwal an income para sa sunod na taon.)</i>	None  (Wala)	No entry of time  (Walang Oras)	<i>Asst. &amp; Division Head – BASD</i>
	1.2. Review and signs the Annual/ Supplemental Budget  <i>(I-review at pirmahan ang Annual/ Supplemental Budget)</i>			<i>City Accountant</i>
TOTAL:  (KABUUAN)		None  (Wala)	No entry of time  (Walang Oras)	



## 5. Issuance of Certificate for Taxes Withheld

(Pagbigay ng Sertipiko ng Kinaltas na Buwis (Supplier/Contractor))

Taxes withheld of Contractor/s and Supplier/s.

(Buwis na kinaltas sa Contractor/s at Supplier/s).

<b>Office or Division:</b>	Payrolls, Bills and Remittance Division (PBRD)			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Quezon City officials and employees & Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Tax Payers Identification Number (T.I.N.), Contractor's Business Name & Address 2. Photocopy of Voucher (Supplier/Contractor)			Bureau of Internal Revenue (BIR) City Treasurers Office (CTO)	
<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 request form or send request via email account:  (Sagutan ang papel ng pangkahilingan o humiling gamit ang eMail):  <a href="mailto:pbrd.CityAccounting@quezoncity.gov.ph">pbrd.CityAccounting@quezoncity.gov.ph</a>  Attention to : PBRD-BIR Section	1.1. Receive request slip or acknowledge email request  (Pagtanggap ng papel ng kahilingan o eMail)	None  (Wala)	<b>A. SIMPLE TRANSACTION:</b>  Receive & Release on the same day  or  Upon receipt of eMail request  (Tanggapin at ibigay sa parehong panahon)  <b>B. COMPLEX TRANSACTION:</b>  Maximum 7 Days  (Hanggang pito (7) Araw)	Receiving Clerk
	1.2. Record & Encode Transaction  (Pagtala ng transaksyon sa libro o computer)			Receiving Clerk
	1.3. Verify Withholding taxes and TIN  (Patibay na meron buwis na kinaltas at TIN)			Assigned Personnel
	1.4. Prepare BIR Form No. 2307 and City Tax  (Paghanda ng BIR Form No. 2307 at lokal na buwis)			Assigned Personnel
	1.5. Print Certificate of BIR & City Tax Withheld  (Ilimbag ang sertipiko ng BIR at lokal ng buwis)			Assigned Personnel
	1.6. Affix Signature  (Pagpirma sa dokumento)			PBRD Head/ City Accounting Department Head
2. Receive Certificate (BIR form 2307 & City Tax	2.1. Record & Release of certificate/s or scanned copy (email)	None  (Wala)		Receiving / Releasing Clerk

Certification) or scanned copy (email)  (Tanggapin ang sertipiko : BIR from 2307 & City Tax)	(Pagtala sa libro / computer ng transaksyon at pagbibigay ng dokumento)			
<b>TOTAL:</b>  (KABUUAN)		<b>None</b>  (Wala)	<b>1 to 7 Days</b>  (1 hanggang 7 araw)	

**6. Preparation of Disbursement Voucher (DV) and Processing of Payments via Online or Check for Remittances of Employees Mandatory Deductions**  
*(Pagsasahanda ng Disbursement Voucher (DV) at pagproseso ng mga bayad sa pamamagitan ng ONLINE o CHEKE para sa padala ng ipinataw na bawas / kontribusyon)*

Report of employees earnings and deductions, Collection lists and Special Payrolls.

*(Ulat ng kinita at ipinataw na bawas, listahan ng koleksyon at espesyal na payroll).*

Office or Division:	Payrolls, Bills and Remittance Division (PBRD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Collecting Agencies (BIR, GSIS, PhilHealth, HDMF and others)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of employees earnings and deduction		Human Resource Management Department (HRMD)		
2. Collection Lists				
3. Special Payroll		Fiscal Control and Management Division (FMCD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BIR - Section 2, National Internal Revenue Code of 1997 as amended by RA Nos. 10963, 11256, 11346, 11467, & 11534	1.1. Receive documents (Payroll, Report of employees earnings and deductions, Collection lists)  (Pagtanggap ng mga dokumento)	None  (Wala)	HIGHLY TECHNICAL: On or before the 10 <sup>th</sup> of the following month  (Bago mag o sa ika-sampung (10) araw ng susunod na buwan)	Receiving Clerk
GSIS - Commonwealth Act No. 186 - RA 8291 (GSIS Act of 1997)	1.2. Identify documents as per account and distribute to account managers for processing  (Tukuyin ang dokumento kung ano account at ibigay sa mga namamahala ng account para iproseso)			
PhilHealth - Article III, Section 5 of RA 7875 as amended				
Home Development Mutual Fund (PAG-IBIG) - Presidential Decree (PD) No. 1530 as Amended by PD 1752 - RA 9679 & Monthly Billing for loan amortizations	1.3. Processing of documents  (Pag proseso ng mga dokumento)			
	1.4. Preparation of DV and supporting documents for payment/submission to collecting agencies.			

	<i>(Paghanda ng DV at ibang dokumento para sa pagbayad / pagbigay ukol sa mga nangongolektang ahensya)</i>			
	1.5. Affix signature  <i>(Pagpirma sa dokumento)</i>			<i>PBRD Head / City Accounting Department Head</i>
2. Remittance  <i>(Padala ng ipinataw na bawas / kontribusyon)</i>	2. Payments / Remittances via online or check  <i>(Pagbayad / Padala ng ipinataw na bawas / kontribusyon sa pamamagitan ng ONLINE o CHEKE)</i>	None  <i>(Wala)</i>		<i>Assigned Personnel</i>
<b>TOTAL:</b>  <i>(KABUUAN)</i>		None  <i>(Wala)</i>	<b>On or Before the 10th of the following month</b>  <i>(Bago mag o sa ika-sampung (10) araw ng susunod na buwan)</i>	

*(Pagbeberipika ng Nabayaran Buwis)*

(Pagbeberipika ng dokumento kung ang mga kabayaran ay nasa talaan or nai-rehistro sa Collection Registry Database)

<b>Office or Division:</b>	Revenue Abstract and Statistics Division (RASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Taxpaying Public and other private personnel with Tax payment-related concerns			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. The person concerned shall bring with him the original copy of the Official Receipt as proof of payment.  An Affidavit of Loss shall be presented together with the photocopy of the O.R. in case the original receipt is lost, misplaced, or destroyed by Acts of God.			Client must bring original documents to be verified.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Original Receipt of paid Taxes  Or  Present Affidavit of Loss and photocopy of the misplaced/ destroyed O.R.  (Ipakita ang Orihinal na Resibo ng mga binabayaranang Buwis  O kaya  Ipakita ang Affidavit of Loss at photocopy ng Nawala o nasirang O.R)	1.1. Check veracity of the document/s presented.  (Suriin ang pagiging totoo ng mga dokumentong ipinakita.)  1.2. Go to computer records to verify if payments have been recorded in the database. Check O.R No, date of Payment, Name of Taxpayer  (Pumunta sa mga rekord ng computer upang i-verify kung ang mga pagbabayad ay naitala sa database. Suriin ang O.R No, petsa ng Pagbabayad, Pangalan ng Nagbabayad ng Buwis.)  1.3. Upon verification, and if proven true and correct, the OR shall be presented to the RASD Chief or authorized personnel for signature.	None  (Wala)	10 Min.  (10 na Minutos)          30 Min.  (30 na Minutos)	Authorized RASD personnel          RASD Chief/ Authorized RASD personnel

	<p><i>(Sa pag-verify, at Kung napatunayang totoo at tama, ang OR ay dapat iharap sa RASD Chief o awtorisadong tauhan para pirmahan.)</i></p> <p>1.4. O.R. will then be returned to the person concerned with the Signature and Verification proof at the back.</p> <p><i>(Pagkatapos ang O.R. ay ibabalik na may pirma at Verification proof sa likod.)</i></p> <p>1.5. If found not in order, O.R will be for confiscation and will need to prepare an incident report.</p> <p><i>(Kung may makitang hindi tama, ang O.R ay kukumpiskahin at kakailanganing maghanda ng ulat ng insidente.)</i></p>			
<p>2. Sign in the Logbook to indicate that the transaction is completed</p> <p><i>(Pumirma sa Logbook upang ipahiwatig na nakumpleto na ang transaksyon)</i></p>	<p>2. Have the client sign in the verification transaction logbook for future references.</p> <p><i>(Hayaang pumirma ang kliyente sa Verification transaction logbook.)</i></p>		<p>5 Min. (5 Minutos)</p>	<p><i>Authorized RASD personnel</i></p>
<p><b>TOTAL:</b> (KABUUAN)</p>		<p><b>None</b> (Wala)</p>	<p><b>45 Min.</b> (45 Minuto)</p>	

## 8. Processing of Accountant's Advice for Local Check Disbursement (AALCD) (Pagproseso ng Accountant's Advice for Local Check Disbursement (AALCD))

Check Disbursement made by the City Government

Office or Division:	Immediate Staff (IS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Quezon City – Treasurer’s Office (for disbursement officers, employees, taxpayers claiming refunds and financial assistance, contractors and suppliers.)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Transmittal from Cash Division, City Treasurer’s Office (CTO), Quezon City			City Treasurer’s Office (CTO)	
2. Fully processed disbursement voucher or payroll				
3. Accomplished and signed check				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cash Division, City Treasurer’s Office transmit fully processed Disbursement Voucher/payroll with corresponding accomplished & signed checks  (Ipapadala ng Cash Division, Tanggapan ng Ingat-Yaman ang mga natapos na Disbursement Voucher/payroll na may kalakip na pirmadong tseke)	1. Received official transmittal from Cash Division, City Treasurer’s Office, the Disbursement Voucher / payrolls with complete supporting documents.  (Tatanggapin ang opisyal na transmittal mula sa Cash Division, Tanggapan ng Ingat-Yaman, ang Disbursement Voucher / payrolls na may kumpletong dokumento.)	None  (Wala)	Received and released before the closing of banking hours (3:30 p.m.) of the same day  (Tatanggap at ilalabas bago magsara ang bangko (3:00 p.m.) sa mismong araw)	Administrative Officer IV or Administrative Assistant I
	2. Sort transactions according to fund accounts (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.  (Tingnan ang mga transaksyon ayon sa fund account (General Fund, Special Education Fund o Trust Fund). Kung may			Administrative Officer IV or Administrative Assistant I

	<p><i>mga mali sa transaksyon, pormal itong isosoli sa Cash Division, Tanggapan ng Ingat-Yaman para palitan o ikansela.)</i></p>			
	<p>3. 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><i>(I-verify ang mga transaksyon mula sa systems file. Kung walang mali, lagyan ng numero ng Accountant's Advice ( AALCD), at ipasok ang mga sumusunod na detalye sa systems file: petsa, numero,halaga at pangalan sa tseke.)</i></p>			<p><i>Administrative Officer IV or Administrative Assistant I</i></p>
	<p>4. Prepare five (5) copies of AALCD addressed to the Manager of Land Bank of the Philippines, Quezon City Hall branch.</p> <p><i>(Ihanda ang limang (5) kopya ng AALCD na naka-address sa Manager ng Land Bank of the Philippines sa Quezon City Hall branch.)</i></p>			<p><i>Administrative Officer IV or Administrative Assistant I</i></p>
	<p>5. Scanned documents and indicate the AALCD No. at the foot of the original copy of disbursement voucher.</p> <p><i>(I-scan ang mga dokumento at ilagay ang AALCD No. sa ibaba ng orihinal na kopya ng disbursement voucher.)</i></p>			<p><i>Accountant's Representative</i></p>
	<p>6. Signed AALCD</p> <p><i>(Pipirmahan ang AALCD.)</i></p>			<p><i>City Accountant or Assistant City Accountant</i></p>
	<p>7. After the AALCD is signed, five (5) copies of transmittal are prepared</p>			<p><i>Accountant's Representative</i></p>



	<p>and delivered to the following:</p> <ul style="list-style-type: none"> <li>• Original copy for the Land Bank of the Philippines, Quezon City Hall Branch</li> <li>• City Treasurer's Office</li> <li>• Commission on Audit (Office of the City Auditor),</li> <li>• Payrolls, Bills and Remittance Division, City Accounting Department</li> <li>• Immediate Staff for this Department</li> </ul> <p><i>(Matapos piramahan, ipapadala ang limang (5) kopya ng transmittal sa mga sumusunod:</i></p> <ul style="list-style-type: none"> <li>• <i>Orihinal na kopya para sa Land Bank of the Philippines, Quezon City Hall Branch na may kalakip na selyo</i></li> <li>• <i>Tanggapan ng Ingat Yaman</i></li> <li>• <i>Commission on Audit (Office of the City Auditor)</i></li> <li>• <i>Payrolls, Bills and Remittance Division, City Accounting Department</i></li> <li>• <i>Immediate Staff ng City Accounting Department)</i></li> </ul>			
	<p><b>TOTAL:</b>  (KABUUAN)</p>	<p><b>None</b>  (Wala)</p>	<p><b>Within the Day</b>  (Mismong Araw)</p>	

# Internal Services

## 1. Pre-audit of Payrolls for Employees and Teachers

*(Pre-audit ng Payrolls para sa mga Empleyado at Guro)*

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

*(Payrolls patungkol sa Personnel Services, Disbursement voucher/s at MOOE (regular plantilla, sweldo at ibang benepisyo; contract of service, consultant, job order) bilang kabayaran sa serbisyo)*

<b>Office or Division:</b>	Fiscal Management and Control Division (FMCD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Employees of QC LGU Nat'l. Gov't. Employees assigned in QC LGU's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request Slip (OBR)		City Budget Department		
2. Payroll/ Disbursement Voucher		Originating Office, signed by HRMD		
3. Daily Time Record / Certificate of Services Rendered / Attendance Report		Originating Office		
4. Accomplishment Report		Originating Office		
5. Collection Lists		Originating Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signed payroll from HRMD is submitted to FMCD for pre-checking, then back to originating office for correcting entries  <i>(Magsusumite ang opisina ng payroll na pirmado ng Department/ Office Head ng HRMD)</i>	<b>Preliminary Checking (Inisyal na Pagsusuri)</b>			
	1.1. Payroll submitted is scrutinized as part of the pre-checking procedure, then sends back to the originating office for potential correction of entries.  <i>(Susuriin ang payroll at iinspeksyunin kung tama ng mga mga kalakip na dokumento, Ibabalik ang mga dokumento sa pinagmulang opisina at isumite sa City Budget Department para sa pag-apruba ng OBR pagkatapos.)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 Araw)</i>	<i>Thirteen (13) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)</i>
2. Payroll from originating office, with OBR attachment from the CBD is submitted back	<b>Pre-Audit Proper</b>			
	2.1. Receives and records payroll and its particulars, then assigns an accounting number for future references.	None  <i>(Wala)</i>	3 Days  <i>(3 Araw)</i>	<i>FMCD RECEIVING Clerk / Office Aide</i>

<p>to FMCD for pre-audit</p> <p><i>(Isusumite ng pinagmulang Opisina ang payroll na pirmado ng Department / Office Head ng HRMD kasama ang Obligation Request (OBR) ng City Budget Department)</i></p>	<p><i>(Tatanggapin at ire-record ang payroll at magtalaga ng accounting number)</i></p>			
	<p>Payroll with accounting number will now be forwarded to the concerned pre-audit team for proper checking, auditing, closing &amp; carding procedures.</p> <p>2.2. Forwards Payroll to respective pre – audit team in – charge</p> <p><i>(I-forward ang payroll sa nakatalagang pre-audit team)</i></p>			<p><i>Thirteen (13) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)</i></p>
	<p>2.3. Re-checks the payroll for propriety and completeness of supporting documents in accordance to applicable laws or stipulation.</p> <p><i>(Muling i-check ang payroll kung lehitimo at kumpleto ang mga dokumento na naaayon sa batas.)</i></p>			
	<p>2.4. Records the details of the individual payroll information in salary index cards and indicate amount in words</p> <p><i>(I-record ang detalye ng individual payroll information sa salary index cards at ang amount in words)</i></p>			
	<p>2.5. Verifies propriety of charging of account codes, obligates afterwards, then encodes and initials</p>		<p>1 Day (1 Araw)</p>	<p><b>FMCD FUND CONTROL SECTION</b></p>
	<p>2.6. Obligates fund based on the OBR</p> <p>Obligates fund batay sa nasa OBR</p>			
	<p>2.7. Records the financial information</p> <p>I-record ang impormasyon pinansyal</p>			
	<p>2.8. Affixes initials in the voucher</p>			

	I-Affix ang initials sa voucher			
	2.9. Checks and reviews the voucher attachments for completeness and proper charging of accounts  Itse-check at ire-review kung kumpleto ang mga kalakip na dokumento at charging ng accounts /Initial payroll			<i>FMCD Assistant Division Head</i>
	2.10. Final review and evaluation of the document  Huling review / Paunang Payroll			<i>FMCD Head</i>
	2.11. Signs the certification of propriety & completeness of the voucher and the corresponding attachments  Pipirmahan ang sertipikasyon ng completeness at propriety, kalakip ng mga suportang dokumento ng transaksyon		1 Day (1 Araw)	<i>ASSISTANT CITY ACCOUNTANT</i>
3. Released processed Payroll  (Pagkatapos ng kaukulang proseso, pakakawalan na ang payroll)	3. Transmit to the Financial Management Unit (FMU) of the City Treasurer's Office.  (Ipadadala sa Financial Management Unit (FMU) ng City Treasurer's Office)			<i>FMCD Releasing Clerk</i>
<b>TOTAL:</b>  (KABUUAN)		<b>None</b>  (Wala)	<b>7 Days</b>  (7 Araw)	

## 2. Issuance of Certification of Last Salary (Pagbibigay ng Sertipikasyon ng Huling Sweldo)

Request for certification for last salary which is a requirement for various transactions including claims for terminal leave benefit.

(Request para sa sertipikasyon ng huling sweldo na kinakailangan sa iba't ibang transaksyon kagaya ng claims para sa terminal leave benefit)

<b>Office or Division:</b>	Fiscal Management and Control Division (FMCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Teachers & Employees of QC LGU City-Paid Gov't. Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request for Certification of Last Salary		Teachers & Employees individually prepare their own letter of request		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For Certification of Last Salary / Certification of Availability of Funds the request can be sent via email address below or submit letter of request to CAD Receiving  (Para sa Sertipikasyon ng Huling Sweldo / Sertipikasyon ng Availability of Funds magpadala ng request sa E-mail account o Sumulat ng request sa CAD Receiving <a href="mailto:fmcd.CityAccounting@quezoncity.gov.ph">fmcd.CityAccounting@quezoncity.gov.ph</a> )	1.1. The receiving end of the letter shall check from the database for legitimacy of the information given by the sender  (Tingnan sa Database records kung lehitimo ang impormasyon)	None (Wala)	1 Day (1 Araw)	Thirteen (13) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	1.2. Final Evaluation in Pre-Audit/ Initials will be affixed in the document  (Huling pagsusuri / la-Affix ang Initial)			FMCD Chief
	1.3. Signature is being affixed by the City Accountant/ Assistant City Accountant upon evaluation  (Pirma ng City Accountant/ Assistant City Accountant)		1 Day (1 Araw)	CITY ACCOUNTANT/ Assistant City Accountant
	2. The request will be accepted accordingly  (Tanggapin ang hiling na Sertipikasyon)			Releasing Clerk
<b>TOTAL:</b>  (KABUUAN)		None (Wala)	2 Days (2 na Araw)	

### 3. Issuance of Certification for Employees Mandatory Deductions/ Contribution

(Pagbigay ng Sertipiko ng ipinataw na bawas / Kontribusyon mula sa empleyado)

Employees mandatory deductions/ contributions.

(Ipinataw na bawas / kontribusyon ukol sa mga nangongolektang ahensya)

Office or Division:	Payrolls, Bills and Remittance Division (PBRD)			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	LGU-Quezon City Officials and Employees / Employee Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Service Insurance System Unified Multi-purpose ID (GSIS-UMID)			Human Resource Management Department (HRMD) or Agency concerned	
2. Home Development Mutual Fund Loyalty Card (PAG-IBIG ID)				
3. Philhealth ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form or send request via eMail account:  (Sagutan ang papel ng pangkahilingan o humiling gamit ang eMail):  <a href="mailto:pbrd.CityAccounting@quezoncity.gov.ph">pbrd.CityAccounting@quezoncity.gov.ph</a>  Attention to : PBRD – GSIS / PhilHealth / HDMF;Pag-ibig Section or other collecting agency	1.1. Receive request slip or acknowledge eMail request  (Pagtanggap ng papel ng kahilingan o eMail)	None  (Wala)	<b>SIMPLE TRANSACTION</b>  Receive & Release on the same day	Receiving Clerk
	1.2. Record & Encode Transaction  (Pagtala ng transaksyon sa libro o computer)		or  Upon receipt of eMail request	Receiving Clerk
	1.3. Verify mandatory deductions/ contributions and Membership Identification No. (MIN)  (Patibay na meron ipinataw na bawas / kontribusyon at Membership Identification No. (MIN))		(Tanggapin at ibigay sa parehong panahon)  <b>COMPLEX TRANSACTION</b>  Maximum 7 Days  (Hanggang 7 araw)	Assigned Personnel
	1.4. Prepare certificate of mandatory deductions/contribution or other requested certification/s  (Paghanda ng			Assigned Personnel

	<i>sertipiko ng ipinataw na bawas / kontribusyon)</i>			
	1.5. Print certificate of mandatory deductions/ contributions or other requested certification/s  <i>(Ilimbag ang sertipiko ng ipinataw na bawas / kontribusyon)</i>			<i>Assigned Personnel</i>
	1.6. Affix signature  <i>(Pagpirma sa dokumento)</i>			<i>PBRD Head/ City Accounting Department Head</i>
2. Receive certificate of mandatory deduction/ contribution (GSIS, Philhealth or HDMF/ Pag-ibig) or scanned copy (eMail)  <i>(Tanggapin ang sertipiko ng ipinataw na bawas / kontribusyon)</i>	2. Record & Release of certificate/s or scanned copy (eMail)  <i>(Pagtala sa libro / computer ng transaksyon at pagbibigay ng dokumento)</i>	None  <i>(Wala)</i>		<i>Receiving / Releasing Clerk</i>
<b>TOTAL:</b>  <i>(KABUUAN)</i>		<b>None</b>  <i>(Wala)</i>	<b>1 to 7 Days</b>  <i>(1 hanggang 7 araw)</i>	

## 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.

*(Ito ay certification mula sa City Accounting Department para sa opisyal o empleyado na humiling ng grant of Cash Advances mula sa lungsod; isa itong supporting document para sa request / availment of Cash Advances.)*

<b>Office or Division:</b>	Financial Accounts and Analysis Division (FAAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Officers / Personnel who received Cash Advance for City Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter for Certification of Unliquidated Cash Advance / Outstanding Cash Advance Balance.			Originating Office / Individual	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via E-mail account:  <i>(Sumulat ng request sa E-mail account)</i>  <a href="mailto:faad.CityAccounting@quezoncity.gov.ph">faad.CityAccounting@quezoncity.gov.ph</a>  For Certification of NO Unliquidated Cash Advance / Outstanding Cash Advance Balance  <i>(Para sa Sertipikasyon ng NO Unliquidated Cash Advance / Outstanding Cash Advance Balance)</i>  or  Request letter with specific purpose duly signed by employee or Department Head	1.1. Receives required documents and forwards to the Financial Account and Analysis Division (FAAD) the request letter for certification of NO Unliquidated Cash Advance  <i>(Tanggapin ang mga dokumento at ipadala sa Financial Account and Analysis Division (FAAD) ang request letter para sa sertipikasyon ng NO Unliquidated Cash Advance)</i>  1.2. Verify Cash Advance Balances from the Three (3) Funds (General Fund, Trust Fund and SEF)  <i>(I-Verify ang cash advance balances mula sa tatlong (3) Funds (General Fund, Trust Fund, at SEF))</i>	None  <i>(Wala)</i>	4 Hours  <i>(4 Oras)</i>	<i>Receiving Clerk</i> Administrative Division
			4 Hours  <i>(4 Oras)</i>	<i>Fiscal Examiner / Controller</i> Financial Accounts and Analysis Division (FAAD)



(Sumulat ng liham na pirmado ng empleyado at ng Department Head)	1.3. Prepares Certification  (Ihanda ang Sertipikasyon)			
	1.4. Initials Certification  (Inisyal para sa Setipikasyon)			Head Financial Accounts and Analysis Division (FAAD)
	1.5. Certification signed by the City Accountant or Asst. City Accountant  (Sertipikasyon na pirmado ng City Accountant o Asst. City Accountant)			City Accountant / Asst. City Accountant
2. Receives Certification of NO Unliquidated CA  (Tanggapin ang Sertipikasyon ng NO Unliquidated CA)	2. Release Certification of NO Unliquidated Cash Advance / Cash Advance Balances to the applicant  (Ilabas ang Setipikasyon ng NO Unliquidated Cash Advance / Cash Advance Balances sa aplikante)		4 Hours (4 Oras)	City Accounting Admin / Releasing Clerk
<b>TOTAL:</b>  (KABUUAN)		None  (Wala)	<b>16 Hours</b>  (16 Oras)	

## 5. Preparation of Liquidation Report

### (Paghahanda ng Liquidation Report)

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

(Report tungkol sa opisyal o personnel Cash Advances na liquidated at nakatakdang i-transmit at i-sumite sa Commission on Audit (COA).)

<b>Office or Division:</b>	Financial Accounts and Analysis Division (FAAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Officers / Personnel who have Cash Advance liquidation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Fully processed Audited Disbursement Vouchers for Liquidation with complete supporting documents			Originating Office / Individual	
<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 to Fiscal Management and Control Division (FMCD)  (Isumite ang mga kailangang dokumento sa Fiscal Management and Control Division (FMCD))	1.1. Receive processed Cash Advance with notation of the supporting documents (Liquidation Report)  (Tanggapin ang natapos na Cash Advance kasama ang mga supporting documents (Liquidation Report))  1.2. Forwards to the Financial Accounts and Analysis Division (FAAD) the Liquidation Report with supporting documents  (Ibigay sa Financial Accounts at Analysis Division (FAAD) ang Liquidation Report kasama ang supporting documents)	None  (Wala)	8 Hours  (8 Oras)	Receiving Clerk Fiscal Management and Control Division (FMCD)
2. Submit required documents to Financial Accounts and Analysis Division	2.1. Receives the Liquidation Report (LR) and indicates LR No.	None  (Wala)	4 Hours  (4 Oras)	Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)

(FAAD)  (Isumite ang mga kinakailangang dokumento sa Financial Accounts and Analysis Division (FAAD))	(Tanggapin ang Liquidation Report (LR) at I-indicate ang numero ng LR)			
	2.2. Process the LR and prepare JEV taking up the Liquidation			
	(I-Proseso ang LR at ihanda ang JEV para sa Liquidation)			
	2.3. Releases copy of the received Liquidation Report (LR) with LR No. to the COA/client  (Ilabas ang kopya ng received Liquidation Report (LR) na may LR No. sa COA/kliyente)			
<b>TOTAL:</b>  (KABUUAN)		<b>None</b>  (Wala)	<b>12 Hours</b>  (12 Oras)	

# CITY ARCHITECT DEPARTMENT

## Internal Services

### 1. Vertical Infrastructure Design Services

These projects include Housing, Educational Facilities, Social Care Facilities, Healthcare and Wellness Facilities, Sports and Recreation Facilities, Community Facilities, and Other Infrastructure Projects in line with the City Mayor's programs.

*(Paggawa ng mga disenyo para sa mga pasilidad na pang komunidad, pabahay, pangkalusugan at kagalingan, pangedukasyon, pangpalaro at libangan at iba pang mga proyektong pasilidad ayon sa programa ng Punong Lungsod)*

<b>Office or Division:</b>	Architectural Design Services Division (A and B) and Auxiliary Design Services (Interim)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	The Honorable Mayor, Barangay Captains and Councilors, other government agencies, other QC Government Departments <i>(Punong lungsod, ibang pamahalaang publiko sa pamamagitan ng Punong Tagapangasiwa at iba pang tanggapan mula sa Lokal na pamahalaan ng Lungsod Quezon, mga kongresista, Punong Barangay at mga Kinatawan ng Sangguniang Panlungsod sa pamamagitan ng mga tagapamahala ng iba-ibang distrito ng lungsod)</i>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor's 14 Point Agenda <i>(Listahan ng mga pangunahing proyekto ng INFRACOM batay sa Labing Apat (14) na talaan ng kaunahang proyekto ng Punong Lungsod.)</i>			Endorsement from the Chairman of the Infrastructure Committee (INFRACOM) <i>(Liham ng paghikayat mula sa INFRACOM)</i>  Endorsement from the respective departments for various facilities <i>(Liham ng paghikayat mula sa ibat-ibang tanggapan para sa ibang pasilidad)</i>	
<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> <i>(Pagpasa ng liham sa Tanggapan ng Arkitektong Panlungsod o kaya sa email)</i>	1.1. Receives letter request / list <i>(Pagtanggap ng liham/sulat)</i>	None <i>(Wala)</i>	30 Min. <i>(30 Minuto)</i>	AMD
	1.2. City Architect reviews proposed project and routes to Assistant City Architect, ADSD A&B and PPD <i>(Pagsusuri ng Punong Arkitekto sa liham upang iatas sa Ikalawang Punong Arkitekto o nararapat na taong kikilos para</i>	None <i>(Wala)</i>	1 Hour <i>(1 Oras)</i>	City Architect & AMD

	<i>dito)</i>			
	1.3. PPD and ADSD Division Heads reviews request and coordinates for site inspection <i>(Ang mga puno ng dibisyon ng ADSD at PPD ay mag uuganayan para sa pagsiyasat ng lugar)</i>	None <i>(Wala)</i>	1 Hour <i>(1 Oras)</i>	PPD
2. Client will provide information regarding the project: - Transfer Certificate of Title (TCT)s - Space requirements - Others <i>(Pagbigay ng mga impormasyon tungkol sa Titulo ng Lupa, pangangailangan sa ispasyo at iba pa)</i>	2.1. Coordinate with the client for ocular site inspection on the actual / proposed project site <i>(Pakikipag ugnayan sa kliyente para sa takdang araw ng pagsiyasat sa lugar ng iminungkahing proyekto.)</i>  Preparation of Site Evaluation Report (SER) to determine project feasibility <i>(Paghanda ng SER batay sa pagsiyasat na ginawa kung ang proyekto ay posible)</i>	None <i>(Wala)</i>	3 to 5 Days <i>(3 to 5 Araw)</i>	PPD and ADSD A&B
	2.2. Preparation of schematic design in coordination with the clienteles, requesting parties and/or end users, Assistant City Architect and City Architect checking and approval <i>(Paghanda ng eskimatikong disenyo at pakikipag ugnayan sa mga kliyente, Pagsusuri ng Punong Arkitekto at pag apruba ng iminungkahing disenyo.)</i>	None <i>(Wala)</i>	14 Days - Simple <i>(14 Araw - Payak)</i>  20 Days - Intermediate <i>(20 Araw - Pagitan)</i>  30 Days - Complex <i>(30 Araw - Kumplikado)</i>	ADSD A&B, PPD and Asst. City Architect, City Architect
	2.3. Presentation of Project Plans to the requesting parties and/or end-user for approval	None <i>(Wala)</i>	1-5 Days - Simple <i>(1-5 Araw - Payak)</i> 6-10 Days - Intermediate <i>(6-10 Araw -</i>	ADSD A&B and PPD

	<i>(Pagpapakita ng disenyo sa kliyente para sa kanilang pag ayon)</i>		<i>Pagitan)</i>  11-14 Days - Complex <i>(11-14 Araw - Kumplikado)</i>	
	<p>2.4. d. Design development and preparation of architectural and engineering plans, designs and specifications <i>(Pagbuo ng disenyo at paghahanda ng mga planong arkitektural at inhinyero kasama ang espisipikasyon)</i></p> <p>Preparation of cost estimates and work program <i>(Paghahanda ng pagtanta ng gastos at programa ng gawain)</i></p> <p>Plotting/Printing of Design Documents <i>(Pagbalangkas / Paglilimbag ng mga dokumentong pang disensyo)</i></p>	None <i>(Wala)</i>	<p>22 Days - Simple <i>(22 Araw - Payak)</i></p> <p>44 Days - Intermediate <i>(44 Araw - Pagitan)</i></p> <p>66 Days - Complex <i>(66 Araw - Kumplikado)</i></p>	ADSD A&B and AUX
	2.5. Signs plans and other design documents <i>(Pagpirma ng mga dokumentong pang disensyo)</i>	None <i>(Wala)</i>	1 Day <i>(1 Araw)</i>	City Architect, ADSD A&B, AUX
	2.6. Packaging of Design Documents <i>(Pagbuklod ng mga dokumentong pang disensyo)</i>	None <i>(Wala)</i>	1 Day <i>(1 Araw)</i>	PPD
	2.7. Transmits Design Documents to INFRACOM <i>(Pagsumite ng mga dokumentong pangdisenyo sa INFRACOM)</i>	None <i>(Wala)</i>	1 Day <i>(1 Araw)</i>	AMD
	2.8. Preparation of Project Narrative for project inauguration <i>(Paghahanda ng</i>	None <i>(Wala)</i>	1 Day <i>(1 Araw)</i>	PPD

	<i>salaysay ng proyekto para sa inagurasyon)</i>			
	<b>TOTAL:</b>	<b>None</b> <i>(Wala)</i>	<b>55 Days - Simple</b> <i>(55 Araw - Payak)</i>  <b>84 Days - Intermediate</b> <i>(84 Araw - Pagitan)</i>  <b>124 Days - Complex</b> <i>(124 Araw - Kumplikado)</i>	

## 2. Supervision and Monitoring Services

The Supervision and Monitoring Division oversee the adherence to architectural and engineering designs, specifications and details for projects prepared by CARD, in the realization and implementation of infrastructure projects of the City Government undertaken by the City Engineering Department (QCED) and other government agencies, to ensure that all work meets the required quality.

*(Ito ang pangangasiwa at pagsubaybay ng mga proyektong isinasakatuparan ng tanggapan ng Punong Inhinyero kung ang mga ito ay naaayon sa disenyo, detalya at espisipikasyon na ihiinanda ng tanggapan ng punong Arkitekto at tiyakin na ang mga itinatayong gusali ay alinsunod sa tamang kalidad.)*

<b>Office or Division:</b>	Supervision and Monitoring Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	The Honorable Mayor, Barangay Captains and Councilors, Congressmen, other government agencies, other QC Government Departments <i>(Punong lungsod, Punong Barangay at mga Kinatawan ng Sangguniang Panlungsod, mga kongresista, ibang Kagawaran ng Pamahalaan at Ibang Tanggapan ng Lokal na pamahalaan Punong lungsod Quezon)</i>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Bidded plans and documents <i>(Mga na-bid na plano at dokumento)</i>		Endorsement from the Quezon City Engineering Department <i>(Liham ng paghikayat mula sa Tanggapan ng Inhinyero ng QC)</i>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit complete bid documents to City Architect Department <i>(Pagpasa ng mga dokumento ng bidding sa Tanggapan ng Punong Arkitekto)</i>	1.1. Receives letter request / list <i>(Pagtanggap ng sulat o listahan)</i>	None <i>(Wala)</i>	30 Min. <i>(30 Minuto)</i>	AMD
	1.2. City Architect reviews awarded project and routes to SMD <i>(Pagsusuri ng Punong Arkitekto ng mga nagawad na proyekto at pag atas nito)</i>	None <i>(Wala)</i>	1 Hour <i>(1 Oras)</i>	City Architect & AMD
	1.3. Implementation of project as endorsed by QCED and INFRACOM <i>(Pagpapatupad ng mga proyekto na nagmula sa QCED at INFRACOM)</i>	None <i>(Wala)</i>	Duration varies depending on the project condition <i>(Ang oras ng proseso ay depende sa kalagayan ng proyekto)</i>	SMD
2. QCED/Client/Contractor requests a kick-off meeting	2.1. Coordinate with QCED for ocular site inspection on the project site	None <i>(Wala)</i>	2 Days <i>(2 Araw)</i>	SMD



and project inspector assignment. Ang pagtalaga ng kawani pra sa pag siyasat ng proyekto	<i>(Pagsubaybay sa mga proyekto kasama ang QCED)</i>			
	2.2. Preparation of Site Inspection Report prior to construction for Transmittal to City Architect, QCED and INFRACOM <i>(Paghanda ng eskimatikong disenyo para sa pag-ayon ng Punong Arkitekto at ng kliyente)</i>	None (Wala)	1 - 3 Days (1 - 3 Araw)	SMD, AUX and ADSD
3. Conduct of regular inspection, monitoring and coordination with QCED, ADSD and AUX <i>(Pagsagawa ng palagiang pagsubaybay at pakikipag ugnayan sa QCED, ADSD at AUX)</i>	3.1. Preparation of inspection report/ project status to City Architect, QCED and INFRACOM	None (Wala)	Varies depending on project duration <i>(Nag-iiba depende sa haba ng panahon itinilaga sa proyekto)</i>	SMD, AUX and ADSD
4. Review and evaluation of Requests for the Preparation of Variation Plans from QCED <i>(Pag-aaral at pagsuri sa mga karagdagang gawain ng proyekto (variation Order) para sa paghanda ng kaukulang plano)</i>	4.1. Coordination with concerned divisions <i>(Pakikipag-ugnayan sa mga nakatalagang dibisyon)</i>	None (Wala)	3 - 5 Days (3 - 5 Araw)	SMD, AUX and ADSD
	4.2. Collate Variation Order documents and transmit to PPD for Packaging and Transmittal to QCED <i>(Pagsasaayos ng mga papeles ukol sa karagdagang gawain ng proyekto (variation Order) na isusumite sa QCED)</i>	None (Wala)	1 - 3 Days (1 - 3 Araw)	SMD and PPD
<b>TOTAL:</b>		None (Wala)	<b>Varies based on Contract/Project Duration</b> <i>(Nag-iiba depende sa haba ng panahon itinilaga sa proyekto)</i>	

### 3. Interiors and Office Furnishing Projects

This involves designing and furnishing office spaces to create functional and visually appealing working environments, optimizing space efficiency, comfort, and aesthetics while meeting the needs of end-users. This service includes preparation of floor plan layouts and purchase requests, as well as canvassing and inventory of furniture, partitions and fixtures for the project.

*(Ito ang mga proyektong hinggil sa pagplano ng mga tanggapan kung saan ito ay may konsiderasyon sa espasyong kailangan, disenyo na maging maginhawang lugar para ang mag kawani ay makapagtrabaho ng maayos. Kasama rin ang paghahanda ng Purchase Requests gayun din ang pagkalap ng presyo at angkop na kagamitan para sa kanilang pangangailangan)*

<b>Office or Division:</b>	Architectural Design Services Division B and Auxiliary Design Services (Interim)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government and other government agencies (Lokal na Pamahalaan ng Quezon City at iba pang Ahensya ng Gobyerno)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter from Departments/End user ( <i>Liham ng kahilingan mula sa departamento / end-user</i> )			Prepared request letter from Departments/End user ( <i>Inihandang liham ng kahilingan mula sa departamento / end-user</i> )	
<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> ( <i>Pagpasa ng liham sa Tanggapan ng Arkitektong Panglungsod o kaya sa email</i> )	1.1. Receives letter request ( <i>Pagtanggap ng liham/ sulat</i> )	None ( <i>Wala</i> )	30 Min. ( <i>30 Minuto</i> )	AMD
	1.2. City Architect reviews proposed project ( <i>Pagsusuri ng Punong arkitekto sa sulat</i> )	None ( <i>Wala</i> )	1 Hour ( <i>1 Oras</i> )	City Architect, Asst. City Architect, ADSD B, AMD and PPD
	1.3. Coordinates with concerned Department/ End-user as to requirements ( <i>Pakikipag-ugnayan sa mga opisina na may nais magpadisenyo</i> )	None ( <i>Wala</i> )	2 - 3 Days ( <i>2 - 3 Araw</i> )	ADSD B and PPD
2. Client will provide information regarding the project:  - Space requirements - Fund Source ( <i>Pagbigay ng kliyente ng impormasyon patungkol sa kanilang</i> )	2.1. Conducts ocular inspection and survey study ( <i>Pagsasagawa ng siyasat sa lugar ng proyekto</i> )	None ( <i>Wala</i> )	2 - 3 Days ( <i>2 - 3 Araw</i> )	ADSD B, AUX, and PPD
	2.2. Preparation of schematic design in coordination with the clienteles, requesting parties and/or end users, City Architect checking and approval ( <i>Paghanda ng eskimatikong disenyo para sa pag-ayon ng Punong Arkitekto at ng</i> )	None ( <i>Wala</i> )	10 Days ( <i>10 Araw</i> )	ADSD B

<i>kailangan at kaukulang pondo para dito)</i>	<i>kliyente)</i>			
	2.3. Presentation of Project Plans to the requesting parties and/or End-user for approval <i>(Paghain ng disenyo sa kliyente)</i>	None <i>(Wala)</i>	5 Days <i>(5 Araw)</i>	City Architect and ADSD B
	2.4. Design development and preparation of architectural and engineering plans and details <i>(Paghanda ng mga plano)</i>  Canvassing of furniture and Cost Estimates <i>(Pagkalap ng presyo ng mga kagamitan)</i>  Preparation of purchase request and inventory of furniture <i>(Paghanda ng Purchase Request (PR) at listahan ng mga gamit)</i>	None <i>(Wala)</i>	10 Days <i>(10 Araw)</i>	ADSD B, AUX and AMD
	2.5. Transmits layouts, and purchase request to the end-user/s <i>(Pagdala ng plano at Purchase request sa Kliyente)</i>	None <i>(Wala)</i>	1 Day <i>(1 Araw)</i>	AMD and PPD
	2.6. Attends Pre-procurement, Pre-Bidding and Bidding Conferences <i>(Pagdalo sa pulong ng Pre-procurement at Bidding)</i>	None <i>(Wala)</i>	1 Day each based on Procurement schedule <i>(1 Araw bawat isa base sa talakdaan ng Procurement)</i>	ADSD B
	2.7. Monitors and supervises the on-going installation and deliveries of the project – until completion of Project <i>(Pagsubaybay sa mga ginagawang proyektong hanggang sa pagtatapos nito)</i>	None <i>(Wala)</i>	Varies based on Contract / Project Duration <i>(Nag-iiba depende sa haba ng panahon itinilaga sa proyekto)</i>	ADSD B and AUX
<b>TOTAL:</b>		None <i>(Wala)</i>	<b>Varies based on Contract / Project Duration</b> <i>(Nag-iiba depende sa haba ng panahon itinilaga sa proyekto)</i>	

## 4. Master Planning Services

These concern developments involving significant tracts of undeveloped land that could be developed for the enjoyment and benefit of the general people. Communities that need to be renovated or redeveloped are examples of current established places where master planning may be done.

*(Ito ang pagsasagawa ng pag-aaral tungkol sa mga lupaing dapat paunlarin para sa kapakinabangan ng pangkalahatan. Mag komunidad na nangangailangan ng pagsasaayos o pagkukumpuni na mapapatunayang nararapat na gawan ng master planning.)*

<b>Office or Division:</b>	Architectural Design Services Division C			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Office of the City Mayor (Tanggapan ng Punong Lungsod)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor's 14 Point Agenda <i>(Listahan ng mga pangunahing proyekto ng INFRACOM batay sa Labing Apat (14) na talaan ng kaunahang proyekto ng Punong Lungsod)</i>		Endorsement from the Office of the City Mayor <i>(Liham ng paghikayat mula sa Tanggapan ng Punong Lungsod)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit request letter to City Architect Department or send email to <a href="mailto:cityarchitect@quezoncity.gov.ph">cityarchitect@quezoncity.gov.ph</a> <i>(Pagpasa ng liham sa Tanggapan ng Arkitektong Panlungsod o kaya sa email)</i>  OCM's instructions (Congressmen, Councilors, Barangay Captains, other government agencies, other QC Government Departments) <i>(Mga atas ng Tanggapan ng Punong Lungsod sa mga Kongresista, mga konsehal, mga Kapitan ng Barangay at Ibang Tanggapan ng Lokal na pamahalaan)</i>	1.1. Receives letter request / list - City Architect to instruct ADSD C to start research, study and evaluation <i>(Pagtanggap ng liham/sulat para sa pag-atas ng gabay sap ag-aaral at pagsisiyasat para sa hinihiling na proyekto.)</i>	None (Wala)	1 Hour (1 Oras)	City Architect and AMD
2. Client / Requesting	2.1. Coordinate with the	None	3 - 5 Days	ADSD C and

Party will provide information regarding the project: - Transfer Certificate of Title (TCT) - Site survey including boundaries, topography, vegetation, body of water/s, existing structures and right-of-way. - Space requirements - Others <i>(Pagbigay ng kliyente ng impormasyon ukol sa Titulo ng lupa, survey ng lupa para sa mga hanganan nito, mga nakatayong gusali, topograpiya, mga lagusan, mga patubig, mga halaman at puno at iba pa)</i>	client / requesting party for ocular site inspection on the actual / proposed project site <i>(Pakikipag-ugnayan sa mga kliyente / humuhiling ng inspeksyon para sa aktwal / iminungkahing lugar ng proyekto)</i>	(Wala)	(3 - 5 Araw)	PPD
	2.2. Preparation of Site Evaluation Report (SER) to determine project feasibility <i>(Paghanda ng SER batay sa pagsiyasat na ginawa kung ang proyekto ay posible)</i>	None (Wala)	3 Days (3 Araw)	PPD
	2.3. Continuing with Research <i>(Patuloy na pagsasaliksik)</i>	None (Wala)		ADSD C
	2.4. Provision of schematic design in coordination with the clienteles, requesting parties and/or end users for approval <i>(Paghanda ng eskimatikong disenyo at pakikipag ugnayan sa mga kliyente)</i>	None (Wala)	Varies depending on the scale and complexity <i>(Nag-iiba ayon sa antas at pagiging kumplikado ng proyekto)</i>	ADSD C and AUX
	2.5. Client to provide comments/ feedback on the schematic design presented by the City Architect Department <i>(Pagpapakita ng disenyo sa kliyente para sa kanilang komento at pag-ayon)</i>	None (Wala)	Varies depending on the scale and complexity <i>(Nag-iiba ayon sa antas at pagiging kumplikado ng proyekto)</i>	ADSD C
	2.6. Presentation of Project Plans and Perspectives for Approval <i>(Pag-apruba ng kliyente)</i>	None (Wala)	5 Days (5 Araw)	ADSD C and PPD
	2.7. Design development and preparation of architectural and engineering plans, specifications and cost estimates for	None (Wala)	22 Days - Simple <i>(22 Araw - Payak)</i>  44 Days - Intermediate	ADSD C and AUX

	sub-projects (Pag ibayo ng disenyo at mga detalye nito. Paghanda ng mga kaukulang plano, espesipikasyon at tala ng halagang igugol para sa proyekto)		(44 Araw - Pagitan)  66 Days - Complex (66 Araw - Kumplikado)	
	2.8. Signs plans and other design documents (Pagpirma ng mga plano ng Punong Arkitekto)	None (Wala)	1 Day (1 Araw)	City Architect, ADSD ABC and AUX
	2.9. Packaging of Design Documents (Pagsasa-ayos ng kumpletong dokumento para sa proyekto)	None (Wala)	1 Day (1 Araw)	PPD
	2.10. Transmits Design Documents to INFRACOM (Pagsumite nito sa INFRACOM)	None (Wala)	1 Day (1 Araw)	AMD
	2.11. Preparation of Project Narrative for project inauguration (Paghanda ng sanaysay ukol sa proyekto para sa inagurasyon)	None (Wala)	1 Day (1 Araw)	PPD
<b>TOTAL:</b>		<b>None (Wala)</b>	<b>Varies based on schedule provided on the request</b> (Nag-iiba ayon sa talakdaan na isinaad sa liham para sa proyekto)	

## 5. External Services

These are tasks other than those enumerated but require technical opinion and guidance for other projects by other government agencies within Quezon City Jurisdiction (DPWH, MRT, etc.).

*(Ito ang mga gawaing hindi nabilang sa mga nabanggit na serbisyo ng tanggapan na kung saan hinihingi ang teknikal na opinyon at patnubay para sa mga proyekto ng ibang ahensya ng pamahalaan na matatagpuan sa nasasakupan ng lungsod)*

<b>Office or Division:</b>		Planning and Programming Division, Architectural Design Services Divisions A, B and C and Auxiliary Design Services (Interim)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Other government agencies <i>(Iba't-ibang Kagawaran ng Pamahalaan)</i>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter from agencies			Prepared request letter from agencies	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Representative of government agencies will give request letter to City Architect Department or send email to <a href="mailto:cityarchitect@quezoncity.gov.ph">cityarchitect@quezoncity.gov.ph</a> <i>(Ang Kinatawan ng ibang tanggapan/ahensya ng pamahalaan ay magsumite ng liham patungo sa Tanggagapang ng Punong Arkitekto or sa email)</i>	1.1. Accept and record letter <i>(Pagtanggap at pag tala ng liham)</i>	None <i>(Wala)</i>	30 Min. <i>(30 Minuto)</i>	AMD
	1.2. Request letter will be given to City Architect for approval and routing to Division Head/s concerned <i>(Pagsusuri ng liham ng Punong Arkitekto para itataga sa dibisyon na kikilos)</i>	None <i>(Wala)</i>	1 Day <i>(1 Araw)</i>	City Architect, Asst. City Architect and AMD
	1.3. Division Head/s will respond to request and/or assign Architect or Engineer to handle the request <i>(Pagtalaga ng Arkitekto o kaya inhinyero para gawain)</i>	None <i>(Wala)</i>	Varies based on schedule provided on the request <i>(Nag-iiba ayon sa talakdaan na isinaad sa liham para sa proyekto)</i>	ADSD, AUX and PPD
	1.4. Coordination between both agencies as to completion of requests <i>(Pakikipag-ugnayan sa ibang tanggapan/ahensya para sa pagtatapos ng proyekto)</i>	None <i>(Wala)</i>	Varies based on schedule provided on the request <i>(Nag-iiba ayon sa talakdaan na isinaad sa liham para sa proyekto)</i>	ADSD, AUX and PPD
<b>TOTAL:</b>		None <i>(Wala)</i>	Varies based on schedule provided on the request <i>(Nag-iiba ayon sa talakdaan na isinaad sa liham para sa proyekto)</i>	

# CITY BUDGET DEPARTMENT

## Internal Service

### 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>	G2G – 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>	
1. 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 Budget Call and prepare budget proposal	1. 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>
2. Attend budget orientation	2. Conduct budget orientation	None	1 Day	<i>City Finance Committee, City Budget Department</i>
3. Submit budget proposals with necessary budgetary documents/ requirements	3. Receive submitted proposals with complete budgetary requirements/ documents, stamp the date and time received and distribute to assigned budget analyst	None	10 Min.	<i>Budget Analyst Receiving Clerk</i>
4. Coordinate with the budget analyst in-charge	4. 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 Division Head</i>
5. Attend Preliminary	5. Conduct Preliminary Budget	None	9 Days	<i>City Finance Committee,</i>



Budget Hearing	Hearing			<i>City Budget Department</i>
6. Coordinate with budget analysts for program prioritization	6. Finalize the proposed budget based on the findings and recommendations of CFC during budget hearing	None	16 Days	<i>Budget Analyst, Encoders, Division Chiefs</i>
7. Receive the proposed annual budget of the city for approval of the City Mayor	7. Submit the proposed budget to the City Mayor for approval	None	6 Days	<i>City Finance Committee</i> City Budget Department
8. Receive from the City Mayor the signed proposed annual budget of the city	8. Reproduce copies of the proposed annual budget of the city	None	16 Days	City Budget Department
9. Receive the proposed annual budget of the city by the Office of the Secretary to the Sanggunian	9. Submit the proposed annual budget to the Office of the City Secretary for deliberation and approval of the City Council	None	1 Day	City Budget Department
<b>TOTAL:</b>		<b>None</b>	<b>66 Days and 10 Min.</b>	

## 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 (WFPR) 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>	G2G – 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>	
1. Work and Financial Plan and Request for Allotment (WFPR) – two (2) original copies supported with a copy of approved Project Procurement Management Plan (PPMP) except for salaries, allowances and other benefits			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 WFPR with approved PPMP except for salaries, allowances and other benefits	1.1. Receive WFPR, stamp the date and time received, and distribute to assigned budget analyst	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Evaluate submitted WFPR with attachment, and recommend amount for release	None	2 Days	<i>Budget Analyst, Division Head</i>
	1.3. Approve WFPR			<i>Asst. Dept. Head, Dept. Head</i>
	1.4. Prepare and generate Advice of Allotment (AA)			<i>BMIS Division Encoder</i>
	1.5. Review generated AA and recommend approval			<i>Budget Analyst, Division Head, Asst. Dept. Head, Dept. Head,</i>
	1.6. Transmit AA to the Office of the City Mayor (OCM)			<i>Releasing Clerk</i>
	1.7. Receive the approved AA from the OCM	None	30 Min.	<i>Releasing Clerk</i>
	1.8. Transmit the original copy of approved AA to the City Accounting Department.			<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 40 Min.</b>	

### 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>	G2G – 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>	
1. 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 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 supporting documents	1.1. Receive ObR, stamp the date and time received, assign control number, encode and distribute to assigned budget analyst	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Review and evaluate ObR and attachments	None	2 Hours (for payroll)  1 Day (for RIS/ BAC Resolution)	<i>Budget Analyst</i>
	1.3. Approve and sign ObR for payroll or Recommend approval for ObR with RIS / BAC Resolution			<i>Division Head</i>
	1.4. Encode details of ObR			<i>Division Encoder</i>
	1.5. Approve and sign ObR with RIS / BAC Resolution			<i>Asst. Dept. Head, Department Head</i>
	1.6. Secure 2nd original signed copy of ObR for filing and distribute approved ObR to assigned division	None	10 Min.	<i>BMIS Division Releasing Clerk</i>
	1.7. Transmit approved ObR to City Accounting Department (with RIS/DV/ Payroll) or Procurement Department (with BAC Resolution)	None	10 Min.	<i>Division Head, Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 30 Min. or 1 Day and 30 Min.</b>	

## 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.

Office or Division:	Barangay Operation Affairs Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	142 Barangays of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Budget (copy of checklist)			Concerned Barangay of Quezon City	
2. SK Budget (copy of checklist)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Budget with documents required	1.1. Receive barangay budget with required documents ( <i>per checklist</i> ), stamp the date and time received, and distribute to assigned budget analyst	None	10 Min.	<i>Budget Analyst Receiving Clerk</i>
	1.2. Review and evaluate barangay budget	None	5 Days	<i>Budget Analyst, Division Head</i>
	1.3. Release reviewed barangay budget to the concerned barangay for transmittal to the City Council			<i>Dept. Head / Asst. Dept. Head, Releasing Clerk</i>
	1.4. Receive approved barangay budget from the City Council	None	1 Day	<i>Receiving Clerk</i>
	1.5. Transmit approved barangay budget to the concerned barangay			<i>Division Head, Dept. Head/ Asst. Dept. Head Releasing Clerk</i>
	1.6. Receive SK budget with required documents (per checklist), stamp the date and time received, and distribute to the assigned budget analyst	None	10 Min.	<i>Budget Analyst Receiving Clerk</i>
	1.7. Review and evaluate SK budget	None	3 Days	<i>Budget Analyst, Division Head</i>
	1.8. Release reviewed SK budget to the concerned barangay for transmittal to the City Council			<i>Dept. Head/Asst. Dept. Head, Releasing Clerk</i>
	1.9. Receive approved SK budget from the City Council	None	1 Day	<i>Receiving Clerk</i>
	1.10. Transmit approved SK budget to the concerned barangay			<i>Division Head, Dept. Head/ Asst. Dept. Head Releasing Clerk</i>
TOTAL:		None	10 Days and 20 Min.	

# CITY CIVIL REGISTRY DEPARTMENT

## External Services

### 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 (Counter 18)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>		
1. Duly accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
<b>For Marital Child</b> ( <i>children born at the time of marriage of the parents</i> ): 1. Marriage Certificate of Parents; 2. Copy of valid IDs of parents ( <i>Passport if one or both parents is a foreigner</i> )		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered		
<b>For Non-Marital Child</b> ( <i>children born outside of marriage of the parents</i> ): 1. Signed and notarized Affidavit of Acknowledgment/ Admission of Paternity ( <i>found at the back of the Certificate of Live Birth, if the child is acknowledged by the father</i> ); 2. Notarized Affidavit to Use the Surname of the Father (AUSF) ( <i>If surname of the father will be used</i> ) executed by: a. Mother; or b. Father ( <i>deceased mother or in case of abandonment</i> ) 3. Copy of valid IDs of parents ( <i>Passport if one or both parents is a foreigner with latest date of arrival</i> )		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	1.1. Receives Certificate of Live Birth for registration	None	5 Min. / Certificate of Live Birth	Receiving Clerk City Civil Registry Department
	1.2. Checks completeness and correctness of entries and attachments			
	1.3. If complete and correct, assigns registry number			
2. Receive	2. Release personal	None		

registered personal copy of registered Certificate of Live Birth	copy to registrant			
<b>TOTAL:</b>		<b>None</b>	<b>5 Min.</b>	

**Note:**

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

\*All incomplete data/ requirements will not be accepted.

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

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 (Counter 18)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>		
1. Accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
<b>For Marital Child</b> ( <i>children born at the time of marriage of the parents</i> ): 1. Marriage Certificate of Parents; 2. Copy of valid IDs of parents ( <i>Passport if one or both parents is a foreigner</i> )		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered		
<b>For Non-Marital Child</b> ( <i>children born outside of marriage of the parents</i> ): 1. Signed Acknowledgment/ Admission of Paternity found at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i> ); 2. Notarized Affidavit to Use the Surname of the Father (AUSF) ( <i>If surname of the father will be used</i> ) executed by: a. Mother; or b. Father ( <i>deceased mother or in case of abandonment</i> ) 3. Copy of valid IDs of parents ( <i>Passport if one or both parents is a foreigner with latest date of arrival</i> )		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>
1.1. Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	1. Clerk monitors the QC Birth Registration Online (QC BRO) Dashboard. Once a submission is received, Clerk shall evaluate the virtually accomplished Certificate of Live Birth Form and its attachments.	None	1 to 3 Working Days upon receipt of submission	Staff City Civil Registry Department
1.2. Click "Civil Registry Online Services"				
1.3. At the lower part of the page, click "Submit Birth Registration"				
1.4. Fill in all the required fields with the correct information about the child and				

the circumstances of birth.				
1.5. Upload the digital copy of the required documents to the assigned folder.				
2. Await an email notification stating that the required original documents should be submitted.	2. Once documentary requirements are deemed complete and correct, the clerk updates the status of submission to "For Submission of Original Documents".	None		
3. Proceed to the City Civil Registry Department Office to submit original documents.	3. Receives original requirements for birth registration  If complete, assign registry number.	None	5 Min.	
4. Receive personal copy of registered Certificate of Live birth	4. Release personal copy to registrant	None		
<b>TOTAL:</b>		<b>None</b>	<b>1 to 3 Days and 5 Min.</b>	

**Note:**

\*Registration of Regular and Timely Certificate of Live Birth Via QC Birth Registration Online is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipt will be processed.



### 3. Delayed 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 - <b>Birth Registration Division (Counter 16)</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<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>	
1. 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)	
2. Signed and Notarized Affidavit for Delayed Registration at the back of the Certificate of Live Birth form			
3. Negative Certification of Birth from PSA		PSA or National Archives of the Philippines, if applicable	
4. Certificate of No Record (CNR)		City Civil Registry Department - Counter 1 or 2	
5. 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 (with Voter’s Registration Record, if the certification has no information on the place of birth)</li></ul>		Religious Institutions  School  BIR  Concerned Hospitals or other birthing facilities Barangay of residence PhilHealth Pag-ibig SSS COMELEC	
<b>For Marital Child:</b> <ul style="list-style-type: none"><li>1. Parents’ Certificate of Marriage</li><li>2. Passport (<i>If one or both parents is a foreigner</i>)</li></ul>		PSA or a Local copy issued by the Local Civil Registry Office where the marriage certificate was registered	
<b>For Non-Marital Child:</b> <ul style="list-style-type: none"><li>1. Signed and Notarized Acknowledgment/ Admission of Paternity (<i>found at the back of the Certificate of Live Birth, if the child is acknowledged by the father</i>);</li><li>2. Notarized affidavit to Use the Surname</li></ul>		City Civil Registry Department - Counter 16;	

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> 3. Acceptable and recognized proof of acknowledgement by the father, if the child is born before August 3, 1988 and the father is deceased 4. Joint Affidavit of Two Disinterested Persons / Witnesses 5. Government issued ID or Cedula 6. Passport (If one or both parents is a foreigner with latest date of arrival)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	1.1. Informs the applicant to secure Certificate of No Record (CNR) in Counter 1 or 2;	Certificate of No Record (CNR) - PHP 150.00	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 City Civil Registry Department</i>
	1.2. Informs client to proceed to submit all necessary requirements to Counter 16			
	1.3. If Issued with a CNR, provides requirements for late registration of birth certificate			
	1.4. Upon completion of requirements, issues a dummy Certificate of Live Birth Form to be Filled-out by the applicant			
	1.5. If completely filled – out, clerk encodes the entries into the Certificate of Live Birth from;			
	1.6. After the applicant checks and signs the encoded form, with			

	attached requirements, issues order of Payment			
2. Pay at cashier the corresponding fees	2. Once paid, gives the personal copy to the applicant/ registrant indicating the date of release	Late Registration - PHP 200.00		<i>Collector</i> City Treasurer's Office
3. Wait until the 10-day Mandatory Posting Period is complete	3. Once paid, wait for the mandatory posting period of 10 days			<i>Receiving / Releasing Clerk</i> City Civil Registry Department
4. Receives Personal Copy of the Registered Certificate of Live Birth	4. Release personal copy of the registered Certificate of Live Birth			
<b>TOTAL:</b>		<b>PHP 350.00</b>	<b>11 Days</b>	

**Note:**

\*Delayed Registration of Certificate of Live Birth is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipt will be processed.

#### 4. Delayed Registration of Certificate of Live Birth Via QC Birth Registration Online (BRO)

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.

Office or Division:	City Civil Registry Department - <b>Birth Registration Division (Counter 18)</b>		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities	
2. Signed and Notarized Affidavit for Delayed Registration at the back of the Certificate of Live Birth form			
3. Negative Certification of Birth		PSA or National Archives of the Philippines, if applicable	
4. Certificate of No Record (CNR)		City Civil Registry Department - Counter 1 or 2	
5. 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 (with Voter’s Registration Record, if the certification has no information on the place of birth)</li></ul>		Religious Institutions  School  BIR Insurance provider Concerned Hospitals or other birthing facilities Office of the Barangay PhilHealth Pag-IBIG SSS COMELEC	
For Marital Child: <ul style="list-style-type: none"><li>1. Marriage Certificate of Parents;</li><li>2. Passport (<i>If one or both parents is a foreigner</i>)</li></ul>		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered	
For Non-Marital Child: <ul style="list-style-type: none"><li>1. Signed and notarized Affidavit of 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>2. Notarized Affidavit to Use the Surname</li></ul>		City Civil Registry Department - Counter 18	

<p>of the Father (AUSF) <i>(if the surname of the father will be used)</i> executed by:</p> <ol 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> </ol> <ol style="list-style-type: none"> <li>Acceptable and recognized proof of acknowledgment by the father, if the child is born before 03 August 1988 and the father is deceased</li> <li>Joint Affidavit of Two Disinterested Persons / Witnesses</li> <li>Government issued ID or Cedula</li> <li>Passport <i>(If one or both parents is a foreigner with latest date of arrival)</i></li> </ol>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Log in to QC E-services Account at <a href="https://qceservices.ezoncity.gov.ph/">https://qceservices.ezoncity.gov.ph/</a>	1. Clerk monitors the QC Birth Registration Online (QC BRO) Dashboard. Once a submission is received, Clerk shall evaluate the virtually accomplished Certificate of Live Birth Form and its attachments.	Certificate of No Record (CNR) - PHP 150.00	1 to 3 Working Days upon receipt of submission	Staff City Civil Registry Department
1.2. Click "Civil Registry Online Services"				
1.3. At the Birth Services part of the page, click "Birth Registration"				
1.4. Upload the digital copy of the required documents to the assigned folder.				
1.5. Fill in all the required fields with the correct information about the child and the circumstances of birth.				
2. Await an email notification stating that the required original documents should be submitted.	2. Once documentary requirements are deemed complete and correct, the 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.			
3. Proceed to the City Civil Registry Department Office to submit original documents.	3. Receiving Clerk informs applicant/ registrant to secure Certificate of No Record.  If Issued with a CNR, Clerk receives original requirements for birth registration		11 Days  If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	
4. Pay at City Treasurer's Office the corresponding fees	3. Once paid, gives personal copy of applicant/ registrant indicating the date of release	Late Registration Fee PHP 200.00		<i>Collector</i> City Treasurer's Office
5. Wait until the 10-day Mandatory Posting Period is complete	4. Once paid, wait for the mandatory posting period of 10 days	None		<i>Staff</i> City Civil Registry Department
6. Receive personal copy of Certificate of Live Birth	5. Date of Release shall be the 11th day	None		
<b>TOTAL:</b>		<b>PHP 350.00</b>	<b>11 to 14 Days</b>	

**Note:**

\*Delayed Registration of Certificate of Live Birth Via QC Birth Registration Online is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipt will be processed.

## 5. Application via QC Marriage Registration Online (MRO) 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

Office or Division:	City Civil Registry Department - <b>Marriage Registration Division (Counter 11)</b>		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	QC Constituents <i>*Marriageable Age: 18 years old; No “Legal Impediments to Marry”</i>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Marriage License Application Form (via QC MRO)		City Civil Registry Department - Counter 11	
2. Government-issued/ Valid Identification Card <ul style="list-style-type: none"><li>● QCitizen ID or any ID with QC address indicated <i>(for QC residents)</i></li></ul>		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office	
3. Birth or Baptismal Certificates of both applicants (if no BC)		PSA; Local Registry Office / Place of Birth (for Certified True Copy of BC) Place of Baptism	
4. Certificate of No Marriage (CENOMAR) <i>(At least 6 months from the date of issuance)</i>		PSA	
5. Community Tax Certificate (if no valid Government – issued Identification Card)		City Treasurer's Office	
6. 2x2 picture of both applicants (1 for each applicant)		Client	
7. Barangay Residency Certificate (if no valid ID with QC address)		Place of residency's Barangay Hall	
If applicable: <ul style="list-style-type: none"><li>1. Municipal Form No. 92 - Consent of Marriage of A Person Under Age <i>(18- 20 yrs. old)</i></li><li>2. Municipal Form No. 7 - Sworn Statement that Advice of Parents or Guardian has been asked <i>(21-25 yrs. old)</i></li><li>3. Municipal Form No. 8 - Advice upon Intended Marriage <i>(21-25 yrs. old)</i></li><li>4. Certificate of Family Planning <i>(18 yrs old and above)</i></li><li>5. Certificate of Marriage Counseling <i>(18-25 yrs old)</i></li></ul>		City Civil Registry Department - Counter 11; City Health Department;  Social Services and Development Department (SSDD);  Court of the place where the decision was rendered; Court of the place where the decision was rendered; PSA	
If either the contracting parties is previously married: <ul style="list-style-type: none"><li>1. Judicial Decree of Annulment or declaration of nullity of his or her previous marriage (Decision and Finality)</li><li>2. Judicial decree of Absolute Divorce</li><li>3. Death Certificate of the deceased spouse</li><li>4. Annotated Marriage Certificate</li></ul>		Court of the place where the decision was rendered; Court of the place where the decision was rendered; PSA	
For Foreigners:			

<ol style="list-style-type: none"> <li>1. Photocopy of valid passport (<i>Bio page and latest date of arrival</i>)</li> <li>2. Alien Certificate of Registration (ACR) or Extension (<i>if any</i>)</li> <li>3. Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials</li> <li>4. Apostilled Certificate of No Legal Impediment (CNI) to Marry</li> <li>5. Certificate of Family Planning and Marriage Counseling &amp; Responsible Parenthood</li> <li>6. If Divorced: <ol style="list-style-type: none"> <li>a. Copy of final decree or absolute divorce</li> </ol> </li> <li>7. If widowed: <ol style="list-style-type: none"> <li>a. Death Certificate of the deceased spouse</li> </ol> </li> </ol>	<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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**Note:**

- *Submit to the Civil Registry Officer the original copies of the requirements for filing;*
- *Personal appearance of both the contracting parties is required*
- *Filing & Release of Marriage License: only until 3 pm*
- *Marriage License is valid for 120 days from the date of issuance.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> 1.2. Click "Civil Registry Online Services" 1.3. At the Birth Services part of the page, click "Marriage Registration" then click "Marriage License Application" 1.4. Upload the digital copy of the required documents to the assigned folder. 1.5. Fill in all the required fields with the correct information about the groom and bride. 1.6. Await an email notification stating that the required original documents should be submitted.	1.1. Clerk monitors the QC Marriage Registration Online (QC MRO) Dashboard.  1.2. Once a submission is received, Clerk shall evaluate the virtually accomplished Application form and its attachments.  1.3. Once documentary requirements are deemed complete and correct, clerk updates the status of submission to "For Submission of Original Documents".	None	1 to 3 Days upon receipt of submission	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Proceed to the City Civil Registry	2. Evaluate the submitted	None	10 Days Posting	<i>Receiving / Releasing Clerk</i>



Department Office to submit original documents.	documents		*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.	City Civil Registry Department
3. Pay at City Treasurer's office the corresponding fees	3. Issue an order of payment	Marriage License Application Form - PHP 50.00  Filing Fee - PHP 100.00		<i>Collector</i> City Treasurer's Office
4. Submit the notarized marriage license application form and all the other required documents	4. Receive payment and issue the client's receiving copy of the filed marriage license application form	None	Marriage license shall be issued on the 11th day from the submission of the application	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
5. Before receiving the Marriage License: Submit the Certificate of Family Planning and if applicable, submit the Certificate of marriage Counseling	5. Release of Marriage License	Marriage License - PHP 100.00		<i>Receiving / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		<b>PHP 250.00</b>		

**Note:**

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

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipt will be processed.

## 6. Registration of Regular and Timely Certificate of Marriage

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 the 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 - <b>Marriage Registration Division (Counter 12)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	QC constituents, Non-QC Residents (who were married in Quezon City)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Marriage (4 copies) signed by the solemnizing officer			Church, Place of marriage	
2. Original or Photocopy of Marriage License			Local Civil Registry Office of the place of residency	
3. Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer			Church Ministry / Religious Sect	
<b>If applicable:</b> 4. 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)			Client	
<b>If applicable:</b> 5. Notarized Request for the celebration of marriage in a place other than those authorized by law.			Solemnizing officer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Certificate of Marriage for registration	1. Receive Certificate of Marriage for registration, check entries and signatures	None	5 Min. / Certificate of Marriage	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at City Treasurer's office the corresponding fees	2. Issue order of payment	Registration Fee - PHP 50.00	5 Min.	<i>Collector</i> City Treasurer's Office
3. Receive personal copy of Marriage Certificate	3. Receive Official Receipt, assign registry number, and release the same	None	5 Min.	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>15 Min.</b>	

### Note:

\*Registration of Regular and Timely Certificate of Marriage is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipt will be processed.

## 7. Delayed 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 - <b>Marriage Registration Division (Counter 12)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>	
1. Certificate of Marriage (4 copies) signed by the solemnizing officer with Notarized Affidavit for Delayed Registration found at the back of Certificate of Marriage			Church, Place of marriage	
2. Original or Photocopy of Marriage License			Local Civil Registry Office of the place of residency	
3. Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer			Church Ministry / Religious Sect	
<b>If applicable:</b> 1. 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)			Client	
<b>If applicable:</b> 1. 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. Submit a Certificate of Marriage for registration	1. Receive Certificate of Marriage for registration, check entries and signatures	None	5 Min. / Certificate of Marriage	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at cashier the corresponding fees	2. Issue order of payment	Registration Fee – PHP 200.00  Certificate of No Records (CNR) – PHP 150. 00	10 Days Posting  *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 personal copy of Marriage Certificate	3. Receive Official Receipt and issue claim stub of the applicant / registrant indicating the date of release	None	Certificate of	<i>Receiving / Releasing Clerk</i> City Civil Registry Department

			Marriage shall be issued on the 11th day from the submission of the Application	
<b>TOTAL:</b>		<b>PHP 350.00</b>	<b>11 Days</b>	

**Note:**

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

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed

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

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

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	QC Constituents, Non-QC residents whose deceased family member died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Home			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Death (4 copies)		Hospitals, Funeral Homes , City Health Department, Medical Clinics		
2. Autopsy Report (if applicable)		NBI or PNP - Medico Legal Section		
3. Photocopy of Government Issued IDs of the Deceased and Informant		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP or Birth Certificate		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits original 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 Min.	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pays at City Treasurer's Office corresponding fees	2. Issues order of payment	Burial or Cremation Fee - PHP 100.00		<i>Collector</i> City Treasurer's Office
3. Receive personal copy and certified photocopy of registered Certificate of Death with official receipts.	3. Upon receipt of Official Receipt, receive to assign registry no. and release the same	Transfer Fee - PHP 100.00 (if applicable)		<i>Receiving/ Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		<b>PHP 150.00</b>	<b>20 Min.</b>	

### Note:

\*Registration of Regular and Timely Certificate of Death is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed

## 9. Registration of Regular and Timely Certificate of Death Via QC Death Registration Online (DRO)

This is the process of registering the Certificates of Death of deceased persons whose death occurred in Quezon City within thirty (30) days from the date of death through the QC Death Registration Online portal at the QC E-services.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	QC Constituents, Non-QC residents whose deceased family member died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Home			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Death (4 copies)		Hospitals, Funeral Homes , City Health Department, Medical Clinics		
2. Autopsy Report (if applicable)		NBI or PNP - Medico Legal Section		
3. Photocopy of Government Issued IDs of the Deceased and Informant		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP or Birth Certificate		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Log in to QC E-services Account at <a href="https://qceservices.quezon.city.gov.ph/">https://qceservices.quezon.city.gov.ph/</a>	1. Clerk monitors the QC Death Registration Online (QC DRO) Dashboard.  Once a submission is received, Clerk shall evaluate the virtually accomplished Certificate of Death Form and its attachments.	None	5 Min.	Staff City Civil Registry Department
1.2. Click “Civil Registry Online Services”				
1.3. Death Services of the page, click “Death Registration”				
1.4. Fill in all the required fields with the correct information about the deceased and the circumstances of death.				
1.5. Upload the digital copy of the required documents to the assigned folder.				
2. Notification will be received stating that the required original documents should be submitted.	2. Once documentary requirements are deemed complete and correct, clerk updates the status of submission to “For Submission of Original Documents”.	None		
3. Proceed to the City Civil Registry	3. Receives original requirements for	None	5 Min.	

Department Office to submit original documents.	Death registration If complete, assign registry number.			
4. Receive personal copy of registered Certificate of Death	4. Release personal copy to registrant	None	10 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.</b>	

**Note:**

\*Registration of Regular and Timely Certificate of Live Birth Via QC Birth Registration Online is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipt will be processed.

## 10. Delayed Registration of Certificate of Death

This is the process of registering the Certificates of Death of those deceased persons 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 - <b>Death Registration Division (Counter 7)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>		
1. Original Certificate of Death (4 copies) with Notarized Affidavit for Delayed Registration found at the back of Certificate of Death		Hospitals, Funeral Homes, City Health Department, Medical Clinics or other persons holding the original copy of certificate of death.		
2. Autopsy Report (if applicable)		NBI or PNP - Medico Legal Section		
3. Photocopy of Government Issued IDs of the Deceased and Informant		BIR, SSS, UMID, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP or Birth Certificate		
4. Certificate of Burial/ Cremation		Cemetery/ Columbarium/ Crematorium		
5. Certificate of Service		Funeral Homes		
6. PSA Negative Certification		PSA		
7. 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. Submit original 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 150.00  Late Registration - PHP 200.00	11 Calendar Days (from the date of receipt)  * 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>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	Burial or Cremation Fee - PHP 100.00		<i>Collector</i> City Treasurer's Office
3. Receive the photocopy of official receipt as claim stab and Wait for the 10-day mandatory posting period.	3. Upon receipt of Official Receipt, review the documents within 10 days and assign schedule date for its release	Transfer Fee - PHP 100.00 (if applicable)		
4. Receive personal copy and certified photocopy of registered Certificate of Death with official	4. Release the personal copy and registered Certificate of Death with official	None		<i>Releasing Clerk / Acting Chief</i> City Civil Registry Department



receipts on the day of its release.	receipts on the 11th day			
<b>TOTAL:</b>		<b>PHP 450.00</b>	<b>11 Days</b>	

**Note:**

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

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.

## 11. Request for Exhumation Permit

This is the process of securing an Exhumation Permit for deceased persons who were buried in cemeteries located in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 6, 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	QC Constituents, Non-QC residents whose deceased member is buried in cemeteries in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Exhumation Letter		Quezon City Health Department, City Hall Complex		
2. Certified copy of Certificate of Death		Local Civil Registry Office (LCRO) where the death occurred or PSA		
3. Valid Identification Cards (IDs)		The informant of the Certificate of Death/ Family/ Relative/ Authorized Person		
<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 Exhumation Letter, together with the certified copy of Certificate of Death	1. Receive the Exhumation Letter and Certificate of Death	Exhumation of Cadaver Fee - PHP 100.00  or  Removal of Cadaver Fee PHP 100.00	20 Min.	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Secure the Order of Payment from the Receiving Clerk	2. Issue Order of Payment upon evaluation if the documentary requirements are complete and correct			
3. Submit the Order of Payment to the cashier for payment of the corresponding fee and secure the Official Receipt	3. None			<i>Collector</i> City Treasurer's Office
4. Return the Official Receipt to Counter 6 or 7, and secure the Exhumation Permit, which is in the form of an Official Receipt.	4. Receive the Official Receipt, record the Official Receipt Number, then return the receipt, which serves as the Exhumation Permit			<i>Receiving / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		<b>PHP 100.00</b>	<b>20 Min.</b>	

### Note:

\*Request for Exhumation Permit is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.

## 12. Request for Burial Permit

This is the process of securing a Burial Permit for deceased persons who wish to be buried in cemeteries or columbarium located in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 6, 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	QC Constituents, Non-QC residents whose deceased family member died in Quezon City or in another city/municipality but want to be buried in cemeteries or columbarium located in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified copy of Certificate of Death		Local Civil Registry Office (LCRO) where the death occurred		
2. Original Copy of Transfer or Entrance Permit <i>(if death occurred in another city/ municipality)</i>		Transfer Permit - Local/ Municipal Civil Registry Office or Local/ Municipal Health Department where the death occurred  Entrance Permit – Counter 6 or 7, City Civil Registry Department of Quezon City		
3. Affidavit of Undertaking <i>(if the remains will be interred in Bagbag Public Cemetery or Novaliches Public Cemetery)</i>		Window 6 or 7, City Civil Registry Department of Quezon City		
4. Burial Form		Death Certificate Section - Special Services Division, Quezon City Health Department (QCHD)		
5. Valid Identification Cards (IDs)		The informant of the Certificate of Death/ Family/ Relative/ Authorized Person		
<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 documentary requirements for evaluation	1. Receive documentary requirements for evaluation	Burial Permit – PHP 100.00	30 Min.	<i>Receiving / Releasing Clerk</i> Civil Registry Department
2. Secure the Order of Payment from the Receiving Clerk	2. Issue Order of Payment upon evaluation if the documentary requirements are complete and correct	Entrance/ Transfer Permit – PHP 100.00  <i>If the interment is in Bagbag / Novaliches Public Cemetery:</i>		
3. Submit the Order of Payment to the cashier for payment of the corresponding fee and secure the Official Receipt	3. None	Niche Child: PHP 750.00 Adult: PHP 1500.00		<i>Collector</i> City Treasurer's Office
4. Return the Official Receipt to the Receiving Clerk in Window 6 or 7,	4. Receive the Official Receipt, record the Official Receipt Number,			<i>Receiving / Releasing Clerk</i> Civil Registry Department

then receive the Burial Permit in the form of an Official Receipt	then return the receipt, which serves as the Burial Permit			
<b>TOTAL:</b> <i>(Depending on what is applicable)</i>		<b>PHP 100.00</b> <b>PHP 750.00</b> <b>PHP 1,500.00</b>	<b>30 Min.</b>	

**Note:**

\*Request for Burial Permit is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.

### 13. Request for Cremation Permit

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

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 6, 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who died in Quezon City or in another city/municipality but want to be cremated in crematoriums located in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified copy of Certificate of Death		Hospitals, Funeral Parlors		
2. Cremation Form		Death Certificate Section – Special Services Division, Quezon City Health Department (QCHD)		
3. Original copy of Transfer or Entrance Permit <i>(if death occurred in another city/ municipality)</i>		Transfer Permit - Local/Municipal Civil Registry Office or Local/Municipal Health Department where the death occurred  Entrance Permit – Counter 6 or 7, City Civil Registry Department of Quezon City		
4. Valid Identification Cards (IDs)		The informant of the Certificate of Death/ Family/ Relative/ Authorized Person		
<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. Receive documentary requirements for evaluation	Cremation Permit Fee - PHP 100.00  Entrance/ Transfer Permit Fee - PHP 100.00	30 Min.	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Secure the Order of Payment from the Receiving Clerk	2. Issue Order of Payment upon evaluation if the documentary requirements are complete and correct			
3. Submit the Order of Payment to the cashier for payment of the corresponding fee and secure the Official Receipt	3. None			
4. Return the Official Receipt to the Receiving Clerk in Window 6 or 7, then receive the Cremation Permit in the form of an Official Receipt	4. Receive the Official Receipt, record the Official Receipt Number, then return the receipt, which serves as the Exhumation Permit			<i>Collector</i> City Treasurer's Office
<b>TOTAL:</b> <i>(Depending on what is applicable)</i>		<b>PHP 100.00</b>	<b>30 Min.</b>	

	<b>PHP 100.00</b>		
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**Note:**

\*Request for Cremation Permit is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.

In case the client would avail the cremation services of the City's Crematorium, the following are the corresponding fees:

- 1.) Child ----- Php 15,000.00;
- 2.) Adult ----- Php 15,000.00;
- 3.) Senior Citizen ----- Php 12,000.00;
- 4.) PWD ----- Php 12,000.00;
- 5.) Solo Parent ----- Php 12,000.00;
- 6.) Minimum Wage Earner — Php 12,000.00; and
- 7.) Bones/Body Parts ----- Php 4,000.00

## 14. Cremation Service

This is the process of cremation services in the City-owned Baesa Public Crematorium.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 6, 7)</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	QC Residents Only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified copy of Certificate of Death		Hospitals, Funeral Homes		
2. Terms of Cremation		Death Registration Division (Counter 6, 7)		
3. Cremation Permit		Death Registration Division (Counter 6, 7)		
4. Valid Identification Cards (IDs)		The deceased AND informant of the Certificate of Death/ Family/ Relative/ Authorized Person		
<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. Receive documentary requirements for evaluation	Cremation Fees: <ul style="list-style-type: none"> <li>Child: PHP 15,000.00</li> <li>Adult: PHP 15,000.00</li> <li>Senior Citizen: PHP 12,000.00</li> <li>PWD: PHP 12,000.00</li> <li>Solo Parent: PHP 12,000.00</li> <li>Minimum Wage Earner: PHP 12,000.00</li> <li>Bones/ Body Parts: PHP 4,000.00</li> </ul>	30 Min.	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Secure the Order of Payment from the Receiving Clerk	2. Issue order of payment upon evaluation if the documentary requirements are complete and correct			<i>Collector</i> City Treasurer's Office
3. Submit the Order of Payment to the cashier for payment of the corresponding fee and secure the Official Receipt	3. None			
4. Return the Official Receipt to the Receiving Clerk in Window 6 or 7.	4. Receive and record the Official Receipt and the Terms of Cremation. Advise the family to coordinate with Baesa Crematorium for the schedule of cremation.		2 Hours	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
5. At the scheduled time and date, bring the cadaver to Baesa Public Crematorium for cremation	5. Receive and record the Official Receipt	For Free Cremation of Indigent QCitizen, SSDD approval is required.		<i>Staff</i> Baesa Public Crematorium
<b>TOTAL:</b> (Depending on what is applicable)		PHP 12,000.00 PHP 15,000.00 PHP 4,000.00	<b>2 Hours and 30 Min.</b>	

### Note:

\*Cremation Services is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.

## 15. 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>Records Management and Archiving Division (Counter 1, 2)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>	
1. Request Form for Birth Certificate			Information Desk	
2. Government-issued / Valid Identification Card			BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office	
<b>For the representative of the document owner:</b>			Client / Document Owner	
1. If necessary, Authorization Letter or Special Power of Attorney from the document owner (1 original)				
2. Photocopy of Government Issued ID with signature of the document owner				
3. Photocopy of the Government Issued ID of the representative				
4. 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 Min.	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the cashier 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 - PHP 65.00 PER COPY	5 Min.	<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 Min. - if document is in the database (1945 – 2015)	<i>Receiving Clerk</i> City Civil Registry Department
4. Receives certified copy of the document/s	4. Record serial number before release of documents		3 Days if document requires manual searching	<i>Searcher</i> City Civil Registry Department
<b>TOTAL:</b>		<b>PHP 65.00 PER COPY</b>	<b>15 Min. - available on database 3 Days - manual searching</b>	

### Note:

\*Request and Issuance of Certified True Copy of Birth Certificate is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.



## 16. Request and Issuance of Certified True Copy of Marriage Certificate

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>Records Management and Archiving Division (Counter 3)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>	
1. Request Form for Marriage Certificate			Information Desk	
2. Government-issued / Valid Identification Card			BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company, ID, Post Office	
3. Requested document, if possible (1 photocopy)			Client / Document Owner	
<b>For the representative of the document owner:</b>			Client / Document Owner	
1. If necessary, Authorization Letter or Special Power of Attorney from the document owner (1 original)				
2. Photocopy of Government Issued ID with signature of the document owner				
3. Photocopy of the Government Issued ID of the representative				
<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 Min.	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the cashier 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 65.00	5 Min.	<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 Min. - if document is in the database (1945 to 2015)	<i>Receiving Clerk</i> City Civil Registry Department
4. Receive certified copy of the document/s	4. Record serial number before release of documents		3 Days if document requires manual searching	<i>Searcher</i> City Civil Registry Department
<b>TOTAL:</b>		<b>PHP 65.00 PER COPY</b>	<b>15 Min. – Available in database 3 Days – Manual searching</b>	

### Note:

\*Request for issuance of Marriage Certificates is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.

## 17. Request and 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 - <b>Records Management and Archiving Division (Counter 4)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>	
1. Request Form for Death Certificate			Information Desk	
2. Government-issued / Valid Identification Card			BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office	
3. Requested document, if possible (1 photocopy)			Client	
<b>For the representative of the document owner:</b>			Client / Document Owner	
1. If necessary, authorization Letter or Special Power of Attorney from the document owner (1 original)				
2. Photocopy of Government Issued ID with signature of the document owner				
3. Photocopy of Government Issued ID of the representative				
<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 Min.	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the cashier 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 65.00	5 Min.	<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 Min. - if document is in the database (1945 to 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 certified copy of the document/s	4. Record serial number before release of documents			<i>Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		<b>PHP 65.00 PER COPY</b>	<b>15 Min. – Available in database 5 Days – Manual searching</b>	

### Note:

\*Request and Issuance of Certified True Copy of Death Certificate is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.

## 18. 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
1.1. Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	1. 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.	None	1 to 3 Working Days upon receipt of submission	Staff City Civil Registry Department - Counter 9
1.2. Click "Civil Registry Online Services"				
1.3. At the lower part of the page, click "Request for a Certificate"				
1.4. Fill in all the required fields with the correct information about the document you are requesting.				
2. An email notification will be received stating that the CTC document is ready for pick-up.	2. Verifier conducts electronic or manual verification  If a record is found, verifier updates the status at the portal from "Pending" to "For pick-up".	None		
3. Proceed to the City Civil Registry Department office to pick-up the document.  For the representative of the document owner: <ul style="list-style-type: none"> <li>• If necessary, Authorization Letter/Special Power of Attorney from the document owner (one original)</li> <li>• Photocopy of Government Issued ID with signature of the</li> </ul>	3. Receiving clerk receives the printed e-mail confirmation with reference number and other necessary documents.		5 Min.	

document owner ● Photocopy of Government Issued ID of the representative				
4. Pays at the City Treasurer's Office the corresponding fees	4. Clerk issues an Order of Payment amounting to to be paid at the City Treasurer's Office.	PHP 65.00 PER COPY		<i>Collector</i> City Treasurer's Office
5. Receive document/s	5. Release the document	None		<i>Staff</i> City Civil Registry Department
<b>TOTAL:</b>		<b>PHP 65.00 PER COPY</b>	<b>1 to 3 Working Days and 5 Min.</b>	

**Note:**

\*Request for Issuance of Certified True Copy of Birth, Marriage, and Death Certificate via Civil Registry Online Services is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted.

\*Only documents with official receipts will be processed.

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

Office or Division:	City Civil Registry Department - <b>Records Management and Archiving Division (Counter 14)</b>			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents of Quezon City-born illegitimate children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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		
2. Baptismal Certificate (1 original)		Place of baptismal		
3. School records (Form 137 / Form 138)		School		
4. Medical records (Immunization Record)		Hospital		
<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></ul> <b>Note: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</b> Please bring the following: <ul style="list-style-type: none"><li>1. Valid ID's or CEDULA</li><li>2. Original documents and one (1) set photocopy</li></ul>		Company/ Employer of Father; SSS/ GSIS/ Insurance Company; BIR;  Pag – Ibig/ Philhealth		
<i>Note: If not Acknowledged by the father, same requirements shall be required. Please prepare two (2) sets of Admission Paternity</i>				
<b>If the child is 0-6 yrs. old:</b> <ul style="list-style-type: none"><li>1. Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother</li></ul> <b>If the child is 7 – 17 yrs. old:</b> <ul style="list-style-type: none"><li>1. Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child with mother's attestation</li></ul> <b>If the child is above 18 yrs. old:</b> <ul style="list-style-type: none"><li>1. 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	R.A. 9255 - PHP 100.00	10 Min.	<i>Releasing Clerk</i> City Civil Registry Department
2. Pays at cashier the fees to be paid	2. If requirements are in order, issues order of payment	Admission of Paternity - PHP 440.00  Legal	5 Min.	<i>Collector</i> City Treasurer's Office

		Instrument - PHP 440.00		
3. Receive/ Release document	3.1. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release.	None	3 Days	<i>Searcher / Processor / Signing Officer City Civil Registry Department</i>
	3.2. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.			<i>Releasing Clerk City Civil Registry Department</i>
<b>TOTAL:</b>		Admission and Legal Instrument <b>PHP 880.00</b>  Admission, AUSF, and Legal Instrument <b>PHP 980.00</b>	<b>3 Days and 15 Min.</b>	

**Note:**

\*Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father) is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted Only documents with official receipts will be processed.

## 20. Legitimation with Admission of Paternity, 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.

Office or Division:	City Civil Registry Department - <b>Records Management and Archiving Division (Counter 13)</b>	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Parents/minor parents of Quezon City-born illegitimate children who eventually married each other; document owner with missing entry in the COLB (supplemental)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Legitimation with Admission of Paternity and Legitimation including R.A. 9858:		
1. Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)	PSA	
2. Certificate of Marriage of parents - PSA or Local Copy	PSA; City Civil Registry Department - Counter 3	
3. Child's Certificate of Live Birth - PSA copy or Local Copy	PSA; City Civil Registry Department - Counter 3	
4. Government-issued/ Valid Identification Card of the Parents		
5. Signed Joint Affidavit of Legitimation (parents who have no legal impediment to marry)	City Civil Registry Department – Counter 13	
6. Signed Supplemental Joint Affidavit of Legitimation under R.A 9858 (parents who were disqualified to marry each other due to minority) <i>*If not specified in the original Affidavit of Legitimation</i>	Public Attorney’s Office; Private Law Offices	
7. Affidavit Of Admission of Paternity ( <i>if not yet previously executed</i> )	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></ul>	Company/ Employer of Father; SSS/ GSIS/ Insurance Company; BIR;  Pag – Ibig/ Philhealth Hospitals; Clinics  School	
<b>ADDITIONAL REQUIREMENTS:</b>		
1. PSA copy of Death Certificate <i>*if any or both parents are dead</i> <i>*if previous spouse/s died before child’s conception</i>	PSA	
2. Certified True Copy of the Decision and	Court	

Certificate of Finality of Annulment/ Divorce (if any or both parents are annulled or divorced from the first marriage)				
<b>Note: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</b>				
<b>LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY:</b> 1. Any or both parents have previous valid marriage 2. Child is conceived and born without any Court Order or Decision of Annulment of Divorce  <b>Please bring the Original documents and One (1) set photocopy</b>				
For <b>SUPPLEMENTAL:</b> 1. PSA Copy of the Certificate of Live Birth/ Marriage/ Death (1 original) 2. Local Copy of the Certificate of Live Birth/ Marriage/ Death (1 original) <b>3. Affidavit of Supplemental Report</b>		PSA City Civil Registry Department – Counter 1 or 2 Public Attorney’s Office; Private Law Offices		
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.	None	10 Min.	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at cashier the fees to be paid	2. If requirements are in order, issues order of payment	Admission of Paternity - PHP 440.00  Legitimation - PHP 400.00  Legal Instrument - PHP 440.00  Supplemental Report - PHP 440.00	5 Min.	<i>Collector</i> City Treasurer’s Office
3. Receive/ Release document	3.1. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release	None	3 Days	<i>Receiving Clerk</i> City Registry Department
	3.2. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly			<i>Searcher / Processor</i> City Civil Registry Department  <i>Releasing Clerk</i> City Registry Department



	signed before release.			
<b>TOTAL:</b>		Admission of Paternity, Legitimation, and Legal Instrument – <b>PHP 1,280.00</b>  Supplemental Report and Legal Instrument – <b>PHP 880.00</b>	<b>3 Days and 15 Min.</b>	

**Note:**

\*Legitimation with Admission of Paternity, including R.A. 9858 / Supplemental Report are qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted Only documents with official receipts will be processed.

## 21. 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 - <b>Petition for Correction Unit (Counter 19 and 2nd Floor)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>		
1. Certified True Copy /Local Copy of the Certificate of Live Birth (3 original)		City Civil Registry Department - Counter 1, 2, or 3		
2. Authenticated/ Latest PSA Copy of the Certificate of Live Birth (1 original, 3 photocopies should be in legal size paper)		PSA		
<b>Mandatory requirements to be submitted</b> <i>(3 photocopies - should be in legal size paper):</i> <ol style="list-style-type: none"> <li>1. Certification of Employment with no pending case (if employed);</li> <li>2. Affidavit of Non-Employment (If not employed);</li> <li>3. NBI Clearance (latest) <b>purpose: For Change of First Name</b></li> <li>4. Police Clearance (latest with 6 months validity) <b>purpose: For Change of First Name</b></li> </ol>		Employer of Client;  Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office		
Any two (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): <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> </ul> <b>Additional Supporting Documents:</b> <ul style="list-style-type: none"> <li>• Certificate of Marriage (if applicable)</li> <li>• Certificate of Live Birth of Child</li> <li>• Two (2) Government-issued / Valid Identification Card or CEDULA</li> </ul> <i>*Note: The processor will determine applicable documents</i>		Place of baptism; School of Client; Comelec; SSS, GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
<b>Other relevant documents the Civil Registrar may require for the approval of the Petition</b>		Depends on the documents required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the document sought for correction/ change	1.1. Receiving clerk compares PSA and local copy for consistency of Discrepancy.	Filing fee PHP 3,000.00	10 Min.	<i>Interviewer / Processor</i> City Civil Registry Department

	1.2. Issues list of applicable requirements.	Publication PHP 2,300.00		
2. Initial Interview, state what entry/ies to be corrected. Submits requirements to processor.	2. Assess the document to be corrected, arrange and evaluate requirements. If requirements are in order, proceed to the final interview.		Duration of Interviews: 15 Min.  Preparation of petition: 45 Min.	
3. On final interview, clarify what entry/ies to be corrected. Reevaluation requirements.	3. If the requirements are correct and complete, get the contact details and Issues order of payment.			
4. Pays at the cashier the corresponding fees	4.1. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact and gives contact numbers of the office for follow-up after 3 months.	Legal Instrument fee (2 sets) - PHP 670.00  Additional fee for Migrant Petition - PHP 500.00		Collector City Treasurer's Office
	4.2. Upon receipt of Decision from PSA Legal Division, annotate document, issue certificate of Finality with annotated copy. Release.		10 Calendar Days mandatory posting period	Interviewer / Processor City Civil Registry Department
			2 Consecutive Weeks (Publication)	Interviewer / Processor City Civil Registry Department
TOTAL:		PHP 5,970.00  For Migrant Petition - PHP 2,800.00	24 Days, 1 Hour, and 10 Min.  (Processing time excludes Final Review/ evaluation of the PSA Legal Division)	

**Note:**

\*R.A. 9048 - Petition for Change of First Name (CFN) are qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted

\*Only documents with official receipts will be processed.

## 22. R.A. 9048 - Petition for Correction of Clerical Error (CCE)

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

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

<b>Office or Division:</b>	City Civil Registry Department - <b>Petition for Correction Section (Counter 19 and 2nd Floor)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage, and Death			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)		City Civil Registry Department - Counter 1, 2, 3, or 4		
2. 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 two (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> </ul> <p><i>Additional Supporting Documents:</i></p> <ul style="list-style-type: none"> <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><i>*Note: A processor will determine applicable documents</i></p>		<p>PSA;</p> <p>School of Client Comelec SSS, GSIS; NBI; Police; Hospital; Company;</p> <p>PSA; PSA; PSA; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office</p>		
<b>Other relevant documents the Civil Registrar may require for the approval of the Petition</b>		Depends on the documents required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the document sought for	1.1. Receiving clerk compares PSA and local copy for	Filing fee - PHP 1,000.00	10 Min.	<i>Interviewer / Processos</i> City Civil

correction/ change	consistency of discrepancy.			Registry Department
	1.2. Issues list of applicable requirements			
2. In the interview, submit requirements to the processor.	2. Assess the document to be corrected, arrange and evaluate requirements. If requirements are in order, proceed to the final interview.	Additional fee for Migrant Petition - PHP 500.00  Legal Instrument fee (2 sets for regular petition): * Birth, Marriage, or Death Certificate - PHP 670.00	Duration of Interviews: 15 Min.  Preparation of petition: 45 Min.	
3. On final interview, clarify what entry/ies to be corrected. Reevaluation requirements.	3. If the requirements are correct and complete, get the contact details and Issues order of payment.			
4. Pays at the cashier the corresponding fees	4.1. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and give contact numbers of the office for follow-up after 2 months.			10 Calendar Days mandatory posting period
	4.2. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.			
	<b>TOTAL:</b>		Birth, Marriage, or Death Certificate - <b>PHP 670.00</b>  For Migrant Petition - <b>PHP 500.00</b>	

**Note:**

\*R.A. 9048 - Petition for Correction of Clerical Error (CCE) are qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted

\*Only documents with official receipts will be processed.

## 23. R.A. 10172 - Petition for Correction of Sex, Day in the Date of Birth, and/or Month in the Date of 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 - <b>Petition for Correction Unit (Counter 19 and 2nd Floor)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>	
1. Certified True Copy/ Local Copy of the certificate sought to be corrected/changed (3 original)			City Civil Registry Department - Counter 1 or 2	
2. Authenticated/ Latest PSA Copy of the certificate sought to be corrected/ changed (1 original, 3 photocopies should be in legal size paper)			PSA	
<b>Mandatory requirements to be submitted</b> <i>(3 photocopies - should be in legal size paper):</i> 3. Certification of Employment with no pending case <i>(if employed)</i> ; 4. Affidavit of Non-Employment <i>(If not employed)</i> ; 5. NBI Clearance <i>(current with 6 months validity)</i> <b>purpose: Petition to correct Date of Birth/Sex</b> 6. Police Clearance (latest with 6 months' validity) <b>purpose: Petition to correct Date of Birth/Sex</b> 7. Baptismal Certificate 8. Elementary School Record 9. (2) Government-issued / Valid Identification Card or CEDULA 10. <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: a. Full name of government physician with valid medical/PRC license b. Name of hospital, designation, and contact number 11. Medical Record *Note: A processor will determine applicable documents			Employer of Client;  Public Attorney's Office, Law Offices, Hall of Justice; NBI;  Police District Office;  Place of Baptism; School of Client; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office; Hospital	
<b>Other relevant documents the Civil Registrar may require for the approval of the Petition</b>			Depends on the documents required	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the document sought for correction/	1.1. Receiving clerk compares PSA and local copy for consistency of	Filing fee PHP 3,000.00  Publication	10 Min.	<i>Interviewer / Processor</i> City Civil Registry

change	discrepancy.	PHP 2,300.00  Additional fee for Migrant Petition, Date of Birth PHP 1,000.00		Department
	1.2. Issues list of applicable requirements			
2. Initial Interview, state what entry/ies to be corrected. Submits requirements to processor.	2. Assess the document to be corrected, arrange and evaluate requirements. If requirements are in order, proceed to the final interview.		Duration of Interviews: 15 Min.  Preparation of petition: 45 Min.	<i>Interviewer / Processor</i> City Civil Registry Department
3. On final interview, clarify what entry/ies to be corrected. Reevaluation requirements.	3. If the requirements are correct and complete, get the contact details and issues order of payment.			
4. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees	4.1. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and give contact numbers for follow-up after 3 months.		10 Calendar Days Mandatory Posting Period  2 Consecutive Weeks Publication	<i>Collector</i> City Treasurer's Office  <i>Interviewer / Processor</i> City Civil Registry Department
	4.2. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.			<i>Receiving Clerk/ Processor</i> PSA  <i>Processor/ Releasing</i> City Civil Registry Department
<b>TOTAL:</b>		For Regular Petition - <b>PHP 5,970.00</b>  For Migrant Petition - <b>PHP 3,300.00</b>	<b>24 Days, 1 Hour, and 10 Min.</b>  <i>(Processing time excludes Final Review/ evaluation of the PSA Legal Division)</i>	

**Note:**

\*R.A. 10172 - Petitions for Correction of Sex and/or Day and/or Month in the Date of Birth are qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted

\*Only documents with official receipts will be processed.

## 24. Legal Instruments that will affect the Certificate of Marriage

(Annulment, Divorce, Foreign Divorce, Presumptive Death, Affidavit of Reappearance and Dissolution of Properties)

<b>Office or Division:</b>	City Civil Registry Department - <b>Records Management and Archiving Division (Counter 9)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals/Parties who were married (inside or outside Q.C.)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>If the court is <u>within QC</u>:</b> <ol style="list-style-type: none"> <li>1 copy of Certified True Copy of Certificate of Finality/ Entry of Judgment</li> <li>1 copy of Certified True Copy of Decision/Order/ Judgment</li> <li>1 photocopy of the Certified True copies of the Certificate of Finality/ Entry of Judgment &amp; Decision/Order/ Judgment</li> </ol>			Regional Trial Court of QC where court decision is rendered	
<b>If the court is <u>outside QC</u>:</b> <ol style="list-style-type: none"> <li>1 copy of Certified True Copy of Finality/ Entry of Judgment</li> <li>1 copy of Certified True Copy of Decision/Order/ Judgment</li> <li>1 original copy of Certificate of Registration (from the civil registry where the court is located)</li> <li>1 original copy of the Certificate of Authenticity (from the civil registry where the court is located)</li> <li>1 photocopy of the Certificate of Registration &amp; Certificate of Authenticity</li> <li>1 photocopy of the Certified True copies of the Certificate of Finality/ Entry of Judgment &amp; Decision/Order/ Judgment</li> </ol>			Regional Trial Court of QC where court decision is rendered	
<b>Additional Requirements:</b> <ol style="list-style-type: none"> <li>1 copy of marriage certificate.</li> <li>3 copies of Foreign Judgment (1 Certified True Copy &amp; 2 photocopies)</li> <li>1 original copy of Authorization Letter/Special Power of Attorney from the document owner (whichever is applicable)</li> <li>1 copy each of photocopy of valid ID of document owner and Authorized Representative with 3 specimen signatures.</li> <li>1 original copy of Notarized Affidavit of Delayed Registration (if not registered within 2 years from the date of Finality).</li> </ol>			Personal copy/ from the court where the decision is rendered and/or from the 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. Submission of the requirements	1. Receive the requirements from the client/s	None	5 Min.	City Civil Registry Department - Counter 9
2. Evaluating of the document	2.1. Checking of documents including	None	10 Min.	



	the important details stated in the Certificate of Finality/ Entry of Judgment and Decision			
	2.2. Checking of the additional requirements including the spelling of name and date of marriage if it matches with the details stated in the document			
3. Stamping of date and Labeling of Document	3. After evaluating, we will receive the document by stamping and assigning a control number for each document depending on the nature of the case submitted by the client	None		
4.Issuance of the receiving copy and explaining the process to the client	4. Verification of the Court Decision and Finality, for PSA compliance, shall be done (the duration varies whether the court is within or outside Q.C.). The client shall follow up through the contact details and control number which will be attached to his/her receiving copy	Verification within Q.C. Courts or through Postal - NONE  Verification outside Q.C. Courts and through LBC - corresponding fees shall apply	5 Min.	City Civil Registry Department - Counter 9
5. Payment of the corresponding registration fee	5.1. Once we received the confirmation from the court, the client will proceed to counter 9 for the issuance of the order of payment.	Dissolution of Property - PHP 300  Annulment, Divorce - PHP 500	10 Min.	
	5.2. Proceed to counters 8 or 15 for the payment of the registration fee	Foreign Divorce, Presumptive Death & Affidavit of Reappearance - PHP 1,000		
6. Issuance of Claim Stub	6. Upon receiving the receipt of payment, we will issue a claim	None	5 Min.	

	stub to the client with a reference number.			
7. Release of Document	7. After 3-5 working days, the client will proceed to counter 9 to claim the document that they will need to submit to PSA or to the LCR where the client is married	None	5 Working Days and 5 Min.	
<b>TOTAL:</b>		Dissolution of Properties - <b>PHP 300.00</b>  Annulment & Divorce - <b>PHP 500.00</b>  Foreign Divorce, Presumptive Death & Affidavit of Reappearance - <b>PHP 1,000.00</b>  Verification within Q.C. Courts or through Postal - <b>NONE</b>  Verification outside Q.C. Courts and through LBC - <b>corresponding fees shall apply</b>	<b>5 Days and 40 Min.</b>	

**Note:**

\*The registration process of documents (Annulment, Divorce, Foreign Divorce, Presumptive Death, Affidavit of Reappearance and Dissolution of properties are qualified in many stages.

\*If the details and requirements in processing the document are incomplete, it will not be received and processed.

\*The complete details and requirements are the documents that will be processed.

## 25. Legal Instruments that will affect the Certificate of Live Birth

(Correction of Entries, Adoption, Foreign Adoption, Administrative Adoption and Foundling).

<b>Office or Division:</b>	City Civil Registry Department - <b>Records Management and Archiving Division (Counters 9)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals/ Parties who were born (inside or outside Q.C.)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>If the court is <u>within QC</u>:</b> <ol style="list-style-type: none"> <li>1 copy of Certified True Copy of Certificate of Finality/ Entry of Judgment</li> <li>1 copy of Certified True Copy of Decision/Order/ Judgment</li> <li>1 photocopy of the Certified True copies of the Certificate of Finality/ Entry of Judgment &amp; Decision/Order/ Judgment</li> </ol>			Regional Trial Court of QC where court decision is rendered	
<b>If the court is <u>outside QC</u>:</b> <ol style="list-style-type: none"> <li>1 copy of Certified True Copy of Finality/ Entry of Judgment</li> <li>1 copy of Certified True Copy of Decision/Order/ Judgment</li> <li>1 original copy of Certificate of Registration (from the civil registry where the court is located)</li> <li>1 original copy of the Certificate of Authenticity (from the civil registry where the court is located)</li> <li>1 photocopy of the Certificate of Registration &amp; Certificate of Authenticity</li> <li>1 photocopy of the Certified True copies of the Certificate of Finality/ Entry of Judgment &amp; Decision/Order/ Judgment</li> </ol>			Regional Trial Court of QC where court decision is rendered	
<b>Additional Requirements:</b> <ol style="list-style-type: none"> <li>1 copy of birth certificate</li> <li>copies of Foreign Judgment (1 Certified True Copy &amp; 2 photocopies) - (if applicable)</li> <li>1 original copy of Authorization Letter/Special Power of Attorney from the document owner (whichever is applicable)</li> <li>1 copy each of photocopy of valid ID of document owner and Authorized Representative with 3 specimen signatures.</li> <li>1 original copy of Notarized Affidavit of Delayed Registration (if not registered within 2 years from the date of Finality).</li> </ol>			Personal copy/from the court where the decision is rendered and/or from the 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. Submission of complete requirements	1. Receive the requirements from the client/s	None	5 Min.	City Civil Registry Department - Counter 9
2. Evaluate the documents received	2.1. Checking of documents including the important details	None	10 Min.	

	stated in the Certificate of Finality/ Entry of Judgment and Decision			
	2.2. Checking of the additional requirements including the spelling of name and date of marriage if it matches with the details stated in the document			
3. Stamping of date and Labelling of Document	3. After evaluating, we will receive the document by stamping and assigning a control number for each document depending on the nature of the case submitted by the client			
4. Issuance of the receiving copy and explaining the process to the client	4. Verification of the Court Decision and Finality, for PSA compliance, shall be done (the duration varies whether the court is within or outside Q.C.). The client shall follow up through the contact details and control number which will be attached to his/her receiving copy	Verification within Q.C. Courts or through Postal - NONE  Verification outside Q.C. Courts and through LBC - corresponding fees shall apply	5 Min.	City Civil Registry Department - Counter 9
5. Payment of the corresponding registration fee	5.1. Once we received the confirmation from the court, the client will proceed to counter 9 for the issuance of the order of payment. 5.2. Proceed to counters 8 or 15 for the payment of the registration fee	Correction of Entry - PHP 500.00  Adoption, Administrative Adoption & Foundling - PHP 1,000	10 Min.	

6. Issuance of Claim Stub to the Client	6. Upon receiving the receipt of payment, we will issue a claim stub to the client with a reference number.	None	5 Min.	
7. Release of Document to the client	7. After 3-5 working days, the client will proceed to counter 9 to claim the document that they will need to submit to PSA or to the LCR where the client is born/ married	None	5 Days and 5 Min.	
<b>TOTAL:</b>		Correction of Entries - <b>PHP 500.00</b>  Adoption, Foreign Adoption, Administrative Adoption & Foundling <b>- PHP 1,000.00</b>  Verification within Q.C. Courts or through Postal - <b>NONE</b>  Verification outside Q.C. Courts and through LBC - <b>corresponding fees shall apply</b>	<b>5 Days and 40 Min.</b>	

**Note:**

\*The registration process of documents (Correction of Entries, Adoption, Foreign Adoption, Administrative Adoption & Foundling) are qualified in many stages.

\*If the details and requirements in processing the document are incomplete, it will not be received and processed.

\*The complete details and requirements are the documents that will be processed.

## 26. Other Registration of Legal Instruments

(Pre-Nuptial Agreement, Naturalization & Renunciation)

Office or Division:	City Civil Registry Department - <b>Records Management and Archiving Division (Counters 9)</b>			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals/ Parties who were born & will be married in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>Pre-nuptial Agreement:</b> 1. 1 original copy of Notarized Pre-nuptial agreement 2. photocopies of the Notarized Pre-nuptial agreement 3. 1 copy each - photocopy of valid ID of parties with 3 specimen signatures 4. 1 original copy of Authorization Letter/Special Power of Attorney from the document owner (whichever is applicable) 5. 1 photocopy of valid ID of Authorized Representative  <i>Note: The place of marriage must take place in Quezon City &amp; it should be filed prior to the wedding date</i>			Document Owner/Client	
<b>Naturalization &amp; Renunciation:</b> 1. All pertinent documents of Naturalization/ Renunciation 2. 1 photocopy of valid ID of document owner with 3 specimen signatures 3. 1 copy of Authorization from the document owner (applicable only for the immediate family member) 4. 1 original copy of Special Power of Attorney from the document owner (applicable only if the representative is not an immediate family member) 5. 1 photocopy of valid ID of Authorized Representative with 3 specimen signatures			Office of the Solicitor General	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	1. Receive the requirements from the client/s	None	5 Min.	City Civil Registry Department - Counter 9
2. Evaluating of the documents received	2.1. Checking of documents including the important details stated in the Certificate of Finality/ Entry of Judgment and Decision	None		
	2.2. Checking of the additional requirements including the spelling of name and date of marriage if it matches with the details stated in the document			
3. Stamping of date	3. After evaluating, we will receive the document by	None		

received	stamping and assigning a control number for each document depending on the nature of the case submitted by the client			
4. Giving the receiving copy to the client and explaining the process then the client will pay the necessary fees	<p><b>For Pre-nuptial agreement:</b> client will pay the registration fee upon receiving the complete documents.</p> <p><b>For Naturalization/ Renunciation:</b></p> <p>If received personally, the client needs to pay PHP 1,000 registration fee after the 30-day mandatory posting.</p> <p>If received via mail from the Office of Solicitor General (OSG), 30-day mandatory posting will be followed. Thereafter, a formal letter (with the client's information) will be mailed via Postal to the OSG informing that we have complied with the process.</p>	<p>Pre-Nuptial Agreement - PHP 300.00</p> <p>Naturalization/ Renunciation - PHP 1,000.00</p>	3 Days and 5 Min.	City Civil Registry Department - Counter 9
5. Issuance of Claim Stub	5. Upon receiving the receipt of payment, we will issue a claim stub to the client with a reference number.	None		
6. Release of Document to the client	6. After 3 working days, the client will proceed to Counter 9 to claim the document	None		
<b>TOTAL:</b>		<p>Pre- nuptial Agreement - <b>PHP 300.00</b></p> <p>Naturalization/ Renunciation - <b>PHP 1,000.00</b></p>	<b>3 Days and 10 Min.</b>	

**Note:**

\*The registration process of documents (Pre-nuptial Agreement, Naturalization and Renunciation) are qualified in many stages.

\*If the details and requirements in processing the document are incomplete, it will not be received and processed.

\*The complete details and requirements are the documents that will be processed.

## 27. Requesting Certified True Copies of Legal Instruments

If applicable, include a description of the service. This body of text should be justified.  
(Filipino translation here)

Office or Division:	City Civil Registry Department - <b>Records Management and Archiving Division (Counters 9)</b>			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals/Parties who were born/married and the court is located in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personal Copy of the Legal Instruments (if available)			Client's Copy	
2. Marriage/ Birth Certificate with annotation (if available)				
3. 1 photocopy of valid ID of Document owner with 3 specimen signatures				
4. 1 original copy of Authorization Letter/Special Power of Attorney from the document owner (whichever is applicable)				
5. 1 photocopy of valid ID of the Representative with 3 specimen signatures				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of the client	1. Client's copy of the document they are requesting for manual searching	None	5 Min.	City Civil Registry Department - Counter 9
2. Advising the client with the process	2. Advising the client that once we found the document they will pay PHP 50 per page	None	10 Min.	
3. Searching of Documents	3. We will search the documents with the document that client provided through our referral books.			
4. Giving clients updates	Giving clients updates with the search done:	None	10 Min.	City Civil Registry Department - Counter 9
	4.1. If found, we will inform them on how much it will cost per copy of the legal instrument.			
	4.2. If not yet found, we will give a personal information stub for the client to fill out so that we can contact them once we found the document.			
5. The client will pay the necessary fees	5. Upon consulting with the client, and the client agrees and wants to pay for the	None	10 Min.	City Civil Registry Department -



	document that she/ he is requesting, we will issue an order of payment.			Counter 9
6. Issuing of Claim Stub to Client	6. Upon receiving the receipt of payment, we will issue a claim stub to the client with a reference number and we will explain that the document will be released after 3 working days.	None	3 Working Days and 5 Min.	
<b>TOTAL:</b>		<b>PHP 50.00 /page</b>	<b>3 Days and 40 Min.</b>	

**Note:**

\*The requesting of certified true copies of documents (Annulment, Divorce, Foreign Divorce, Presumptive Death, Affidavit of Reappearance, Dissolution of properties, Correction of Entries, Adoption, Foreign Adoption, Administrative Adoption & Foundling, Pre-nuptial Agreement, Naturalization and Renunciation) are qualified in many stages.

\*If the details and requirements in processing the document are incomplete, it will not be received and processed.

\*The complete details and requirements are the documents that will be processed.

# CITY GENERAL SERVICES DEPARTMENT

## External Services

### 1. Preparation of Disbursement Voucher – Procurement of Goods, Infrastructure, Projects, and Consultancy Services

*(Paghahanda Ng Disbursement Voucher - Pagbili Ng Mga Kagamitan, Proyeklong Pang-Imprastruktura, At Serbisyong Pang-Konsultasyon)*

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.

*(Ang “Disbursement Voucher” ay isa sa mga dokumentong inihahanda bilang bahagi ng mahahalagang papeles na kinakailangang maipasa ng bawat “supplier” at ahensya upang makapaningil sa mga serbisyong maayos na napaglingkuran/nagampanan o mga materyales at kagamitang matagumpay na natugunan base sa uri at kalidad ng pangangailangan ng bawat opisina at departamento na nakapaloob sa mga Kontrata o “Purchase Order” na opisyal na iginawad ng pamunuang lungsod. Ilan sa mga nabanggit ay mga Proyeklong Pang-imprastruktura, Materyales at makinaryang karaniwang ginagamit sa loob at labas ng mga opisina, mga proyeklong naglalayong maisaayos at mapanatili ang kaligtasan at kaayusan ng mga Kagamitan, Aparato, maging ng mga gusali sa loob ng munisipalidad, mga Serbisyong Pangkalinisan, Seguridad, at iba pa.)*

<b>Office or Division:</b> (Opisina o Dibisyon:)	Administrative Division	
<b>Classification:</b> (Pag-uuri:)	Simple	
<b>Type of Transaction:</b> (Uri ng Transaksyon:)	G2B – Government to Business ( <i>Pamahalaan sa Pamahalaan</i> ) G2G – Government to Government ( <i>Pamahalaan sa Negosyo</i> )	
<b>Who may avail:</b> (Sino ang maaaring makagamit:)	Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers	
<b>CHECKLIST OF REQUIREMENTS</b> ( <i>TALAAN NG MGA KINAKAILANGAN</i> )		<b>WHERE TO SECURE</b> ( <i>SAAN MAKAKAKUHA</i> )
a. For Bidding / Negotiated / Shopping 1. Approved Acceptance and Inspection Report (1 original copy) 2. Approved Requisition and Issue Slip 3. Delivery & Invoice Receipts (1 original) 4. Approved Purchase Order, Purchase Order, and Contract, if any (1 photocopy)		Administrative Division, Fiscal Management Section (FMS)
b. For Infrastructure 1. Billing Statement / Contract / Notice to Proceed / Notice to Commence (1 photocopy)		
c. For Retention 1. Letter Request, Certificate of Acceptance (End-User) / Delivery & Invoice Receipts (1 original copy)		

2. Old Disbursement Voucher / Purchase Order / Purchase Request, Notice of Award & Notice to Proceed (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete Checklist of Requirements are submitted to the Administrative Division, Fiscal Management Section (FMS)  (Pag-sumite sa Administrative Division, Fiscal Management Section (FMS) ng mga dokumentong nakasaad sa listahan ng mga kinakailangan)	1.1. Receives and records document / Conducts initial evaluation of completeness of documents  (1.1 Tatanggapin at itatala ang mga dokumento / Magsasagawa ng pangunahing pagsusuri ng pagka-kumpleto ng mga dokumento)	None  (Wala)	6 Min.  (6 minuto)	Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.2. Assigns personnel who will prepare disbursement voucher / Reviews completeness of documents / Prepares and reviews final disbursement voucher  (1.2. Magtatalaga ng tauhang maghahanda ng disbursement voucher / Masusing susuriin ang mga dokumento kung ito ay kumpleto / Ihahanda at huling susuriin ang disbursement voucher)	None  (Wala)	1 Hour  (1 oras)	Division Chief / Section Chief / Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.3. Forwards the disbursement voucher to the Records Management & Control Division (RMCD)  (1.3 Dadalhin ang naihandang disbursement voucher sa Records Management & Control Division (RMCD))	None  (Wala)	4 Min.  (4 minuto)	Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.4 For Infrastructure & Retention: Prepares endorsement letter, addressed to the end-user / Release of disbursement voucher, for signature of the end-user  (1.4. Para sa Imprastruktura at Retensyon: Maghahanda ng endorsement letter na nakatugon sa end-user /	None  (Wala)	5 Min.  (5 minuto)	Clerical Staff Records Management and Control Division (RMCD)

	<i>Ibigay ang nagawang disbursement voucher upang mapirmahan ng end-user)</i>			
	<p>1.4.1 For Goods &amp; Services Coordinates with the end-user / Release of disbursement voucher, for signature of the end-user</p> <p><i>(1.4.1. Para sa Gamit at Serbisyo Makikipag-ugnayan sa end-user / Ibigay ang nagawang disbursement voucher upang mapirmahan ng end-user)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Clerical Staff Records Management and Control Division (RMCD)</i></p>
	<p>1.5. For Goods &amp; Services Forwards the signed disbursement voucher with the complete documents to the Officer-In-Charge, CGSD, for signature of Acceptance and Inspection Report (AIR)</p> <p><i>(1.5. Para sa Gamit at serbisyo dadalhin ang pirmadong disbursement voucher kalakip ang kumpletong dokumento sa nangangasiwang opisyal ng CGSD para sa pirma ng Acceptance and Inspection Report (AIR))</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min.</p> <p><i>(5 minuto)</i></p>	<p><i>Clerical / Releasing Staff Records Management and Control Division (RMCD)</i></p>
	<p>1.6. For Goods &amp; Services Prepares transmittal letter upon return of the signed Acceptance and Inspection Report (AIR) / Forwards disbursement voucher to the City Accounting Department</p> <p><i>(1.6. Matapos mapirmahan ang Acceptance and Inspection Report (AIR), ipadadala na ang buo at kumpletong dokumento kasabay ang pirmadong Disbursement Voucher sa City Accounting Department sa pamamagitan ng Transmittal Letter)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 Hour</p> <p><i>(1 oras)</i></p>	<p><i>Clerical / Releasing Staff Records Management and Control Division (RMCD)</i></p>
<p><b>TOTAL:</b></p> <p><b><i>(KABUUAN:)</i></b></p>		<p>None</p> <p><i>(Wala)</i></p>	<p>Infrastructure &amp; Retention:</p> <p><b>1 Hour and 15</b></p>	

		<b>Min.</b> <i>(1 oras at 15 minuto)</i>  Goods & Services: <b>2 Hours and 25 Min.</b> <i>(2 oras at 25 minuto)</i>	
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**Note:**

Processing time is applicable only to regular transactions or depending on the bulk of requests:

**For Infrastructure & Retention:**

4-6 vouchers - 3 hours & 15 minutes

7 or more vouchers - 5 hours & 15 minutes

**For Goods & Services:**

4-6 vouchers - 5 hours & 25 minutes

7 or more vouchers - 7 hours & 25 minutes

*(Paalala: Ang kabuuang oras sa pag-proseso at paggawa ng disbursement voucher ay naangkop lamang sa regular na mga transaksyon o nagdidipende sa bulto ng natanggap na dokumento:*

***Para sa Imprastraktura at Retensyon:***

*4-6 vouchers - 3 oras at 15 minuto*

*7 at higit pang vouchers - 5 oras at 15 minuto*

***Para sa Gamit at Serbisyo:***

*4-6 vouchers - 5 oras at 25 minuto*

*7 at higit pang vouchers - 7 oras at 25 minuto)*

## 2. Provision / Fast Tracking of Copy/ies of Documents, Letters and Other Forms of Correspondence

*(Probisyon / Mabilis Na Pagsubaybay Ng Mga Kopya Ng Mga Dokumento, Mga Liham At Iba Pang Anyo Ng Mga Sulat)*

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

*(Pagbibigay ng mga kopya na nasa pangangalaga/naka-file, pag-sipi, at pinahintulatang ilabas/issue ng nag-aaprubang awtoridad. Kabilang dito ang mga pamamaraan ng paghingi at kahilingan para sa pag-iisyu ng mga file/rekord na iniingatan at pinananatili ng RMCD.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Records Management And Control Division (RMCD) <i>(Dibisyon Ng Pamamahala At Kontrol Ng Mga Rekords)</i>			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Simple			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(G2P – Gobyerno tungo sa Pamahalaan)</i> G2C – Government to Citizen <i>(G2M – Gobyerno tungo sa Mamamayan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	The Bureaucracy; All City Constituencies, with concern <i>(Ang Burukrasya; Lahat ng mga Konstituyente ng Lungsod, may mga interes)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
1. Letter- requests with valid reason/ endorsement (1 original and 2 photocopies)  <i>(Liham kahilingan na may karampata ng dahilan / pag-endorso (1 orihinal at 2 kopya))</i>			The Bureaucracy; All City Constituencies, with concern  <i>(Ang Burukrasya; Lahat ng mga Konstituyente ng Lungsod, may mga interes)</i>	
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGASIWA)</i>
1. Submits authenticated letter-requests through: <i>(Magsumite ng liham-kahilingan sa paraang:)</i> <ul style="list-style-type: none"> <li>Personal (submit at receiving area of Records Management &amp; Control Division)</li> </ul> <i>(Personal (isumite sa tanggapan ng RMCD))</i>	1.1. Checks availability of document / letter / communication for reproduction	None <i>(Wala)</i>	30 Min. <i>(30 minuto)</i>	<i>Staff</i> Records Storage Section (RSS) Records Management and Control Division (RMCD)
	1.2. Approves release of requested document/s	None <i>(Wala)</i>	2 Min. <i>(2 minuto)</i>	<i>Chief</i> RMCD & City Government Department Head III

<ul style="list-style-type: none"> <li>E-mail (send to <a href="mailto:gsd@quezoncity.gov.ph">gsd@quezoncity.gov.ph</a>)</li> </ul>				
2. Receives requested copy of document/s	2. Releases to applicant/ client	None (Wala)	2 Min. (2 minuto)	<i>Releasing Staff</i> Current Records & Mails Section, RMCD
<b>TOTAL:</b>  (KABUUAN:)		None (Wala)	34 Min. (34 minuto)	

### 3. Disposal of Valueless Record

#### *(Pagtatapon Ng Walang Halagang Rekord)*

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 involves 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.

*(Ito ay nagbibigay ng kapangyarihan sa Tanggapan ng Lingkurang Panlahat na ipatupad ang mga patakaran sa pamamahala at pangangasiwa ng mga rekord ng Pamahalaang Lungsod ng Quezon. Ang humihiling na tanggapan/kagawaran ay dapat gawin ang NAP Form No. 3 (Request for Authority to Dispose of Records) sa tatlong (3) set/kopya, maayos na napunan, inaprubahan at nilagdaan ng pinuno ng kinauukulang ahensya. Kabilang dito ang pagrepaso at pagsusuri sa kahilingan para sa awtoridad na itapon ang mga walang halagang hindi kinakailangang mga talaan/rekords ng Lungsod alinsunod sa naaprubahan ng NAP na Iskedyul ng Disposisyon ng mga Rekord ng Ahensya at iba pang naaangkop na mga batas at regulasyon bago ang pag-endorso sa Pambangsang Sinupan ng Pilipinas (NAP) para sa panghuling pag-apruba, sa gayon ay napapadali ang aktwal na pagtatapon na sinasaksihan ng COA, humihiling na ahensya/mga End-Users, NAP, at akreditado/opisyal na mamimili ng mga walang halagang rekords. Ang halagang nalikom ay ire-remit sa Kagawarang ng Pananalapi ng Lungsod Quezon.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>		Records Management And Control Division (RMCD) <i>(Dibisyon Ng Pamamahala At Kontrol Ng Mga Rekords)</i>		
<b>Classification:</b> <i>(Pag-uuri:)</i>		Highly Technical		
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>		G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>		
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>		Quezon City Local Government Offices/Departments, City Operated Schools, and Hospitals <i>(Mga Tanggapan/Departamento ng Lokal na Pamahalaan ng Lungsod Quezon, Mga Paaralan at Ospital na Pinamamahalaan ng Lungsod)</i>		
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>		<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>		
1. Request letter (1 original and 2 photocopies) <i>(Liham ng kahilingan (1 orihinal at 2 kopya))</i>		Quezon City Local Government Offices/ Departments, City Operated Schools, and Hospitals <i>(Mga Tanggapan/ Departamento ng Lokal na Pamahalaan ng Lungsod Quezon, Mga Paaralan at Ospital na Pinamamahalaan ng Lungsod)</i>		
2. Three (3) copies of Request for Authority to Dispose Records (NAP Form No. 3) signed by the head of agency <i>(Tatlong (3) kopya ng Request for Authority to Dispose Records (NAP Form No. 3) na nilagdaan ng pinuno ng ahensya)</i>				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGA SIWA)</i>



<p>1. Submits request letter with attached (3) copies of NAP Form No. 3</p> <p><i>(Magsumite ng liham kahilingan na may kalakip na (3) kopya ng NAP Form No. 3)</i></p>	<p>1.1. Receives, preliminary assessment of request, logs, scans, and routes the official request to the Department Head</p> <p><i>(1.1. Pagtanggap, at paunang pagsuri ng dokumento, pag-tala, pag-scan, at pag-ruta ng opisyal na kahilingan sa Pinuno ng Kagawaran)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>10 Min. from receipt of per request</p> <p><i>(10 minuto mula pagtanggap ng kahilingan)</i></p>	<p><i>Receiving Staff</i> (Current Records &amp; Mail Section, RMCD)</p> <p><i>(Kawaning Tagatanggap, Current Records &amp; Mail Section, RMCD)</i></p>
<p>2. Wait for action taken / release of endorsement letter addressed to NAP</p> <p><i>(Maghintay ng aksyon na gagawin / paglabas ng liham-endorso na patungo sa NAP)</i></p>	<p>2.1. Instructs the action unit/division for appropriate action</p> <p><i>(2.1. Pagbigay ng instruksiyon sa yunit/dibisyon para sa naaangkop na pag-aksyon)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min. to 20 Min. (depending on the number of communications)</p> <p><i>(5 hanggang 20 minuto (depende sa dami ng komunikasyon))</i></p>	<p>Department Head/ Officer-In-Charge</p> <p><i>(Pinuno ng Kagawaran/ Opisyal na Tagapamahala)</i></p>
	<p>2.2. Assigns Records Officer to evaluate request</p> <p><i>(2.2. Pagtatalaga ng Records Officer na susuri sa kahilingan)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min.</p> <p><i>(5 minuto)</i></p>	<p><i>Division Chief,</i> RMCD</p> <p><i>(Punong Dibisyon, RMCD)</i></p>
	<p>2.3. Evaluates, inspect, if necessary, the request in accordance with ARDS or NAP GRDS compliance</p> <p><i>(2.3. Pagsusuri, pagsisiyasat, kung kinakailangan, ang kahilingan alinsunod sa itinalaga sa ARDS o NAP GRDS)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 Day (depending on the number of request or availability of the requesting-party to conduct records inspection)</p> <p><i>(1 araw (depende sa bilang ng kahilingan o pagkakaroon ng humihiling na magsagawa ng inspeksyon ng mga talaan))</i></p>	<p><i>Records Officer,</i> Records Storage Section, RMCD</p>

	2.4. Prepares / forwards letter endorsement addressed to NAP  (2.4. Paghanda ng liham na pag-endorso patungo sa NAP)	None  (Wala)	5 Min.  (5 minuto)	Division Chief Records Officer, Records Storage Section, RMCD  (Punong Dibisyon Records Officer, Records Storage Section, RMCD)
	2.5. Signs the endorsement letter addressed to NAP  (2.5 Paglagda ng liham ng pag-endorso sa NAP)	None  (Wala)	5 Min.  (5 minuto)	Department Head/Officer-In- Charge  (Pinuno ng Kagawaran/ Opisyal na Tagapamahala)
	2.6. Endorses to National Archives of the Philippines for final evaluation and approval and issuance of authority to dispose (thru messengerial or postal mail)  (2.6. Pag-endorso sa National Archives of the Philippines para sa huling pagsusuri at pag-apruba at pagbibigay ng awtoridad na magtapon (sa pamamagitan ng messengerial o postal mail))	None  (Wala)	2.5 Hours  (2.5 oras)	Records Officer, Releasing Staff, Current Records & Mails Section, RMCD  (Records Officer, Releasing Staff, Current Records & Mails Section, RMCD)
3. Transfer of valueless records to RMCD storage  (3. Paglipat ng mga walang halagang rekords sa imbakan ng RMCD)	3.1. Transfer of valueless records with accompanying NAP approved authority to dispose, from requesting department/office to RMCD storage  (3.1. Paglipat ng mga walang halagang rekord na may kasamang awtoridad na inaprubahan ng NAP mula sa humihiling na departamento/ tanggapan patungo sa imbakan ng RMCD)	None  (Wala)	30 Min.to 1.5 Hours  (30 minuto hanggang 1.5 oras)	RMCD Staff and Representative/s of Requesting Department / Office  (Mga Kawani ng RMCD, at mga Kinatawan ng Humihiling na Departamento/ Tanggapan)
4. Witness the conduct of city-wide disposal of valueless records	4.1. Conducts city-wide disposal of valueless records	None	1 Day	RMCD staff and Representatives from: (Kawani ng RMCD at mga kinatawan mula sa:)

<i>(4. Pagsaksi sa pagsasagawa ng aktuwal na city-wide na pagtatapon ng mga walang halagang rekord)</i>	<i>(4.1. Pagsasagawa ng pagtatapon ng walang halagang mga rekord ng lungsod)</i>	<i>(Wala)</i>	<i>(1 araw)</i>	<ol style="list-style-type: none"> <li>1. Commission on Audit (COA) <i>(Komisyon ng Pagsusuri)</i></li> <li>2. Requesting Departments / Offices <i>(Humihiling na mga Departament o / Tanggapan)</i></li> <li>3. National Archives of the Philippines (NAP) <i>(Pambansang Sinupan ng Pilipinas)</i></li> </ol>
<b>TOTAL:</b> <i>(KABUUAN:)</i>		<b>None</b> <i>(Wala)</i>	<b>2 Days, 7 Hours and 45 Min.</b> <b>(Excluding Requesting party's revision and re-submission of request and NAP processing of approval to dispose records)</b>  <i>(2 araw, 7 oras at 45 minuto (Hindi kasama ang ang pag-rebisa at muling pagsusumite ng humihiling na partido at ang pagproseso ng NAP sa pag-apruba upang maitapon ang mga rekord)</i>	

**Note:**

As per Rule VII Section 2b of IRR of RA 11032 or the Act of Ease of doing business which states that: "The government agency shall not process deficient or incomplete applications and requests, and shall only process an application or request if it is complete."

Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular No. 2019-001, s-2019 on the IRR of RA 11032.

#### 4. Provision of Original Copies of City-Owned Transfer Certificate of Titles (TCTs)

*(Pagbibigay Ng Mga Orihinal Na Kopya Ng Mga TCT Na Pag-Aari Ng Lungsod)*

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.

*(Pagbibigay ng Original na Sertipiko ng mga Titulo na nasa pangangalaga, itinatago at pinangangasiwaan sa ilalim ng kustodiya ng Records Management and Control Division, bilang suporta sa Pabahay na Programa at Proyekto ng Lungsod sa pamamagitan ng Quezon City Housing Community Development and Resettlement Department (HCDRD). Ang lahat ng mga kahilingan ay dapat aprubahan ng Pinuno ng Kagawaran ng Lingkurang Panlahat bago mailabas.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>		Records Management And Control Division (RMCD)		
<b>Classification:</b> <i>(Pag-uuri:)</i>		Complex <i>(Kompleks)</i>		
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>		G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>		
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>		Quezon City Housing Community Development and Resettlement Department (HCDRD)		
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
1. Request letter signed by the Department Head (1 original and 2 photocopies) <i>(Liham ng kahilingan na nilagdaan ng Pinuno ng Kagawaran (1 orihinal at 2 kopya))</i>			Quezon City Housing Community Development and Resettlement Department (HCDRD)	
<b>1 certified copy of the following:</b> <i>(1 sertipikadong kopya ng mga sumusunod:)</i> 2. Certificate of Authorizing Registration (CAR) 3. Deed of Absolute Sale (DAS) 4. Contract to Sell 5. Tax Declaration duly signed by the City Assessor’s or His duly Authorized Representative 6. Certificate of Full Payment by the City Treasurer’s Office and HCDRD 7. Certificate of Tax Exemption				
<b>1 photocopy of:</b> <i>(1 kopya ng:)</i> 8. TCT				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGAS IWA)</i>
1. Submits letter request duly signed by the HCDRD Department Head (with	1.1. Receives, preliminary assessment of request, logs, scans, and routes the official request to the Department Head	None	10 Min. from receipt of per request	<i>Receiving Staff</i> (Current Records & Mail Section, RMCD)

attached certified copy of requirements)  (1. Pagsumite ng liham kahilingan na nilagdaan ng Pinuno ng Kagawaran ng HCDRD (na may kalakip na sertipikadong kopya ng mga kinakailangan)	(1.1. Pagtanggap, at paunang pagsuri ng dokumento, pag-tala, pag-scan, at pag-ruta ng opisyal na kahilingan sa Pinuno ng Kagawaran)	(Wala)	(10 minuto mula pagtanggap ng kahilingan)	(Kawaning Tagatanggap, Current Records & Mail Section, RMCD)
2. Wait for action taken / release of requested Original Certificate of Title/s  (2. Maghintay ng aksyon na gagawin / release ng hiniling na Orihinal na Sertipiko ng mga Titulo)	2.1. Instructs the action unit/division for appropriate action  (2.1. Pagbigay ng instruksiyon sa yunit/dibisyon para sa naaangkop na pag-aksyon)	None  (Wala)	5 Min.  (5 minuto)	Department Head/Officer-In-Charge  (Pinuno ng Kagawaran/ Opisyal na Tagapamahala)
	2.2. Returns to RMCD for review of required documents  (2.2. Pagbalik sa RMCD upang suriin ang mga kinakailangang dokumento)	None  (Wala)	2 Min.  (2 minuto)	Title Custodian, RMCD  (Tagapangalaga ng Titulo, RMCD)
	2.3. Checks completeness of requirements  (2.3. Sinusuri kung kumpleto ang mga kinakailangan)	None  (Wala)	5 Min.  (5 minuto)	Title Custodian, RMCD  (Tagapangalaga ng Titulo, RMCD)
	2.4. Prepares Original Titles Release Form 4 (serves as certification to Title/s availability) and endorsement letter to HCDRD for signature of the Department Head/Officer-In-Charge  (2.4. Inihahanda ang Original Titles Release Form 4 (na syang nagsisilbing sertipikasyon na meron Titulo) at liham-endorso patungo sa HCDRD para malagdaan ng Pinuno ng Kagawaran)	None  (Wala)	2 Days  (2 araw)	Title Custodian, RMCD  (Tagapangalaga ng Titulo, RMCD)

	2.5. Final review and recommends the releasing of requested Title/s  <i>(2.5. Pinal na pagsusuri at inirerekomenda ang pagpapalabas ng hiniling na Titulo)</i>	None  (Wala)	5 Min.  (5 minuto)	Division Chief, RMCD  (Punong Dibisyon, RMCD)
	2.6. Approved the release of the Original Title to HCDRD for release to legal beneficiary/ies  <i>(2.6. Pag-apruba upang ilabas ang Orihinal na Titulo sa HCDRD para sa legal na benepisyaryo nito)</i>	None  (Wala)	3 Min.  (3 minuto)	Department Head/Officer-In-Charge  (Pinuno ng Kagawaran/ Opisyal na Tagapamahala)
3. Receives the requested Original Certificate of Title/s  <i>(3. Pagtanggap ng hiniling na Orihinal na Sertipiko ng Titulo)</i>	3.1. Transmits to HCDRD  <i>(3.1. Nagpapadala sa HCDRD)</i>	None  (Wala)	5 Min.  (5 minuto)	Title Custodian, RMCD (Tagapangalaga ng Titulo, RMCD)  Department Head, HCDRD (Pinuno ng Kagawaran, HCDRD)
<b>TOTAL:</b>  (KABUUAN:)		None  (Wala)	<b>2 Days, and 35 Min. (Excluding the availability of Head of Office to receive the original title/s)</b>  (2 araw, at 35 minuto (Hindi kabilang kung kailan at maaaring tanggapin lamang ng Pinuno ng tanggapan ang mga orihinal na titulo))	

**Note:**

As per Rule VII Section 2b of IRR of RA 11032 or the Act of Ease of doing business which states that: "The government agency shall not process deficient or incomplete applications and requests, and shall only process an application or request if it is complete."

Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular No. 2019-001, s-2019 on the IRR of RA 11032.

*(Mula sa Rule VII Seksyon 2b ng IRR ng RA 11302 o ang Act of Ease of doing business na nagsasaad: "Ang Ahensya ng Pamahalaan ay hindi magpoproseso ng may kulang o hindi kumpletong dokumentong aplikasyon at kahilingan, at tanging maipoproseso lamang kung ang mga naturang dokumento ay kumpleto.")*

## 5. Posting of Notices, Advisories & Bulletins & Issuance of Certificate of Posting

*(Pagpaskil Ng Mga Pabatid, Abiso & Bulitins & Pagbibigay Ng Sertipiko Ng Pag-Paskil)*

A certificate of Posting serves as proof that the department has posted an approved request/s in a 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.

*(Ang Sertipiko ng Pagpaskil ay nagsisilbing patunay na ang kagawaran ay nagpaskil ng aprubadong kahilingan sa kapansin-pansing lugar sa loob ng QC Hall (hal. High Rise Building East at West Wing bulletin boards). Ito rin ay ibinibigay pagkatapos ng petsa ng pagpaskil tulad ng kahilingan sa pamamagitan ng pick-up o ng koreo.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Records Management And Control Division (RMCD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Simple			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	Any Government Agency <i>(Kahit anong Ahensya ng Pamahalaan)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>		<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>		
1. Letter Request (1 original and 2 photocopies) with attached copy/ies of documents to be posted <i>(Liham Kahilingan (1 orihinal at 2 photocopies) na may kalakip na kopya ng mga dokumentong ipapaskil)</i>		Local and National Government Agencies, Constitutional Offices, GOCCs, GFIs, SUCs, other Government Agencies <i>(Mga Ahensiya ng Lokal at Pambansang Pamahalaan, Mga Tanggapan ng Konstitusyonal, GOCCs, GFIs, SUCs, iba pang Ahensya ng Pamahalaan)</i>		
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGAS IWA)</i>
1. Submits request letter, thru: <ul style="list-style-type: none"> <li>Personal (submit at receiving area of RMCD)</li> <li>Thru e-mail (send to <a href="mailto:gsd@quezoncity.gov.ph">gsd@quezoncity.gov.ph</a>)</li> </ul> <i>(1. Magsumite ng liham kahilingan sa paraang:</i>	1.1. Receives, preliminary assessment of request letter, logs, scans, and routes the official request to the Department Head  <i>(1.1. Pagtanggap, at paunang pagsuri ng liham kahilingan, pag-tala, pag-scan, at pag-ruta ng opisyal na kahilingan sa Pinuno ng Kagawaran)</i>	None  <i>(Wala)</i>	10 Min. from receipt of per request  <i>(10 Min. mula pagtanggap ng kahilingan)</i>	<i>Receiving Clerk (Current Records &amp; Mail Section, RMCD)</i>  <i>(Kawaning Tagatanggap, Current Records &amp; Mail Section, RMCD)</i>

<ul style="list-style-type: none"> <li>• <i>Personal (isumite sa tanggapan ng RMCD)</i></li> <li>• <i>Sa e-mail (ipadala sa <a href="mailto:gsd@quezoncity.gov.ph">gsd@quezoncity.gov.ph</a>)</i></li> </ul>				
<p>2. Wait for action taken / issuance and release of certificate of posting</p> <p><i>(Maghintay ng aksyon na gagawin / pagpapalabas at pagbigay ng sertipiko ng pagpaskil)</i></p>	<p>2.1. Instructs the action unit/division for appropriate action</p> <p><i>(2.1. Pagbigay ng atas sa yunit/dibisyon para sa naaangkop na pag-aksyon)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min.</p> <p><i>(5 minuto)</i></p>	<p><i>Department Head/Officer-In-Charge</i></p> <p><i>(Pinuno ng Kagawaran/ Opisyal na Tagapamahala)</i></p>
	<p>2.2. Evaluates and approves the request</p> <p><i>(2.2. Pagsusuri at pag-apruba ng kahilingan)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min.</p> <p><i>(5 minuto)</i></p>	<p><i>Division Chief, RMCD</i></p> <p><i>(Punong Dibisyon, RMCD)</i></p>
	<p>2.3. Posts requests</p> <p><i>(2.3. Pagpapaskil ng mga kahilingan)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>10 - 15 Min.</p> <p><i>(10 - 15 minuto)</i></p>	<p><i>Administrative Staff, RMCD</i></p>
	<p>2.4. Prepares Certificate of posting with letter endorsement</p> <p><i>(2.4. Paghahanda ang Sertipiko ng pagpapaskil na may liham-endorso)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min.</p> <p><i>(5 minuto)</i></p>	<p><i>Administrative Staff, RMCD</i></p>
	<p>2.5. Initials Certificate of Posting and endorsement letter</p> <p><i>(2.5. Pag-inisyal sa Sertipiko ng Pagpaskil at liham-endorso)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 Min.</p> <p><i>(2 minuto)</i></p>	<p><i>Division Chief, RMCD</i></p> <p><i>(Punong Dibisyon, RMCD)</i></p>
	<p>2.6. Signs Certificate of posting (For and by authority of the City Mayor)</p> <p>Signs department issued Certificate of posting and endorsement letter</p> <p><i>(2.6. Paglagda sa Sertipiko ng pagpaskil)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 Min.</p> <p><i>(2 minuto)</i></p>	<p><i>Department Head/Officer-In-Charge</i></p> <p><i>Assistant Department Head for Administration</i></p> <p><i>(Pinuno ng Kagawaran/</i></p>



	<i>(Para sa at sa pamamagitan ng awtoridad ng Alkalde ng Lungsod)</i>  <i>Paglagda ng pang departamentong Sertipiko ng pagpaskil at liham-endorso)</i>			<i>Opisyal na Tagapamahala</i>  <i>Katulong ng Pinuno ng Kagawaran para sa Administrasyon)</i>
	2.7. Records/ logs Certificate of Posting for release  <i>(2.7. Pagtatala/log ng Sertipiko ng Pagpaskil bago ilabas)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>Releasing Staff, Current Records and Mail Section RMCD</i>
3. Receives Certificate of Posting  <i>(Pagtanggap ng Sertipiko ng Pagpaskil)</i>	3.1. Issuance & Release of Certification to RMCD  <i>(3.1. Pag-isyu at Pagpapalabas ng Sertipikasyon sa RMCD)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>Releasing Staff, Current Records and Mail Section RMCD</i>
<b>TOTAL:</b>  <i>(KABUUAN:)</i>		None  <i>(Wala)</i>	<b>50 Min. (Excluding the availability of the requesting party to receive the certificate of posting)</b>  <i>(50 minuto (Hindi kabilang kung kailan at maaaring tanggapin lamang humihiling na Partido))</i>	

**Note:**

As per Rule VII Section 2b of IRR of RA 11032 or the Act of Ease of doing business which states that: "The government agency shall not process deficient or incomplete applications and requests, and shall only process an application or request if it is complete."

Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular No. 2019-001, s-2019 on the IRR of RA 11032.

*(Mula sa Rule VII Seksyon 2b ng IRR ng RA 11302 o ang Act of Ease of doing business na nagsasaad: "Ang Ahensya ng Pamahalaan ay hindi magpoproseso ng may kulang o hindi kumpletong dokumentong aplikasyon at kahilingan, at tanging maipoproseso lamang kung ang mga naturang dokumento ay kumpleto.")*

## 6. Processing of General Clearance (as to Property Accountability) (Pagproseso ng General Clearance (Tungkol sa Pananagutan ng Ari-Arian))

General Clearance is issued to government employees/officials 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)

*(Ang General Clearance ay binibigay sa mga kawani/ Opisyal na lumipat sa ibang ahensya ng pamahalaan, nagretiro, nagbitiw, itiniwalag o nahiwalay sa serbisyo. Ang Clearance mula sa kanyang opisina na nagpapatunay na siya ay naalis na sa pananagutan sa ari-arian ang kinakailangan dokumentaryo upang suportahan ang kanyang paglabas. (Sec. 161 ng COA Circular 92-386))*

<b>Office or Division:</b> (Opisina o Dibisyon:)	Movable Property Management And Control Division (MPMCD)			
<b>Classification:</b> (Pag-uuri:)	Simple / Complex (Simple / Kompleks)			
<b>Type of Transaction:</b> (Uri ng Transaksyon:)	G2G – Government to Government (Gobyerno sa Gobyerno)			
<b>Who may avail:</b> (Sino ang maaaring makagamit:)	Quezon City Government Offices / Departments / Schools – Officials and Employees (Mga Opisina / Kagawaran / Paaralan ng Pamahalaan ng Lungsod Quezon – Mga Opisyal at Empleyado)			
<b>CHECKLIST OF REQUIREMENTS</b> (TALAAN NG MGA KINAKAILANGAN)		<b>WHERE TO SECURE</b> (SAAN MAKAKAKUHA)		
1. General Clearance Form (1 original copy) <i>General Clearance Form (1 orihinal na kopya)</i>		Human Resource Management Department (Departamentong namamahala sa mga Tauhan o Tao)		
2. Office Clearance - No Property Accountability (1 original copy, 1 duplicate copy) <i>Office Clearance – Walang Pananagutan sa Ari-arian (1 orihinal na kopya, 1 pangalawang kopya)</i>		Concerned Office/Departments (Kinauukulang Opisina / Kagawaran)		
3. Division Office Clearance (1 original copy, 1 duplicate copy)		Division Office, Division of City Schools (Opisina ng Dibisyon, Dibisyon ng mga Paaralan sa Lungsod)		
4. ID Picture for Retirees, size: 2x2 (1 piece)		Requesting Party (Humihiling na empleyado)		
<b>CLIENT STEPS</b> (MGA HAKBANG NG KLIYENTE)	<b>AGENCY ACTIONS</b> (MGA PAGKILOS NG AHENSYA)	<b>FEES TO BE PAID</b> (MGA BABAYARAN)	<b>PROCESSING TIME</b> (HABA NG PROSESO)	<b>PERSON RESPONSIBLE</b> (TAGAPANGA SIWA)
1. Submits request for processing of General Clearance, with complete requirements	1.1 Receives, records and forwards General Clearance form to Movable Property Management and Control Division	None	10 Min.	Receiving Staff, Records Management and Control Division (RMCD)

(1. Magpasa ng mga kompletong dokumento para maiproseso ng General Clearance)	(1.1 Tumanggap, magtala at ipasa ang General Clearance sa Dibisyon na namamahala at may control sa pagsasalin ng mga ari-arian. (MPMCD)	(Wala)	(10 minuto)	
2. None (Wala)	2.1. Receives, records, checks, affixes initial and forwards clearance to the Property Officers  (2.1. Tinatanggap, nilalathala, sinusuri, nilalagay ang inisyal at ipinapadala ang klirans sa mga opisyal ng mga ari-arian)	None  (Wala)	10 Min.  (10 minuto)	Staff, Inventory and Disposal Section – MPMCD
	2.2. Verifies, reviews, and affixes initial on the General Clearance form  (Nagpapatunay, nagsusuri at inilalagay ang inisyal sa general clearance form)	None  (Wala)	1 Hour  (1 oras)	Chief, Inventory and Disposal Section – MPMCD (Hepe, Seksyon ng Imbentaryo at Pagtatapon -MPMCD)
	a) Rank-and-File & Contractual (Mga ranggo at mga kasapi & kontraktwal)	None (Wala)	5 Days (5 araw)	Asst. Chief, Movable Property Management and Control Division
	b) Department Heads/ Accountable Officers/ Elected Official			Chief, Movable Property Management and Control Division
	2.3. Forwards the General Clearance to the CGADH III  (2.3. Ibigay ang General Clearance sa CGADH III)	None  (Wala)	10 Min.  (10 minuto)	Staff, Inventory and Disposal Section - MPMCD
	2.4. Receives, affixes initial and forwards the General	None	1 Hour	CGADH III  City Gov't.

	Clearance to the CGDH III  (2.4. Pagtanggap, paglalapi ng inisyal na pirma at pag-bigay ng General Clearance sa CGDH III)	(Wala)	(1 oras)	Dep't. Head III
	2.5. Receives, and signs the General Clearance  (2.5. Pagtanggap, paglalapi ng pirma sa General Clearance)	None  (Wala)	1 Hour  (1 oras)	City Gov't. Dep't. Head III
	2.6. Releases the duly accomplished General Clearance  (2.6. Pagpapalabas ng wastong natapos na General Clearance)	None  (Wala)	10 Min.  (10 minuto)	Releasing Staff, Records Management and Control Division (RMCD)
<b>TOTAL:</b>  (KABUUAN:)		<b>None</b>  (Wala)	Rank-and-File & Contractual: <b>3 Hours &amp; 40 Min.</b> (3 oras at 40 minuto)  Department Heads/ Accountable Officers/ Elected Officials: <b>5 Days, 2 Hours &amp; 40 Min.</b> (5 araw, 2 oras at 40 minuto)	

**Note:**

- Release of the duly accomplished general clearance as to property accountability depends on the availability of the concerned end-user when to pick-up the clearance upon the notification of the RMCD releasing staff.

**(PAALALA:**

- Ang pagpapalabas ng wastong natapos na general clearance (Tungkol sa pananagutan ng ari-arian) ay nakadepende sa availability ng may kinalaman na tagatanggap kung kailan ito kukunin matapos ang abiso mula sa RMCD releasing staff.)

## 7. Conduct of Physical Inventory (Pagsasagawa ng Pisikal na Imbentaryo)

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 by the Office of the City Mayor, Accounting Department, and the Commission on Audit.

*(Ang pagsasagawa ng taunang pisikal na imbentaryo ng lahat ng panustos at kagamitan ng isang lokal na gobyerno ay itinatadhana ng seksyon 156 ng coa circular 92-386. Ito ay isinasagawa ayon sa talaan na ipinamamahagi sa mga opisina at departamento ng lokal na gobyerno ng lungsod quezon, binibigyan naman ng kopya ng resulta ang mga opisina ng punong alkalde, opisina ng pagtutuos at pagsukat at ang Komisyon sa Pagsusuri.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Movable Property Management And Control Division (MPMCD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Highly Technical <i>(Lubos na Teknikal)</i>			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices / Departments / Schools – Officials and Employees <i>(Mga Opisina / Mga Kagawaran / Paaralan ng Lungsod Quezon– Mga Opisyal at Empleyado)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
<b>Five (5) original copies of the following:</b> <i>(Limang orihinal na kopya ng mga sumusunod:)</i>				
1. Inventory Form (GF #41-A (3))			MPMCD- CGSD and / or End-user <i>(MPMCD – CGSD at / o ang Opisinang Gumagamit)</i>	
2. Property Acknowledgment Receipt (PAR, Appendix 51)				
3. Inventory Custodian Slip (ICS, Appendix 9-9)				
4. List of Unaccounted Movable Properties (QCG.CGSD.MPMCD.F.04 Rev.01 (10.18.2023))				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGA SIWA)</i>
1. Receives notice of Inventory taking activities  <i>(1. Tumanggap ng dokumento patungkol sa pagsasagawa ng imbentaryo)</i>	1. Issuance of memorandum together with schedule of inventory, to various offices/ department  <i>(1. Pagpapalabas ng kasulatan kasama ang iskedyul para sa pagsasagawa ng imbentaryo)</i>	None  <i>(Wala)</i>	2 Days  <i>(2 araw)</i>	<i>Receiving Staff, Records Management and Control Division (RMCD)</i>
2. Forms part of the Inventory Team	2. Conducts physical inventory of movable assets together with the Inventory Team	None	3 Days	<i>Staff, Inventory and Disposal Section</i>

<i>(2. Nakibahagi sa pangkat ng imbentaryo)</i>	<i>(2. Nagsagawa ng pisikal na imbentaryo kasama ang ibat ibang kabahagi nito)</i>	<i>(Wala)</i>	<i>(3 araw)</i>	
3. None <i>(Wala)</i>	3.1. Reconciles Inventory Report by the assigned personnel  <i>(3.1. Pagsasaayos ng Imbentaryo ng nakatalagang kawani)</i>	None  <i>(Wala)</i>	5 Days  <i>(5 araw)</i>	<i>Staff, Inventory and Disposal Section</i>
	3.2. Establishment of List of Unaccounted Properties (If any)  <i>(3.2. Pagtukoy sa mga hindi na deklarang ariarian. (kung meron man))</i>			
4. Signs final inventory report as end-user  <i>(4. Pagpirma sa pinal na kopya ng imbentaryo)</i>	4. Prepares, affixes initials and signs final Inventory report  <i>(4. Paglapi ng inisyal at pag pirma sa pinal na kopya ng imbentaryo.)</i>	None  <i>(Wala)</i>	4 Days  <i>(4 araw)</i>	<i>Staff, Inventory and Disposal Section</i>  <i>Asst. Chief and Chief – MPMCD</i>
5. None <i>(Wala)</i>	5.1. Submits and transmits final inventory report to: a. Commission on Audit b. City Accounting Department  <i>(5.1. Pagsusumite / pagpasa ng pinal na kopya ng imbentaryo)</i>	None  <i>(Wala)</i>	3 Days  <i>(3 araw)</i>	<i>Staff, Inventory and Disposal Section</i>  <i>Releasing Staff, Records Management and Control Division (RMCD)</i>
	5.2. Furnishes copy to the end-user  <i>(5.2 Pagbigay ng kopya sa end-user)</i>	None  <i>(Wala)</i>	4 hours  <i>(4 oras)</i>	<i>Staff, Inventory and Disposal Section</i>
<b>TOTAL:</b>  <i>(KABUUAN:)</i>		<b>None</b>  <i>(Wala)</i>	<b>17 Days &amp; 4 Hours</b>  <i>(24 araw at 4 oras)</i>	

**Note:**

- Conduct of physical inventory may take longer depending on the number of movable assets to be inventoried; location of the office; and availability of transportation for the offices outside the QC Hall complex.
- Signed Final Inventory Report also depends on when the end-user returns the inventory report signed by their head.

**(PAALALA:**

- *Ang pagsasagawa ng pisikal na imbentaryo ay maaaring tumagal ng mas matagal depende sa bilang ng mga ari-arian na dapat ma-imbentaryo; lokasyon ng opisina; at availability ng transportasyon para sa mga opisina sa labas ng QC Hall complex.*
- *Ang nilagdaang Final Inventory Report ay nakadepende rin sa kung kailan ibabalik ng end-user ang inventory report na nilagdaan ng kanilang pinuno.*

## 8. Inspection of Deliveries of Goods and Services

*(Pagsusuri ng mga Naihatid na Produkto at Serbisyo)*

Inspection of deliveries by an 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.

*(Ang pagsusuri ng mga naihatid na produkto at serbisyo ng awtorisadong Teknikal na Tagasuri ay isinasagawa upang matukoy kung ang mga naihatid na produkto o serbisyo ay naaayon sa mga ispesipikasyon itinakda sa Utos ng Pagbili / Kasunduan sa Paghahatid ng Suplay at/o mga Kontrata o Kasunduan.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Movable Property Management And Control Division (MPMCD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Simple / Complex / Highly Technical <i>(Simple / Komplikado / Lubos na Teknikal)</i>			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i> G2B – Government to Business <i>(Pamahalaan sa Negosyo)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers <i>(Mga Opisina / Kagawaran ng Pamahalaan ng Lungsod Quezon / Mga Tanggapan/ mga Tagpagtustos, Kontraktor/ Tagapagbenta)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
1. Notice of Delivery and Request for Inspection (QCG.CGSD.RMCD.F.13 Rev.01 (09.13.2023) (1 original copy and 3 photocopies)) <i>(Pagbatid ng Paghahatid at Pakiusap para sa Pagsusuri (QCG.CGSD.RMCD.F.13 Rev.01 (09.13.2023) (1 orihinal na kopya at 3 kopya))</i>			RMCD – CGSD	
2. Un-dated Delivery Receipts (1 original copy and 3 photocopies) <i>(Mga Resibo ng Paghahatid na Walang Petsa (1 orihinal na kopya at 3 kopya))</i>			Supplier / Contractor	
3. Approved Contract / Purchase Order/s (3 photocopies) <i>(Naaprubahang Kontrata / Utos ng Pagbili (3 kopya))</i>			End-user	
4. Terms of Reference (TOR) and Price Schedule (3 photocopies) <i>(Mga Tuntunin ng Sanggunian (TOR) at Talaan ng Presyo (3 kopya))</i>				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGA SIWA)</i>
1. Submits Notice of delivery and Request for Inspection	1.1. Receives and records Notice of Delivery and Request for Inspection  <i>(1.1. Pagtanggap at</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	Receiving Staff, Records Management and Control Division

(With attached requirements)	<i>pagtatala ng Pagbatid ng Paghahatid at Pakiusap para sa Pagsusuri)</i>			(RMCD)
(Pagpapasa ng Pagbatid ng Paghahatid at Pakiusap para sa Pagsusuri (Na may kalakip na mga kinakailangan))	1.2. Notice of Delivery and Request for Inspection forwards to CGDH III (For instructions)	None	10 Min.	City Gov't. Dep't. Head III
	<i>(1.2. Pagpasa ng Pagbatid ng Paghahatid at pakiusap para sa Pagsusuri sa CGDH III (Para sa mga tagubilin))</i>	(Wala)	(10 minuto)	
	1.3. Notice of Delivery and Request for Inspection	None	5 Min.	Receiving Staff, Technical Inspection Section
	<i>(1.3. Pagbatid ng Paghahatid at pakiusap para sa Pagsusuri)</i>	(Wala)	(5 minuto)	
	1.4. Assigns Technical Inspector	None	20 Min.	Chief, Technical Inspection Section
	<i>(1.4. Pag-aatas ng Teknikal na Tagasuri)</i>	(Wala)	(20 minuto)	
	1.5. Conducts inspection of deliveries	None	3 Days	Inspector, Technical Inspection Section
	<i>(1.5. Pagsasagawa ng pagsusuri ng mga paghahatid)</i>	(Wala)	(3 araw)	
	1.6. Prepares inspection report for review, affixes initial and approves report	None	4 Hours	Inspector, Technical Inspection Section;
	<i>(1.6. Paghahanda ng ulat ng pagsusuri para sa pagrepaso, paglagda ng paunang pirma, at pag-apruba ng ulat)</i>	(Wala)	(4 na oras)	Chief, Technical Inspection Section;
				Asst. Chief, MPMCD
	1.7. Approves and signs inspection column (IAR)	None	5 Min.	Chief, MPMCD
	<i>(1.7. Pagaapruba at paglalagda inspection column (IAR))</i>	(Wala)	(5 minuto)	
	1.8. Forwards duly approved and signed report to Fiscal Management Section, Administrative Division (For disbursement voucher preparation)	None	5 Min.	Receiving Staff, Technical Inspection Section
	<i>(1.8. Pagpasa ng natiyak at may lagdang pirma sa ulat ng</i>	(Wala)	(5 minuto)	



	<i>Fiscal Management Section, Administrative Division (Para sa paghahanda ng disbursement voucher)</i>			
<b>TOTAL:</b>  (KABUUAN:)		<b>None</b>  (Wala)	<b>3 Days, 4 Hours &amp; 50 Min.</b> (3 araw, 4 na oras at 50 minuto)	

**Note:**

Processing time is only applicable to simple/regular transactions.

Simple transaction – 1 to 3 days

Complex transaction – 4 to 7 days

Highly Technical transaction – 8 to 21 days

*(PAALALA: Ang oras ng pagproseso ay naaangkop lamang sa mga simple / regular na transaksyon.)*

*Simpleng transaksyon – (1) Isa hanggang (3) Tatlong araw*

*Komplikadong transaksyon – (4) Apat hanggang (7) Pitong araw*

*Lubos na Teknikal na transaksyon – (8) Walo hanggang (21) Dalawampu't isang araw*

## 9. Processing of Renewal of Registration of City-Owned Motor Vehicles

(Pagproseso ng Muling Pagrehistro ng mga Sasakyang Pag-Aari ng Lungsod)

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 Transportation Office.

(Upang matiyak ang wasto at kasagaran sa paggamit ng mga ari-arian ng pamahalaan o partikular na mga sasakyan, ang pag-renew ng rehistro na may pakikipag-ugnayan sa mga kaukulang End-users ay pinangangasiwaan ng MPMCD kasama ang Land Transportation Office.)

<b>Office or Division:</b> (Opisina o Dibisyon:)	Movable Property Management And Control Division (MPMCD)			
<b>Classification:</b> (Pag-uuri:)	Simple (Simple)			
<b>Type of Transaction:</b> (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)			
<b>Who may avail:</b> (Sino ang maaaring makagamit:)	Quezon City Government Offices / Departments Barangays – Officials and Employees (Mga Opisina / Kagawaran / Barangay ng Pamahalaan ng Lungsod Quezon – Mga Opisyal at Empleyado)			
<b>CHECKLIST OF REQUIREMENTS</b> (TALAAN NG MGA KINAKAILANGAN)			<b>WHERE TO SECURE</b> (SAAN MAKAKAKUHA)	
1. Duly Accomplished Checklist Form (QCG.CGSD.MD. F.40) (Wastong Napagtagumpayan na Checklist Form (QCG.CGSD.MD. F.40))			Motorpool Division, CGSD	
2. Certificate of Cover (GSIS), 1 copy (Certificate of Cover (GSIS), 1 orihinal kopya)			GSIS thru CGSD	
3. LTO-Certificate of Registration (1 photocopy) (LTO- Sertipiko ng Rehistro (1 kopya))			On file with CGSD	
4. LTO-Official Receipt of latest registration (photocopy) LTO-Opisyal na Resibo ng pinakabagong rehistro (kopya)				
<b>CLIENT STEPS</b> (MGA HAKBANG NG KLIYENTE)	<b>AGENCY ACTIONS</b> (MGA PAGKILOS NG AHENSYA)	<b>FEES TO BE PAID</b> (MGA BABAYARAN)	<b>PROCESSING TIME</b> (HABA NG PROSESO)	<b>PERSON RESPONSIBLE</b> (TAGAPANGA SIWA)
1. Coordinates for the confirmation of LTO inspection assigned schedule  (1. Pakikipag-ugnayan sa pagkumpirma ng nakatalagang iskedyul ng inspeksyon ng LTO.)	1. Assists end-user to undergo maintenance checklist upon confirmation of schedule  (1. Pagtulong sa taong taga-gamit na dumaan sa talaan ng pangangalaga pagkatapos makumpirma ang iskedyul.)	None  (Wala)	10 Min.  (10 minuto)	Staff, Programming and Utilization Section
2. Undergo maintenance checklist	2. Conducts inspection of motor vehicle  (2. Pagsasagawa ng inspeksyon ng sasakyan)	None  (Wala)	15 Min.  (15 minuto)	Mechanic personnel, Motorpool Division

<i>(2. Pagdaan sa talaan ng pangangalaga)</i>				
3. Submits maintenance checklist  <i>(3. Pagpasa ng talaan ng pangangalaga)</i>	3. Receives maintenance checklist submitted  <i>(3. Pagtanggap ng pinasang talaan ng pangangalaga)</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	Staff, Programming and Utilization Section
4. Bring a motor vehicle at LTO for inspection.  <i>(4. Pagdala ng sasakyan sa LTO upang ma-inspeksyon.)</i>	4.1. Assists during inspection at LTO  <i>(4.1. Pagtulong habang ini-inspeksyon)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 araw)</i>	Staff, Programming and Utilization Section
	4.2. Facilitates renewal of Registration  <i>(4.2. Pagasikaso ng muling pagreregistro)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 araw)</i>	Staff, Programming and Utilization Section
	4.3. Prepares and transmits renewed O.R.  <i>(4.3. Paghahandaat pagpapadala ng pinakabagong rehistro)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 araw)</i>	Staff & Chief, Programming and Utilization Section  Asst. Chief and Chief - MPMCD
5. Receives photocopy of renewed O.R.  <i>(5. Pagtanggap ng kopya ng pinakabagong rehistro)</i>	5.1 Furnishes photocopy of O.R. to end-user  <i>(5.1 Pagbigay ng kopya sa taga-gamit)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 minuto)</i>	Releasing Staff, Records Management and Control Division (RMCD)
<b>TOTAL:</b>  <i>(KABUUAN:)</i>		None  <i>(Wala)</i>	<b>3 Days &amp; 40 Min.</b>  <i>(3 araw at 40 minuto)</i>	

**Note:**

- Request/s and other concerns regarding Inspection and Registration of Motor Vehicles are directly accommodated by MPMCD Staff.
- Delay registration renewal process is due to late issuance of Certificate of Cover from GSIS (Attachment for registration renewal); and LTMS (Land Transportation Management System) as the new platform for registration renewal.
- Non-renewal of registration is due to non-compliance of the end-user, and the current status and condition of motor vehicles.

**(PAALALA:**

- Ang mga kahilingan at iba pang mga alalahanin ukol sa inspeksyon at rehistro ng mga sasakyan ay direktang tinutugunan ng mga tauhan ng MPMCD.
- Ang pagkaantala sa proseso ng muling pagpaparehistro ay dahil sa huling pag-isyu ng Sertipiko ng Saklaw mula sa GSIS (kalakip para sa muling pagpaparehistro); at LTMS (Land Transportation Management System) bilang bagong plataporma para sa muling pagpaparehistro.
- Ang hindi pagpaparehistro ay dahil sa hindi pagsunod ng taga-gamit, at sa kasalukuyang katayuan at kondisyon ng sasakyan.)

## 10. Return / Turn-Over of Serviceable and Unserviceable Properties

(Pagbabalik / Pagsasauli ng mga Mapapakinabangan at Hindi Mapapakinabangang mga Kagamitan)

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

(Mga pag aari na itinuturing at / o hindi na nagagamit ng isang departamento / opisina ay ibinabalik/naisoli sa CGSD para sa tamang disposiyon. Properties na maari pang magamit o kinakailangan ng ibang departamento / opisina ay muling ipamamahagi.)

<b>Office or Division:</b> (Opisina o Dibisyon:)	Movable Property Management And Control Division (MPMCD)			
<b>Classification:</b> (Pag-uuri:)	Complex / Highly Technical <i>Komplikado / Lubos na Teknikal</i>			
<b>Type of Transaction:</b> (Uri ng Transaksyon:)	G2G – Government to Government <i>(Gobyerno sa Gobyerno)</i>			
<b>Who may avail:</b> (Sino ang maaaring makagamit:)	Quezon City Government Offices / Departments / Schools – Officials and Employees <i>(Mga Opisina / Kagawaran / Paaralan ng Pamahalaan ng Lungsod Quezon – Mga Opisyal at Empleyado)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> (TALAAN NG MGA KINAKAILANGAN)		<b>AGENCY ACTIONS</b> (MGA PAGKILOS NG AHENSYA)		
4 original copies and 3 photocopies of the following: (Apat(4) na orihinal na kopya at tatlo(3) na potokapi ng mga sumusunod:)				
1. Property Return Slip (PRS, LGU No.12(2))		MPMCD		
2. Inventory and Inspection Report of Unserviceable Properties (IIRUP, GF No. 17-A (2))		CGSD		
3. Report of Waste Materials (RWM, GF No. 61-A (2))		Buildings & Grounds Management Division (BGMD) <i>(Dibisyon na namamahala sa mga gusali at kapaligiran (BGMD))</i>		
1 original copy and 3 photocopies of: (Isang(1) orihinal na kopya at tatlong(3) potokapi ng:)				
4. Approved Gate Pass				
<b>CLIENT STEPS</b> (MGA HAKBANG NG KLIYENTE)	<b>AGENCY ACTIONS</b> (MGA PAGKILOS NG AHENSYA)	<b>FEES TO BE PAID</b> (MGA BABAYARAN)	<b>PROCESSING TIME</b> (HABA NG PROSESO)	<b>PERSON RESPONSIBLE</b> (TAGAPANGA SIWA)
1. Submits request with complete prescribed forms, for schedule and checking of serviceable and unserviceable properties  (1. Magsumite/ magpasa ng surat	1. Receives and records letter request  (1. tanggapin at itala ang surat pahintulot)	None  (Wala)	10 Min.  (10 Minuto)	Staff, Records Management and Control Division

<i>kalakip ang kumpletong kaukulang mga forms, para sa pagtatalaga ng shedule at pag suri ng mga hindi na nagagamit/ kinakailangan at sira na mga kagamitan.)</i>				
2. None  (2. Wala)	2. Receives, evaluates, verifies, and affixes initial on the submitted documents  (2. tanggapin, suriin, ibiripa at maglagda sa isinumite na mga dokumento)	None  (Wala)	30 Min.  (30 minuto)	Staff, Inventory and Disposal Section
3. Secures approved and duly signed gate pass  (3. Gumawa ng aprubado at pirmadong gate pass)	3. Conducts inspection of returned/turned-over serviceable /unserviceable properties  (3. Magsagawa ng inspeksyon ng mga ibinalik/isinoling sira/mapapakinabangan pang mga ari-arian.)	None  (Wala)	2 Hours  (2 Oras)	Staff, Inventory and Disposal Section
4. Bring the returned/ turned-over serviceable /unserviceable properties to Manila Seedling Bank (MSB)  (Dalhin ang mga ibinalik/isinoling mga ayos / hindi na ayos na mga ari arian sa former manila seedlings bank.)	4.1. Transports the returned/turned-over serviceable /unserviceable properties to MSB  (4.1. Dadalhin ang mga nagagamit o hindi na nagagamit na ari-arian na naisauli o nai-turn-over sa MSB)	None  (Wala)	5 Days  (5 araw)	Staff, Inventory and Disposal Section
	4.2. Reviews/ affixes initials on the submitted documents  (4.2 Suriin / maglagda ng pirma sa mga naipasang dokumento)		4 Hours  (4 minuto)	
	4.3. Signs on the submitted documents  (4.3 Pirmahan ang pinasang dokumento)		30 Min.  (30 minuto)	
	4.4. Affixes initials on the submitted documents  (4.4 Maglagay ng mga		25 Min.  (25 minuto)	

	<i>inisyal sa mga pinasang dokumento)</i>			
	4.5. Approves and signs on the submitted documents  <i>(4.5 Pagapruba at pag pirma sa mga pinasang dokumento.)</i>		25 Min.  <i>(25 minuto)</i>	
5. Receives copy of PRS / IIRUP / RWM  <i>(5. Tanggapin ang kopya ng PRS / IIRUP /RWM)</i>	5.1 Prepares cover letter for the end-user's copy  <i>(5.1 Paghanda ng sulat para sa kopya ng end-user</i>	None  <i>(Wala)</i>	1 Day  <i>(1 araw)</i>	Staff, Inventory and Disposal Section
	5.2 Releases approved documents  <i>(5.2 Ibigay ang aprubadong dokumento)</i>			Receiving Staff, Records Management and Control Division (RMCD)
<b>TOTAL:</b>  <i>(KABUUAN:)</i>		<b>None</b>  <i>(Wala)</i>	<b>7 Days</b>  <i>(7 araw)</i>	

**Note:**

- Request/s and other concerns regarding Inspection and Registration of Motor Vehicles are directly accommodated by MPMCD Staff.
- Delay registration renewal process is due to late issuance of Certificate of Cover from GSIS (Attachment for registration renewal); and LTMS (Land Transportation Management System) as the new platform for registration renewal.
- Non-renewal of registration is due to non-compliance of the end-user, and the current status and condition of motor vehicles.

**(PAALALA:**

- *Ang mga kahilingan at iba pang mga alalahanin ukol sa inspeksyon at rehistro ng mga sasakyan ay direktang tinutugunan ng mga tauhan ng MPMCD.*
- *Ang pagkaantala sa proseso ng muling pagpaparehistro ay dahil sa huling pag-isyu ng Sertipiko ng Saklaw mula sa GSIS (kalakip para sa muling pagpaparehistro); at LTMS (Land Transportation Management System) bilang bagong plataporma para sa muling pagpaparehistro.*
- *Ang hindi pagpaparehistro ay dahil sa hindi pagsunod ng taga-gamit, at sa kasalukuyang katayuan at kondisyon ng sasakyan.)*

## 11. Bidding Process and Disposal of Unserviceable Properties and Waste Materials

*(Proseso Pagpapasubasta at Pagtatapon ng mga Sira / Hindi Napapakinabangang mga Ari-Arian at Wala nang Halagang Bagay)*

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

*(Mga ari-ariang sira / wala nang kapakinabangan ay itatapon sa pamamagitan ng pag susubasta na isasagawa ng Committee on Awards, kaagapay CGSD bilang kalihim.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Movable Property Management and Control Division (MPMCD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Highly Technical <i>(Higit na Teknikal)</i>			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>	G2B – Government to Business <i>(Pamahalaan sa Negosyo)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	Bidders/ private contractors <i>(Bidder / pribadong kontraktor)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>			<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	
1 original copy of the following: <i>(1 orihinal na kopya ng mga sumusunod:)</i>				
1. Property Return Slip (PRS)			MPMCD – CGSD	
2. Consolidated IIRUP & Rwm				
3. In-House Appraisal Report				
4. Bid Documents				
1 original copy and 3 photocopies of: <i>(1 orihinal na kopya at tatlong potokapi ng:)</i>				
5. Gate Pass			Buildings & Grounds Management Division (BGMD)	
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGA SIWA)</i>
1. Submits bidding proposal  <i>(1. Magsumite/ magpasa ng bid proposal)</i>	1. Receives & evaluates  <i>(1. Tanggapin at suriin)</i>	None  <i>(Wala)</i>	1 Hour  <i>(1 oras)</i>	Secretariat - Disposal Committee CGSD
2. Attends/ Participates in the bidding proper  <i>(2. Dumalo / makilahok sa isang bidding proper)</i>	2. Conducts Bidding (Declaration of the highest offeror)  <i>(2. Magsagawa ng subasta (ideklara ang may pinakamataas na subasta))</i>	None  <i>(Wala)</i>	2 Hours  <i>(2 oras)</i>	Secretariat - Disposal Committee CGSD
3. Submits all documentary requirements needed to qualify as	3. Conducts post evaluation process	None	3 Days	Secretariat - Disposal Committee CGSD

the winning bidder  <i>(3. Magsumite / magpasa ng mga kaukulang dokumento na kinakailangan upang maideklarang panalong bidder)</i>	<i>(3. Magsagawa ng proseso ng pagsusuri)</i>	<i>(Wala)</i>	<i>(3 araw)</i>	
4. None  <i>(4. Wala)</i>	4. Prepares Notice of Awards approved and signed by the Committee on Disposal  <i>(4. Maghanda ng Notice of Awards aprubado at napirmahan ng committee on disposal)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 minuto)</i>	Secretariat - Disposal Committee CGSD
5. Receives Notice of Awards  <i>(5. Tanggapin and Notice of Awards)</i>	5. 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  <i>(5. Mag-isyu ng order of payment para sa mga sumusunod: a. 50 porsyento ng kabuuang subasta b. Performance bond sa halagang 25 porsyento ng kabuuang subasta)</i>	None  <i>(Wala)</i>	20 Min.  <i>(20 minuto)</i>	Secretariat - Disposal Committee CGSD
6. Presents proof of payments applied from the City Treasurer's Office accompanied with the Notice of Awards  <i>(6. Magpakita ng pruwera ng mga pinagbyaran sa City Treasurers office kalakip ang Notice of Awards)</i>	6. Prepares Notice to Commence and Guidelines in Hauling  <i>(6. Maghanda ng notipikasyon para magpatuloy at alituntunin as paghahakot)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 minuto)</i>	Secretariat - Disposal Committee CGSD
7. Receives Notice to Commence and Guidelines in Hauling  <i>(7. Tanggapin ang notipikasyon para</i>	7. Advises the awardee to secure Gate pass  <i>(7 Abisuhan ang awardee para magsiguro ng gate pass)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 minuto)</i>	Secretariat - Disposal Committee CGSD



<i>magpatuloy at alituntunin sa paghahakot)</i>				
8. Submits request to issue Gate pass for the awarded items  <i>(8. Magusmite / magpasa ng request para mabigyan ng gate pass)</i>	8. Receives and checks request  <i>(8. tanggapin at suriin ang request)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 minuto)</i>	Staff, Inventory and Disposal Section
9. Receives approved Gate Pass  <i>(9. tanggapin ang aprubadong gate pass)</i>	9. Issues approved and signed Gate pass  <i>(9.1 Mag-isyu ng aprubado at pirmadong gatepass)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 minuto)</i>	Staff, Inventory and Disposal Section
10. Hauls the awarded items  <i>(10. Hakutin ang mga nai-pagkaloob na mga ari-arian at kagamitan)</i>	10. Monitors hauling process including clearing after hauling  <i>(10. Bantayan ang paghahakot kasama ang paglilinis ng kapaligirang pagkatapos ng paghahakot)</i>	None  <i>(Wala)</i>	30 Days (As the case maybe)  <i>(30 araw (Depende sa sitwasyon))</i>	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  <i>(11. Magsumite at magpasa ng request para mabigyan ng issuance of certificate of completion)</i>	11. Issues Certificate of Completion (For the withdrawal of performers bond)  <i>(11. Mag isyu ng certificate of completion (para sa pag wiwithdraw ng performance bond))</i>	None  <i>(Wala)</i>	20 Min.  <i>(20 minuto)</i>	Secretariat - Disposal Committee CGSD
<b>TOTAL:</b>  <i>(KABUUAN:)</i>		None  <i>(Wala)</i>	<b>33 Days, 4 Hours and 40 Min.</b>  <i>(33 araw, 4 oras and 40 minuto)</i>	

**NOTE:**

- Hauling process may exceed its prescribed period when all the awarded items has not yet been hauled and the depot area is not yet clear. It may exceed the 30-day prescribed period provided that the winning bidder shall submit a request for extension granted by the disposal committee.
- Notice to commence shall depend at the time the winning bidder completes and submits the required documents.

**(PAALALA:**

- *Ang proseso ng hauling ay maaaring lumampas sa itinakdang panahon kung hindi pa nahahakot ang lahat ng mga na-award na item at hindi pa malinis ang depot area. Maaari itong lumampas sa 30-araw na itinakdang panahon, basta't magsumite ang winning bidder ng kahilingan para sa extension na ibinibigay ng disposal committee.*
- *Ang Notice to Commence ay nakadepende sa oras na kumpletuhin at isumite ng winning bidder ang mga kinakailangang dokumento.)*

## 12. Receiving of Goods / Deliveries

*(Pagtanggap Ng Kagamitan / Mga Na-Deliver)*

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.

*(Ang mandato ng Central Warehouse Management Division ay tumanggap ng lahat ng mga kagamitan na inihatid ng mga Kontratista para sa pag-iimbak at pag-iingat. Ipinag-uutos din na i-account ang bawat item na natanggap at i-isyu ang mga kagamitan sa iba't ibang mga opisina at departamento para sa kanilang pang-araw-araw na operasyon.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Central Warehouse Management Division (CWMD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Complex <i>(Kompleks)</i>			
<b>Type of Transaction:</b> <i>(Sino ang maaaring makagamit:)</i>	G2B – Government to Business <i>(Pamahalaan sa Negosyo)</i> G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	Contractors/Suppliers <i>(Mga Kontratista/Taga-suplay)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
1. Notice of Delivery (1 original copy and 3 photocopies) <i>(1 orihinal na kopya at 3 kopya)</i>			Supplier <i>(Taga-suplay)</i>	
2. Delivery Receipts / Sales Invoice (1 original copy and 3 photocopies) <i>(1 orihinal na kopya at 3 kopya)</i>			Supplier <i>(Taga-suplay)</i>	
3. Approved Purchase Order/s (3 photocopies) <i>(3 kopya)</i>			BAC	
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPAN-GASIWA)</i>
1. Supplier to submit Notice of Delivery with the following attachments:  a. Notice of Delivery b. Approved PO c. Delivery Receipts  <i>Ipapasa ng taga-suplay ang</i>	1.1. RMCD-GSD Receives Notice of Delivery to be forwarded to OIC-GSD for instruction  1.1.1. CWMD – Delivery 1.1.2. MPMCD – inspection (advance info)  <i>(1.1. Tatanggapin ng RMCD-GSD ang Notice of Delivery at ipapasa sa OIC-CGSD upang mabigyan ng tamang aksyon)</i>	None          <i>(Wala)</i>	5 Min.          <i>(5 minuto)</i>	<i>Receiving Staff, Records Management and Control Division (RMCD)</i>

<p><i>Notice of Delivery na may kalakip na mga dokumento:</i></p> <p>a. Notice of Delivery</p> <p>b. Approved PO</p> <p>c. Delivery Receipts</p>	<p>1.1.1. CWMD – delivery</p> <p>1.1.2. MPMCD – (Inspeksyon))</p>			
	<p>1.2. CWMD receives the deliveries (as scheduled 3 days prior to request)</p> <p>(1.2. <i>Tatanggapin ng CWMD ang mga dumadating na kagamitan (ayon sa iskedyul na tatlong araw bago ang request))</i>)</p>	<p>None</p> <p>(Wala)</p>	<p>30 Min.</p> <p>(30 minuto)</p>	<p>Staff, Receiving and Programming Section CWMD</p>
	<p>1.3. CWMD prepares request for inspection to the Technical Inspection Section- MPMCD copy furnished the COA</p> <p>(1.3. <i>Ihahanda ng CWMD ang request for inspection sa Technical Inspection Section- MPMCD at bibigyan ng kopya ang COA</i>)</p> <p>1.3.1. Technical Inspector conducts inspection</p> <p>(1.3.1. <i>Ang mga teknikal na inspector ay magsasagawa ng inspeksyon</i>)</p>	<p>None</p> <p>(Wala)</p>	<p>15 Min.</p> <p>(15 minuto)</p>	<p>Staff, Receiving and Programming Section CWMD</p> <p>Technical Inspector</p>
	<p>1.4. Items received and inspected shall now be recorded/registered to Warehouse Inventory System</p> <p>(1.4. <i>Ang mga kagamitan na tapos na ma inspeksyon ay ipapasok sa Warehouse Inventory System</i>)</p>	<p>None</p> <p>(Wala)</p>	<p>10 ± Min.</p> <p>(10 ± minute)</p>	<p>Staff, CWMD</p>
	<p><b>TOTAL:</b></p> <p>(KABUUAN:)</p>	<p>None</p> <p>(Wala)</p>	<p><b>1 ± Hour</b></p> <p>(1 ± oras)</p>	

**Note:**

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)

### 13. Issuance of Commonly Used Supplies From Centralized Stocking Thru Requisition and Issue Slip (RIS)

*(Ang Pag-Issu ng mga Pangkaraniwang Ginagamit na Suplay Mula sa Sentralisadong Pag-limbak sa Pamamagitan ng Pinondohang Requisition and Issue Slip (RIS))*

The GSD-Central Warehouse was allocated with revolving funds 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.

*(Ang GSD-Central Warehouse ay pinaglaanan ng revolving fund para bumili ng mga karaniwang ginagamit na supply at kagamitan mula sa PS-DBM. Ang mga pag-issu ng mga suplay at kagamitan na ito sa humihiling na mga opisina at departamento ay kailangang suportahan ng pinondohan ng RIS upang mapunan ang halaga ng mga bagay na ibibigay para ilaan sa isa pang pagbili ng mga supply at o kagamitan.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Central Warehouse Management Division (CWMD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices/Departments <i>(Mga Tanggapan sa Pamahalaan ng Quezon City)</i>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Funded Requisition and Issue Slip (R.I.S.) (1 original copy and 3 photocopies) <i>(1 orihinal na kopya at 3 kopya)</i>			End-User	
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGAS IWA)</i>
1. Submits Requisition Issue Slip (RIS)  <i>(1. Pagpasa ng Requisition Issue Slip)</i>	1. Receives, logs and forwards to CWMD  <i>(1. Tatanggapin at idodokumento bago ipasa sa CWMD)</i>	None  <i>(Wala)</i>	7 Min.  <i>(7 minuto)</i>	<i>Receiving Staff, Records Management and Control Division (RMCD)</i>
2. None  <i>(2. Wala)</i>	2.1. Receives, records, and stamps RIS;  <i>(2.1. Pagtanggap pag-tatala at pagtatatak ng RIS)</i>  2.1.1. Checks if the requesting party has funds realigned to GSD.	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	<i>Staff / OIC CWMD</i>

	<p>(2.1.1. <i>Siyasatin kung ang humihiling ay may naka-align na pondo sa GSD)</i></p> <p>2.1.2. If funds are realigned, put a stamp <b>“realigned funds”</b> and forward the document to the OIC-CWMD</p> <p>(2.1.2. <i>Kung naka-align, tatakan ng “realigned funds” at ipasa ang dokumento sa OIC-CWMD)</i></p> <p>2.1.3 If fund is not realigned, put a stamp <b>“for funding”</b> and forward to OIC-CWMD</p> <p>(2.1.3 <i>Kung ang pondo ay hindi naka-align, tatakan ng “for funding” at ipasa sa OIC-CWMD)</i></p>			
	<p>2.2. The OIC-CWMD signs the stamped portion (<b>“funds realigned”</b> and <b>“for funding”</b>, respectively)</p> <p>(2.2. <i>Pipirma ang OIC-CWMD sa lugar na may tatak (<b>“funds realigned”</b> and <b>“for funding”</b> ayon sa pagtaya )</i></p> <p>2.2.1 CWMD staff will then record the document and forward it to the OIC-CGSD through her Secretary for approval of the request.</p> <p>(2.2.1 <i>Itatala ng CWMD staff ang dokumento at ipapasa sa OIC-CGSD, sa pamamagitan ng kanyang Sekretarya, para sa kanyang pag-sang-ayon sa kahilingan.)</i></p> <p>2.2.2. The Secretary shall return the document to the CMWD staff after the approval of the OIC-CGSD.</p> <p>(2.2.2 <i>Ibabalik ng Sekretarya ang dokumento sa CWMD Staff pagkaraang ito ay maapribahan ng OIC-CGSD)</i></p> <p>2.2.3 The CWMD Staff will then forward the approved document</p>	<p>None</p> <p>(Wala)</p>		

	<p>(RIS) to the Chief, Storage and Processing Section – CWMD</p> <p><i>(2.2.3 Ipapasa ng CWMD Staff ang aprubadong dokumento (RIS) sa Chief-Storage and Processing Section -CWMD).</i></p> <p>2.2.4 The Chief Storage and Processing Section shall then instruct its staff to prepare the requested items and coordinate with the end-user the schedule of their delivery.</p> <p><i>(2.2.4 Magbibigay ngayon ng tagubilin ang Chief ng Storage and Processing Section sa kanyang mga tauhan upang ihanda ang mga bagay at gamit na hinihiling at makipag-ugnayan sa nauukol na tanggapan tungkol sa nakatakdang pag-deliver nito.)</i></p> <p>2.2.5 Loading of the supplies into the delivery truck will follow.</p> <p><i>(2.2.5 Isusunod na ang pagkakarga ng mga naihandang supplies sa delivery truck.)</i></p>		<p>10 ± Min.</p> <p><i>(10 ± minuto)</i></p>	<p><i>Section Chief / Staff, Supplies and Storage Section (SPS) CWMD</i></p>
<p>3. Receives the requested goods</p> <p><i>(3. Pagtanggap ng mga hiniling na kagamitan)</i></p>	<p>3.1. Issues goods to end-user</p> <p><i>(3.1. Pagbigay ng mga kagamitan sa departamento o opisina nangangailangan)</i></p> <p>3.1.1 The property custodian acknowledges the receipt of the supplies by affixing his/her signature to the "received by" portion of the document (RIS).</p> <p><i>(3.1.1 Kikilanin ng property custodian ang pagtanggap ng mga supplies sa pamamagitan ng pagtala ng kanyang pirma sa "received by" ng dokumento (RIS))</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>30 ± Min.</p> <p><i>(30 ± minuto)</i></p>	<p><i>Staff SPS, CWMD</i></p> <p><i>Property / Supplies Custodian (End-User)</i></p>
<p><b>TOTAL:</b></p> <p><i>(KABUUAN:)</i></p>		<p>None</p> <p><i>(Wala)</i></p>	<p><b>52 ± Min.</b></p> <p><i>(52 ± minutes)</i></p>	

## 14. Monitoring of Issuances and Utilization of Supplies

*(Pagsubaybay sa mga Inisyu at Ginamit na mga Suplay)*

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.

*(Gaya ng ibinigay sa ilalim ng Vol. 1, Kabanata 6, Seksyon 8 ng Government Accounting Manual para sa LGU (The Accounting Policies), ang buwanang pagsusumite ng Report of Supplies and Materials Issued (RSMI) ay dapat gawin tuwing ika-5 araw ng susunod na buwan. Ito ay upang masubaybayan ang wastong paggamit ng mga suplay na ibinibigay sa iba't ibang opisina at departamento. Magtatatag din ito ng isang epektibong sistema ng pamamahala ng imbentaryo bilang bahagi ng proseso ng pagkakasundo ng mga talaan ng accounting.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Central Warehouse Management Division (CWMD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Complex <i>(Kompleks)</i>			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices/Departments <i>(Mga Tanggapan sa Pamahalaan ng Quezon City)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
Duly accomplished and signed				
1. Report of Supplies and Materials Issued (RSMI)			QC - Offices and Departments	
2. Requisition and Issue Slip				
3. Copy of reference/s a. Purchase Order b. Agency Procurement Request				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPA NGASIWA)</i>
1. Submits duly accomplished RSMI and RIS (With supporting documents as references like PO, APR, etc.)  <i>(1. Pagpasa ng RSMI na may nakasuportang RIS para sa pruwera na ito'y naipamahagi)</i>	1. Receives, logs and forwards to CWMD  <i>(1. Tatanggapin at idodokumento bago ipasa sa CWMD)</i>	None  <i>(Wala)</i>	7 Min.  <i>(7 minuto)</i>	<i>Receiving Staff, Records Management and Control Division (RMCD)</i>



2. None  (2. Wala)	<p>2.1. Receives accomplished RSML, RIS (with supporting docs) and forwards the same to the OIC-CWMD</p> <p><i>(2.1 Pagtanggap ng RSML at RIS at ipapasa ito sa OIC-CWMD)</i></p> <p>2.1.1. Refers to Acting Asst. Division Chief / Chief, Storage and Processing Section</p> <p><i>(2.1.1. Hihingi ng tamang aksyon sa Acting Asst. Division Chief / Chief, Storage and Processing Section)</i></p> <p>2.1.2 Chief, Storage and Processing Section gives instruction to evaluate the submitted documents</p> <p><i>(2.1.2 Magbibigay ng tamang aksyon ang Chief, Storage and Processing Section)</i></p>	None  (Wala)	5 Min.  (5 minuto)	Staff / OIC CWMD
3. None  (3. Wala)	<p>3.1 CWMD Staff evaluates the documents</p> <p><i>(3.1 Susuriin ng CWMD staff ang mga dokumento)</i></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> <p><i>(3.1.1 Kung walang nakitang mali, isasama ito sa mga pinagsama-samang record)</i></p> <p><i>(3.1.2 Kung may nakitang mali naman, ibabalik ang mga ito sa nagpasa upang Maitama)</i></p>	None  (Wala)	5 ± Days  (5 ± na araw)	Section Chief / Staff Supplies and Storage Section (SPS) CWMD
4. None  (4. Wala)	<p>4.1. Collates RSML.</p> <p><i>(4.1. Pagsama-sama ng mga naipasang RSML)</i></p>	None  (Wala)	30 Min.  (30 minuto)	Staff SPS, CWMD / RMCD

	<p>4.1.1 Drafts endorsement letter (for approval of OIC-GSD)</p> <p><i>(4.1.1 Paggawa ng draft na liham ng pag endorso)</i></p> <p>4.1.2 Finalized endorsement letter approved by the OICGSD</p> <p><i>(4.1.2 Liham ng pag endorso na aprubado ng OIC-CGSD)</i></p> <p>4.1.3 Forwards endorsement letter to RMCD for release to City Accounting Department</p> <p><i>(4.1.3 Ipapasa ang letter ng pag endorso sa RMCD upang ito nama'y maibigay sa City Accounting Department)</i></p>			
	<p><b>TOTAL:</b></p> <p><i>(KABUUAN:)</i></p>	<p><b>None</b></p> <p><i>(Wala)</i></p>	<p><b>52 ± Min.</b></p> <p><i>(52 ± minutes)</i></p>	

## 15. Physical Inventory of Supplies (Pisikal na Imbentaryo ng mga Suplay)

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.

*(Alinsunod sa mga probisyon ng COA Circular 92-386 na may kaugnayan sa pagsasagawa ng taunang pisikal na imbentaryo, ang lahat ng opisina/kagawaran/task forces/unit ng Quezon City Government ay inaatasan na magsumite ng imbentaryo ng mga suplay at materyales na natitira sa kanilang imbakan sa isang kalahating taon na batayan. Ang pisikal na pagbilang ng mga suplay at materyales na ito ay dapat isasagawa sa iba't ibang mga opisina at departamento sa bawat iskedyul. Ang resulta ng pisikal na bilang ay dapat pagsama-samahin bawat kategorya ng item na pagkatapos ay ibibigay sa Departamento ng Accounting ng Lungsod, ang Komisyon sa Pag-audit at ang Opisina ng Alkalde ng Lungsod.)*

<b>Office or Division:</b> (Opisina o Dibisyon:)	Central Warehouse Management Division (CWMD)			
<b>Classification:</b> (Pag-uuri:)	Complex (Kompleks)			
<b>Type of Transaction:</b> (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)			
<b>Who may avail:</b> (Sino ang maaaring makagamit:)	Quezon City Government Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b> (TALAAN NG MGA KINAKAILANGAN)			<b>WHERE TO SECURE</b> (SAAN MAKAKAKUHA)	
Duly accomplished and signed				
1. Report on the Physical Count of Inventory (RPCI) (Report ng Physical Count of Inventory (RPCI))			QC - Offices and Departments	
<b>CLIENT STEPS</b> (MGA HAKBANG NG KLIYENTE)	<b>AGENCY ACTIONS</b> (PAGKILOS NG AHENSYA)	<b>FEES TO BE PAID</b> (MGA BABAYARAN)	<b>PROCESSING TIME</b> (HABA NG PROSESO)	<b>PERSON RESPONSIBLE</b> (TAGAPANGA SIWA)
1. Submits duly accomplished RPCI (1. Pagpasa ng RPCI)	1. Receives, logs and forwards to CWMD (1. Pagtanggap at pag-dokumento bago ipasa sa CWMD)	None (Wala)	7 Min. (7 minuto)	Receiving Staff, Records Management and Control Division (RMCD)
2. None (2. Wala)	2.1. OIC-CWMD Receives Report on the Physical Count of Inventory (RPCI) (2.1. Tatanggapin ng OIC-CWMD ang report ng (RPCI))	None (Wala)	5 Min. (5 minuto)	Staff / OIC CWMD

	<p>2.1.1. Refers to Acting Asst. Division Chief / Chief, Storage and Processing Section</p> <p><i>(2.1. Paghingi ng tamang aksyon sa Acting Asst. Division Chief / Chief, Storage and Processing Section)</i></p> <p>2.1.2. Chief, Storage and Processing Section gives instruction to evaluate the submitted documents</p> <p><i>(2.1.2. Pagbigay ng abiso ng Chief, Storage and Processing Section na suriin ang mga naipasang dokumento)</i></p>			
<p>3. None</p> <p><i>(3. Wala)</i></p>	<p>3.1. CWMD Staff evaluates the documents</p> <p><i>(3.1. Susuriin ng CWMD staff ang mga dokumento)</i></p> <p>3.1.1. If no discrepancy - include it in the schedule for the conduct of physical count</p> <p><i>(3.1.1. Kung walang mali, isasama sa iskedyul ng pagsagawa ng imbentaryo)</i></p> <p>3.1.2. With discrepancy - Prepare return letter to end-user</p> <p><i>(3.1.2. Kung may nakitang mali, ibabalik ito sa gumawa nung dokumento)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>30 Min.</p> <p><i>(30 minuto)</i></p>	<p><b>Section Chief / Staff</b> Supplies and Storage Section (SPS) CWMD</p>
<p>4. None</p> <p><i>(4. Wala)</i></p>	<p>4.1. Conducts physical inventory per schedule</p> <p><i>(4.1. Pagsagawa ng pag imbentaryo ayon sa iskedyul)</i></p> <p>4.1.1. Consolidates the result of the physical count</p> <p><i>(4.1.1. Pagsama-sama ng resulta ng isinagawang imbentaryo)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>14 ± Days</p> <p><i>(14 + araw)</i></p>	<p><b>Staff</b> SPS, CWMD</p>
	<p>5.1. Forwards the consolidated reports (RPCI) to the City Accounting Department, COA and Office of the City Mayor</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 ± Days</p> <p><i>(1 + araw)</i></p>	

	<p><i>(5.1. Pagpasa ng pinagsama-samang ulat ng RPCI sa City Accounting Department, COA at Office of the City Mayor)</i></p> <p>5.1.1. Drafts endorsement letter (for approval of OIC-GSD)</p> <p><i>(5.1.1. Paggawa ng liham na aaprubahan ng OIC-CGSD)</i></p> <p>5.1.2. Finalized endorsement letter approved by the OIC-GSD</p> <p><i>(5.1.2. Ang tapos na liham ng pag endorso na naaprubahan na ng OIC-CGSD)</i></p>			
<p><b>TOTAL:</b></p> <p><i>(KABUUAN:)</i></p>	<p><b>None</b></p> <p><i>(Wala)</i></p>	<p><b>15 Days 42 ± Min.</b></p> <p><i>(15 na araw at 42 ± minuto)</i></p>		

## 16. Provision of Copy/ies of Requested City Land Ownership Document

*(Pagbibigay ng Hinihinging Kopya ng Dokumento ng Lupa na Pag-Aari ng Lungsod Quezon)*

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

*(Nagbibigay ng kopya ng mga dokumento na tunay na ari-arian ng lungsod sa humihiling na partido para sa anumang legal na layunin na maibibigay nito sa kanila.)*

<b>Office or Division:</b> <i>(Opisina/ dibisyon)</i>	Fixed Assets Management And Control Division (FAMCD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Highly Technical			
<b>Type of Transaction:</b> <i>(Uri ng transaksyon:)</i>	G2C – Government to Citizen <i>(Pamahalaan sa Mamamayan)</i> G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring mag avail:)</i>	Quezon City Government Offices/ Departments/ Schools/ Barangays and all Quezon City Constituents with Valid reasons (e.g. for City Development Project; Academic study or Thesis Reference, etc.) <i>(Mga Opisina/ Departamento/ Pampublikong Eskwelahan/ Barangay ng Lungsod Quezon at lahat ng kinauukulan na may kwalipikadong rason, (Hal. proyektong panlungsod; akademikong pag-aaral/ datos, atbp.))</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>		<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>		
1. Letter request with authentication for Specific purpose  <i>(Liham ng paghingi na may pagpapatunay para sa tiyak na layunin)</i>		Client (Transacting Public) <i>(Kliyente (Pribadong mamamayan))</i>  Barangay <i>(Barangay)</i>  Other Agencies <i>(Iba pang ahensiya)</i>		
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYA RAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGA SIWA)</i>
1. Submits letter request with authentication for Specific purpose  <i>(Pagsusumite ng liham ng paghingi na may pagpapatunay)</i>	1.1. Receives and records letters and forwards to the Department Head  <i>(1.1. Tumatanggap at nagtatala ng liham at nagpapasa sa Pinuno ng Departamento)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 Minuto)</i>	<i>Receiving Staff, Records Management and Control Division</i>  <i>(Records Management and Control Division – Kawaning Taga-tanggap)</i>
	1.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 Min.	<i>City Gov't. Dep't. Head III</i>

<i>para sa tiyak na layunin)</i>	<i>(1.2. Ipasa ang liham ng paghingi sa FAMCD mula sa Pinuno ng Departamento (na may mga tagubilin))</i>	<i>(Wala)</i>	<i>(5 Minuto)</i>	<i>(Punong-Tagapangulo/OIC)</i>
	1.3. Assigns request to Land Inventory Section (LIS)	None	10 Min.	Head, FAMCD
	<i>(1.3. Pagtatalaga ng paghingi sa Land Inventory Section (LIS))</i>	<i>(Wala)</i>	<i>(10 Minuto)</i>	<i>(Pinuno, FAMCD)</i>
	<p>1.4. Land Inventory Section (LIS) evaluates Request Answer Query /Addresses Client Request</p> <p><i>(1.4. Sinusuri ng Land Inventory Section (LIS) ang hinihingi, sasagutin ang hinihingi ng Kliyente)</i></p> <ul style="list-style-type: none"> <li>Inspects/ verifies the location of requested property <i>(sinisiyasat/ benibiripika ang kinalalagyan ng ari-arian na kahilingan)</i></li> <li>Request pertinent documents from National Agencies for validation of location <i>(humingi sa mga Pambansang Ahensiya ng mga dokumentong may kinalaman sa hinihingi bilang pagpapatunay ng lokasyon)</i></li> <li>request for Real Property Assessment Records from City Assessor's Office <i>(Humingi ng Real Property Assessment Records mula sa City Assessor's Office)</i></li> <li>Photocopies the requested document <i>(pagkopya ng mga hinihinging dokumento)</i></li> <li>Prepares the reply letter and attaches the photocopied documents</li> </ul>	<p>None</p> <p><i>(Wala)</i></p>	<p>14 Days and 7 Hours (including the coordination process with concerned agencies)</p> <p><i>(14 na araw at 7 Oras)</i></p> <p><i>(kabilang ang proseso ng pakikipag-ugnayan sa mga kinauukulang ahensya)</i></p>	<p>Land Inventory Section (LIS) – Clerical Staff</p> <p><i>(Land Inventory Section (LIS) – Kawani ng klerikal)</i></p>

	<p><i>(paggawa ng liham na kasagutan at paglakip ng kopya ng mga dokumento)</i></p> <ul style="list-style-type: none"> <li>Assures the completeness and accuracy of attachments</li> </ul> <p><i>(pagsisigurado ng pagkakumpleto at kawastuhan ng mga kalakip)</i></p>			
	<p>1.5. The Head of FAMCD, Assistant Department head, and Department head reviews/ initials/ approves and signs reply letter and its attachments</p> <p><i>(1.5. Ang pinuno ng FAMCD, Ikalawang Namumuno ng Departamento, at Punong Tagapangulo/OIC at magsusuri/ mag-iinisyal/ mag-aaprubang at lalagdaan ang liham ng kasagutan at mga kalakip)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>25 Min.</p> <p><i>(25 Minuto)</i></p>	<p>Head, FAMCD City Govt. Asst. Dept. Head III City Govt. Dept. Head III</p> <p><i>(Pinuno, FAMCD) (Ikalawang Namumuno ng Departamento) (Punong Tagapangulo/OIC)</i></p>
	<p>1.6. Forwards response letter with attachments, if any, to RMCD for Release</p> <p><i>(1.6. Pagpapasa sa RMCD ng liham na kasagutan kasama ng mga kalakip para ilabas)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min.</p> <p><i>(5 Minuto)</i></p>	<p>Clerical Staff, FAMCD</p> <p><i>(Kawani ng klerikal, FAMCD)</i></p>
<p>2. Requesting party Receives Requested documents</p> <p><i>(Ang partidong humihingi ay tatanggap ng mga dokumentong hinihingi)</i></p>	<p>2. Release of Documents to requesting party</p> <p><i>(2. Pagbigay ng mga dokumento sa partidong humihingi)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min.</p> <p><i>(5 Minuto)</i></p>	<p>Clerical Staff, RMCD</p> <p><i>(Kawani ng klerikal, RMCD)</i></p>
<p><b>TOTAL:</b></p> <p><i>(KABUUAN:)</i></p>		<p>None</p> <p><i>(Wala)</i></p>	<p><b>15 Days</b></p> <p><i>(15 araw)</i></p>	

**Note:**

Processing Time varies on number of land ownership documents being requested.

*(Tandaan: Nag-iiba-iba ang Oras ng Pagproseso sa bilang ng hinihinging dokumento sa lupa.)*



## 17. Documentation Procedures in the Disposal of Fixed Structures Owned By Quezon City Government

(Mga Pamamaraan Ng Pagdodokumento Sa Pagpapalis Ng Mga Hindi Natitinag Na Istrakturang Pag-Aari Ng Pamahalaang Lungsod Quezon)

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

(Paglalakad/ pagdodokumento ng hindi nagagamit na ari-arian na may/walang halaga para sa pag-tanggal mula sa Book of Accounts at para sa mga layunin ng talaan.)

<b>Office or Division:</b> <i>(Opisina/ dibisyon)</i>	Fixed Assets Management And Control Division (FAMCD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Highly Technical			
<b>Type of Transaction:</b> <i>(Uri ng transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring mag avail:)</i>	Departments/Offices <i>(Departamento/Opisina)</i> Barangay Chairman/School Principals <i>(Punong Barangay/Punong Guro)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>		<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>		
1. Inventory and Inspection Report of Unserviceable Properties (IIRUP)		Barangay Chairman <i>(Punong Barangay)</i> School Principal <i>(Punong Guro)</i> Head of Offices <i>(Pinuno ng Opisina)</i>		
2. Letter of Request for disposal/Barangay Resolution <i>(Liham ng paghingi para sa pagtapon/ Barangay Resolution)</i>				
3. Report of Waste Materials (RWM)				
4. Latest photo of structure <i>(Pinakabagong larawan ng straktura)</i>				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGA SIWA)</i>
(Documentation prior to demolition of Unserviceable Fixed Assets) <i>(Pagdodokumento bago ang paggiba ng hindi nagagamit na ari-ariang hindi natitinag)</i>				
1. Submits request letter with attached IIRUP for Fixed Assets  <i>(1. Pagsusumite ng liham ng paghingi na may kalakip na IIRUP for</i>	1.1. Receives and records request letter with attached IIRUP for Fixed Assets and forwards to the Department Head  <i>(1.1. Tumatanggap at nagtatala ng liham na paghingi na may kalakip na IIRUP for Fixed Assets at nagpapasa sa Pinuno ng Departamento)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 Minuto)</i>	<i>Receiving Staff, Records Management and Control Division</i>  <i>(Records Management and Control Division – Kawaning Taga-tanggap)</i>

Fixed Assets)	1.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)  <i>(1.2. Ipasa ang liham ng paghingi sa FAMCD mula sa Pinuno ng Departamento (na may mga tagubilin))</i>	None  (Wala)	5 Min.  (5 Minuto)	CGSD Head / Officer-in-Charge  (Punong Tagapangulo/OIC)
	1.3. Assigns request to Research and Disposition Section (RDS)  <i>(1.3. Pagtatalaga ng paghingi sa Research and Disposition Section (RDS))</i>	None  (Wala)	10 Min.  (10 Minuto)	Head, FAMCD  (Pinuno, FAMCD)
	1.4. Records and reviews the IIRUP for Fixed Assets, and all the attachments, and forwards the IIRUP for Fixed Assets and all the attachments to the City Accounting Department for verification of construction cost and date constructed.  <i>(1.4. Pagtatala at pagsusuri ng IIRUP for Fixed Assets, at lahat ng mga kalakip, at pagpasa sa City Accounting Department ng IIRUP for Fixed Assets at lahat ng mga kalakip upang mabiripika ang halaga ng pagpapatayo at petsa ng pagpapatayo)</i>	None  (Wala)	5 Days  (5 Araw)	FAMCD Staff (Research and Disposition Section), and RMCD Staff (Current Records and Mail Section)  (Kawani ng FAMCD (Research and Disposition Section), at Kawani ng RMCD (Current Records and Mail Section))
	1.5. Upon return of the IIRUP for Fixed Assets, duly signed by the City Accountant, with PPE Ledger Card (if available) and all the attachments to the department, forwards the IIRUP for Fixed Assets and all the attachments through Complete Staff Work to the Office of the City Mayor for approval  <i>(1.6. Pagbalik sa departamentong ito ng IIRUP for Fixed Assets na nilagdaan ng City Accountant, namay PPE Ledger Card (kung mayroon) at lahat ng kalakip, pinapasa ang IIRUP for Fixed Assets at lahat ng mga kalakip sa pamamagitan ng Complete Staff Work patungo sa Tanggapan ng Punong Lungsod para mapaaprubahan)</i>	None  (Wala)	1 Day  (1 Araw)	FAMCD Staff (Research and Disposition Section), and RMCD Staff (Current Records and Mail Section) (Kawani ng FAMCD)  (Research and Disposition Section), at Kawani ng RMCD (Current Records and Mail Section))

2. Requesting party receives Approved IIRUP	2. Upon return of the IIRUP for Fixed Assets, duly signed and approved by the City Mayor, and all the attachments to this department, forwards a copy to the Department of Engineering as their reference for issuance of Demolition Permit and forwards a copy to the End-user as attachment for the application of Demolition Permit to the Department of Engineering	None	5 Days	FAMCD Staff (Research and Disposition Section), and RMCD Staff (Current Records and Mail Section) (Kawani ng FAMCD)
(2. Ang Partidong Humihingi ay tatanggap ng Aprubadong IIRUP)	(2. Pagbalik sa departamentong ito ng IIRUP for Fixed Assets na nilagdaan at inaprubahan ng Punong Lungsod, at lahat ng mga kalakip, pinapasahan ng kopya ang Tanggapan ng Inhinyero upang mapagbatayan sa pagbibigay ng Demolition Permit, at pinapasahan rin ng kopya ang pinagagamit upang mailakip sa application of Demolition Permit papuntang Tangagpan ng Inhinyero)	(Wala)	(5 Araw)	(Research and Disposition Section), at Kawani ng RMCD (Current Records and Mail Section))
3. Cooperates in scheduling and assists during actual inspection	3. Coordinates with the end-user for schedule of Ocular inspection, conducts ocular inspection, and prepares an inspection report with photo documentation of the findings during the said inspection.	None	2 Days	FAMCD Staff (Research and Disposition Section)
(3. Makipagtulungan sa pagtatalakdaan at umasiste sa panahon ng aktwal na inspeksyon)	(3. Makikipag-ugnayan sa pinagagamit para sa pagtatalakdaan ng Ocular Inspection, pagsasagawa ng Ocular Inspection, at paggagawa ng Inspection Report kalakip ang mga litratong pagdodokumento ng mga natuklasan sa panahon ng sinabing inspeksyon)	(Wala)	(2 Araw)	(Kawani ng FAMCD (Research and Disposition Section))
(Documentation of turn-over of waste materials derived from Demolition or Rehabilitation of Fixed Assets) (Pagdodokumento ng pagbigay ng mga mahahalagang retaso na galing sa giniba o kinumpunang ari-arian na hindi natitinag)				
4. Submits request letter with attached Waste Material Report for	4.1. Receives and records request letter with attached Waste Material Report for Fixed Assets and forwards to the Department Head	None	10 Min.	Records Management and Control Division – Receiving Staff
	(Tumatanggap at nagtatala ng	(Wala)	(10 Minuto)	(Records

Fixed Assets and Gate Pass  (Pagsusumite ng liham ng paghingi na may kalakip na Waste Material Report for Fixed Assets at Gate Pass)	<i>liham na paghingi na may kalakip na Waste Material Report for Fixed Assets at nagpapasa sa Pinuno ng Departamento)</i>			Management and Control Division – Kawaning Taga-tanggap)
	4.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)  (4.2. Ipasa ang liham ng paghingi sa FAMCD mula sa Pinuno ng Departamento (na may mga tagubilin))	None  (Wala)	5 Min.  (5 Minuto)	CGSD Head / Officer-in-Charge  (Punong Tagapangulo/ OIC)
	4.3. Assigns request to Research and Disposition Section (RDS)  (4.3. Pagtatalaga ng paghingi sa Research and Disposition Section (RDS))	None  (Wala)	10 Min.  (10 Minuto)	Head, FAMCD  (Pinuno, FAMCD)
	4.4. Facilitates the approval of Waste Material Report for Fixed Assets and Gate pass  (4.4. Paglakad ng pagpapaaprubang Waste Material Report for Fixed Assets at Gate Pass)	None  (Wala)	2 Days  (2 Araw)	FAMCD Staff (Research and Disposition Section)  (Kawani ng FAMCD (Research and Disposition Section))
	4.5. Forwards Disposal Documents to MPMCD for preparation of In-house Appraisal Report.  (4.5. Pagpasa sa MPMCD ng mga dokumento ukol sa pagtatapon para sa paggawa ng In-house Appraisal Report)	None  (Wala)	10 Min.  (10 Minuto)	FAMCD Staff (Research and Disposition Section)  (Kawani ng FAMCD (Research and Disposition Section))
<b>TOTAL:</b>  (KABUUAN:)		<b>None</b>  (Wala)	<b>19 Days and 30 Min.</b> (excluding the activities of conformity and signature of the IIRUP, WMR, and Gate Pass by the indicated signatories and the City Mayor)  (19 na araw at 30 minuto) (hindi kasama ang mga aktibidad ng pagsang-ayon at paglalagda ng IIRUP, WMR, at Gate Pass ng pinangalanang taga-pirma at ng Punong Lungsod)	

## 18. Facilitation of the Issuance of Assignment for Utilization of City Owned Real Properties

(Pagsasakatuparan Ng Pag-Iral Ng Pag-Atas Para Sa Paggamit Ng Mga Pag-Aari Ng Lungsod)

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

(Upang mabigay ang Assignment for Utilization of City Owned Real Property at bilang patunay na ang partidong humihingi ay may karapatan sang-ayon sa batas sa nasabing paksa)

<b>Office or Division:</b> (Opisina/ dibisyon)	Fixed Assets Management And Control Division (FAMCD)			
<b>Classification:</b> (Pag-uuri:)	Highly Technical			
<b>Type of Transaction:</b> (Uri ng transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)			
<b>Who may avail:</b> (Sino ang maaaring mag avail:)	Barangay Chairman/ School Principals/Head of Offices (Punong Barangay/ Punong Guro/Pinuno ng Opisina)			
<b>CHECKLIST OF REQUIREMENTS</b> (TALAAN NG MGA KINAKAILANGAN)		<b>WHERE TO SECURE</b> (SAAN MAKAKAKUHA)		
1. Letter Request or Formal request (Liham ng paghingi o Pormal na paghingi)		Barangay Chairman/ School Principals (Punong Barangay/ Punong Guro)		
<b>CLIENT STEPS</b> (MGA HAKBANG NG KLIYENTE)	<b>AGENCY ACTIONS</b> (MGA PAGKILOS NG AHENSYA)	<b>FEES TO BE PAID</b> (MGA BABAYARAN)	<b>PROCESSING TIME</b> (HABA NG PROSESO)	<b>PERSON RESPONSIBLE</b> (TAGAPANGA SIWA)
1. Submits request letters  (1. Pagsusumite ng mga liham ng paghingi)	1.1. Receives and records request letter and forwards to the Department Head  (1.1. Tumatanggap at nagtatala ng liham ng paghingi at ipinapasa sa Pinuno ng Departamento)	None  (Wala)	10 Min.  (10 Minuto)	Records Management and Control Division – Receiving Staff  (Records Management and Control Division – Kawaning Taga-tanggap)
	1.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)  (1.2. Ipasa ang liham ng paghingi sa FAMCD mula sa Pinuno ng Departamento (na may mga tagubilin))	None  (Wala)	10 Min.  (10 Minuto)	City Gov't. Dep't. Head III  (Punong Tagapangulo/ OIC)
	1.3. Assigns request to Building and Improvements Inventory Section (BIIS)	None	10 Min.	Head, FAMCD

	<i>(1.3. Pagtatalaga ng paghingi sa Building and Improvements Inventory Section (BIIS))</i>	<i>(Wala)</i>	<i>(10 Minuto)</i>	<i>(Pinuno, FAMCD)</i>
	1.4. Determines the Land ownership thru the inventory of land	None	30 Min.	Staff, FAMCD (LIS)
	<i>(1.4. Tinutukoy ang pagmamay-ari ng lupa sa pamamagitan ng imbentaryo ng lupa)</i>	<i>(Wala)</i>	<i>(30 Minuto)</i>	<i>(Kawani ng FAMCD (LIS))</i>
	1.5. Determines the source of fund of the building constructed and conducts research on the available documents or records pertaining to the specifications of the requested building/office space; and informs the requesting party of the schedule for ocular inspection	None	5 Days	Staff, FAMCD (BIIS)
	<i>(1.5. Tinutukoy ang pinanggalingan ng pondo sa pagpapatayo ng mga gusali at pagsasagawa ng pananaliksik sa mga hawak na dokumento o mga talaan ukol sa mga detalye tungkol sa hinihinging gusali/ lugar pang-opisina; at pinaalam sa partidong humihingi sa pagtatalakdaan ng Ocular Inspection)</i>	<i>(Wala)</i>	<i>(5 Araw)</i>	<i>(Kawani ng FAMCD (BIIS))</i>
	1.6. Conducts ocular inspection for verification of land space and building floor area to be utilized, and current status of the requested building or office space (with photo record)	None	10 Days	Staff, FAMCD (LIS/BIIS)
	<i>(1.6. Nagsasagawa ng Ocular Inspection para sa pag-beripika ng lugar ng lupa at lawak ng sahig ng gusali o lugar pang-opisina (na may tala ng larawan))</i>	<i>(Wala)</i>	<i>(10 Araw)</i>	<i>(Kawani ng FAMCD (LIS/BIIS))</i>
	Research/ Inquire to implementing agency/ office (if there is no existing plan)			
	<i>(Pananaliksik/ pagtanong sa ahensya/ opisinang tagapagpatupad (kung walang umiiral na plano))</i>			

	<p>Inspection Report with recommendation</p> <p><i>(Inspection Report na may mungkahi)</i></p> <p>Drafting and Computation</p> <p><i>(Pag-draft at Pag-kalkula)</i></p>			
	<p>1.7. Prepares inventory report, site development plan, and assign property card with property number and information sheet.</p> <p><i>(1.7. Paghahanda ng Inventory Report, Site Development Plan, at pagtalaga ng property card na may property number at information sheet)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>4 Hours</p> <p><i>(4 oras)</i></p>	<p>FAMCD Staff (LIS/BIIS)</p> <p><i>(Kawani ng FAMCD (LIS/BIIS))</i></p>
	<p>1.8. Upon approval of the recommendation on the ocular inspection report, prepares draft of Assignment for Utilization for review and approval of the Division and Dept. Head.</p> <p><i>(1.8. Pagkaapruba ng minungkahi sa ocular inspection report, maghahanda ng draft ng Assignment for Utilization para masuri at maaprubahan ng Pinuno ng dibisyon at ng Departamento)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 Hours &amp; 30 Min.</p> <p><i>(2 oras at 30 minuto)</i></p>	<p>FAMCD Staff (LIS/BIIS)</p> <p><i>(Kawani ng FAMCD (LIS/BIIS))</i></p>
	<p>1.9. Upon approval, prepare a final copy of Assignment for Utilization for signature of the Dept. Head</p> <p><i>(1.9. Pagkaapruba, maghahanda ng panghuling kopya ng AFU para malagdaan ng Pinuno ng Departamento)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>10 Min.</p> <p><i>(10 Minuto)</i></p>	<p>FAMCD Staff (LIS/BIIS)</p> <p><i>(Kawani ng FAMCD (LIS/BIIS))</i></p>
	<p>1.10. Forwards the Assignment for Utilization to the requesting party/ end-user for conformity and signature</p> <p><i>(1.10. Pagpasa ng Assignment for Utilization sa partidong humihingi/ pinagagamit upang malagdaan bilang</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>10 Min.</p> <p><i>(10 Minuto)</i></p>	<p>FAMCD Staff (LIS/BIIS)</p> <p><i>(Kawani ng FAMCD (LIS/BIIS))</i></p>

	<i>pagsang-ayon o pagkakasunduan)</i>			
	1.11. Upon return of signed Assignment for Utilization by the requesting party/ end-user, the FAMCD will prepare Completed Staff Work as an attachment for the Assignment for Utilization before forwarding the same to City Mayor, for conformity and signature  (1.11. <i>Pagkabalik ng nilagdaang Assignment for Utilization mula sa partidong humihingi/ pinagagamit, ang FAMCD ay maghahanda ng Completed Staff Work bilang kalakip ng Assignment for Utilization bago ipasa ang mga ito sa Punong Lungsod para sa kaniyang lagda bilang pagsang-ayon)</i> )	None  (Wala)	3 Days  (3 Araw)	FAMCD Staff (LIS/BIIS)  (Kawani ng FAMCD (LIS/BIIS))
2. Receives Assignment for Utilization  (Pagtanggap ng Assignment for Utilization)	2. Releases the returned Assignment for Utilization, signed by the City Mayor  (2. <i>Paglabas ng binalik na Assignment for Utilization na nilagdaan ng Punong Lungsod)</i> )	None  (Wala)	10 Min.  (10 Minuto)	FAMCD Staff (RDS)  (Kawani ng FAMCD (RDS))
<b>TOTAL:</b>  (KABUUAN:)		None  (Wala)	<b>19 Days</b> <b>(19 araw)</b>  <b>(excluding the activities of conformity and signature of the Assignment for Utilization by the end-user and City Mayor)</b>  <i>(hindi kasama ang mga aktibidad ng pagsasang-ayon at paglalagda ng pinagagamit at ng Punong Lungsod sa Assignment for Utilization)</i>	



## 19. Inventory of City Owned Land & Building

(Imbentaryo Ng Mga Lupa At Gusaling Pag-Aari Ng Lungsod)

To establish an accurate inventory list of City Owned land and buildings 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.

*(Upang makapag buo ang wastong imbentaryo ng mga lupa at gusaling pag-aari ng lungsod sa pamamagitan ng pagturo at pagsasagawa ng physical inspection sa bawat pag-aaring hindi natitinag ng lungsod na pinondohan ng lungsod at mga pinondohan ng ibang ahensya ng gobyerno at iba pang mga partido.)*

<b>Office or Division:</b> (Opisina/ Dibisyon)	Fixed Assets Management And Control Division (FAMCD)			
<b>Classification:</b> (Pag-uuri)	Highly Technical			
<b>Type of Transaction:</b> (Uri ng Transaksyon)	G2G – Government to Government (Pamahalaan sa Pamahalaan) G2B – Government to Business (Pamahalaan sa Negosyo) G2C – Government to Citizen (Pamahalaan sa mamamayan)			
<b>Who may avail:</b> (Sino ang maaaring Kumuha)	Barangay Chairman/ School Principals/ Head of Offices (Punong Barangay/ Punong Guro/ Pinuno ng Opisina)			
<b>CHECKLIST OF REQUIREMENTS</b> (LISTAHAN NG MGA KINAKAILANGAN)		<b>WHERE TO SECURE</b> (SAAN MAKAKAKUHA)		
1. Photocopy of TCT, Approve Plan, Tax Map, Tax Declaration, Structural Map, Building Plan, Inventory Form QCG-GSD-FAIS-RA-16 and Inventory Form QCG-GSD-FAIS-NR-15		FAMCD, CGSD and/or End-user <i>(pinagagamit)</i>		
<b>CLIENT STEPS</b> (MGA HAKBANG NG KLIYENTE)	<b>AGENCY ACTIONS</b> (MGA PAGKILOS NG AHENSYA)	<b>FEES TO BE PAID</b> (MGA BABAYARAN)	<b>PROCESSING TIME</b> (HABA NG PROSESO)	<b>PERSON RESPONSIBLE</b> (TAGAPANGA SIWA)
1. Receives notice of Inventory taking activities  (1. Pagtanggap ng abiso sa aktibidad ng pag-iimbentaryo)	1. Issuance of inventory schedule through memorandum  (1. Pagbibigay ng talakdaan ng imbentaryo sa pamamagitan ng panandaan)	None  (Wala)	3 Days  (3 Araw)	Receiving Staff, Records Management and Control Division (RMCD)  (Kawaning taga-tanggap, Records Management and Control Division (RMCD))
2. Partakes part of the Inventory Team	2.1. Conducts physical inventory / ocular inspection of city owned land and building, and	None	3 Days	Staff, Land Inventory Section / Building and

<i>(Pagsali bilang kasapi ng Inventory Team)</i>	determines the source of fund, date and cost of building constructed/ improved  <i>(2.1. Pagsasagawa ng physical inventory/ ocular inspection ng lupa at gusaling pag-aari ng lungsod, at pagtukoy ng pondong pinanggalingan, petsa, at halaga ng pagpapatayo/ pagkukumpuni ng gusali)</i>	<i>(Wala)</i>	<i>(3 Araw)</i>	Improvements Inventory Section  <i>(Kawani, Land Inventory Section / Building and Improvements Inventory Section)</i>
	2.2. Reconciles Inventory Report through coordination with other office / department by the assigned personnel  <i>(2.2. Pagtutugma ng Inventory Report sa pamamagitan ng pakikipag-ugnayan ng tinalagang tauhan sa ibang opisina/ departamento)</i>	None  <i>(Wala)</i>	5 Days  <i>(5 Araw)</i>	Staff, Land Inventory Section / Building and Improvements Inventory Section  <i>(Kawani, Land Inventory Section / Building and Improvements Inventory Section)</i>
3. Signs final inventory report of city owned buildings as end-user  <i>(3. Lagdaan ang panghuling Inventory Report of city owned buildings bilang pinagagamit)</i>	3.1. Prepares inventory report, site development plan, and photo documentation  <i>(3.1. Paghahanda ng inventory report, site development plan, at litratong pagdodokumento)</i>	None  <i>(Wala)</i>	5 Days  <i>(5 Araw)</i>	Staff, Land Inventory Section / Building and Improvements Inventory Section  <i>(Kawani, Land Inventory Section / Building and Improvements Inventory Section)</i>
	3.2 Checking and reviewing of final inventory report  <i>(3.2. Pagsusuri at pagsiyasat ng panghuling Inventory Report)</i>	None  <i>(Wala)</i>	2 Days  <i>(2 Araw)</i>	Assistant Division Head and Division Head, FAMCD  <i>(Pinuno at Pangalawang Pinuno, FAMCD)</i>
	3.3. Submits final inventory report to: <ul style="list-style-type: none"> <li>• Commission on Audit</li> <li>• City Accounting Department</li> <li>• Office of the City Mayor</li> </ul>	None	1 Day	Staff, Land Inventory Section / Building and Improvements Inventory Section

	<p>(3.3. Pagsumite ng panghuling Inventory Report sa:</p> <ul style="list-style-type: none"> <li>• Komisyon ng Pagsusuri</li> <li>• City Accounting Department</li> <li>• Tanggapan ng Punong Lungsod)</li> </ul>	(Wala)	(1 Araw)	(Kawani, Land Inventory Section / Building and Improvements Inventory Section)
<p><b>TOTAL:</b> (KABUUAN:)</p>		<p><b>None</b> (Wala)</p>	<p><b>19 Days</b> (19 araw)</p> <p><b>(excluding the activities of conformity and signature of the Inventory Report by the end-user)</b></p> <p><i>(hindi kasama ang mga aktibidad ng pagsasang-ayon at paglalagda ng pinagagamit sa Inventory Report)</i></p>	

## 20. Permit For Distribution of Leaflets / Fliers

*(Pagpapahintulot Para sa Pamamahagi ng 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.

*(Ang pahintulot para sa Pamamahagi ng mga Leaflets / Fliers ay binibigay sa mga publiko at pribadong entidad upang magbigay ng oportunidad na makapag-alok ng kanilang produkto at serbisyo sa loob ng Quezon City Hall Compound at sa mga taong pupunta rito para sa kanilang pampublikong transaksyon.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Buildings And Grounds Management Division (BGMD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>			
<b>Type of Transaction:</b> <i>(Mga Uri ng Transaksyon:)</i>	G2B – Government to Business <i>(Gobyerno sa Negosyo)</i> G2G – Government to Government <i>(Gobyerno sa Gobyerno)</i>			
<b>Who may avail:</b> <i>(Sino maaaring makagamit:)</i>	Employees / Agents of Real Estate Company <i>(Mga manggagawa / Ahente ng kumpanya ng Real Estate)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(LISTAHAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
1. Letter Request (1 original copy and 2 photocopies) <i>(1 orihinal na kopya at 2 kopyang papel ng kahilingang sulat)</i>			Client <i>(Kliyente)</i>	
2. Duly filled-up Request Form for Distribution of Leaflets/ Fliers (2 original copies) <i>(2 orihinal na kopya ng malinis at maayos na nasagutan na kahilingang sulat)</i>			Security and Housekeeping Services Section, BGMD <i>(Seksyon ng mga Serbisyo sa Seguridad at Kalinisan)</i>	
3. Sample Leaflet/ Fliers (2 original copies) <i>(2 orihinal na kopya ng pampanulat / pamphlet)</i>			Client <i>(Kliyente)</i>	
4. Photocopy of company ID (2 copies) <i>(2 kopyang papel ng Company ID)</i>			Client <i>(Kliyente)</i>	
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA AKSIYON NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(ORAS NG PAGPROSES O)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANNGASIWA)</i>
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  <i>(1.1. Pagtanggap at pagrerekord ng mga</i>	None  <i>(Wala)</i>	20 Min.  <i>(20 minuto)</i>	Receiving Staff RMCD

(1. Pag pasa ng Request permit para sa pagpapamahagi ng Leaflets / Fliers)	<i>kahilingang sulat at pagpasa nito sa Department Head)</i>			
	1.2. Forwards letter request with instruction to the BGMD	None	15 Min.	City Gov't. Dep't. Head III
	<i>(1.2. Ipasa ang kahilingang sulat kasama ang instruksyon na ibinigay sa BGMD)</i>	(Wala)	(15 minuto)	
	1.3. BGMD Head gives instruction	None	10 Min.	Division Head / Clerical Staff BGMD
	<i>(1.3. Ang BGMD Head ang mag bibigay ng instruksyon)</i>	(Wala)	(10 minuto)	
	1.4. Explains the guidelines and requirements	None	15 Min.	Clerical Staff BGMD
	<i>(1.4. Ipapaliwanag ang mga dapat gawin at mga kinakailangang dokumento.)</i>	(Wala)	(15 minuto)	
2. Clients accomplish the form and submit requirements  (2. Pagkumpleto ng pagsagot ng form at pagpasa ng mga kinakailangang dokumento)	2.1. Evaluates and recommends approval of request	None	10 Min.	Section Chief, Security and Housekeeping Services Section
	<i>(2.1. Pagsusuri at pagbibigay ng pagsang-ayon sa hiniling na gawain o trabaho.)</i>	(Wala)	(10 minuto)	
	2.2. Approves / Signs the request	None	5 Min.	Division Head, BGMD
	<i>(2.2. Pag-apruba/ pag pirma ng request)</i>	(Wala)	(5 minuto)	
	2.3. Issues approved permit to client	None	5 Min.	Clerical Staff, BGMD
	<i>(2.3. Pagbigay ng aprubadong permit sa kliyente)</i>	(Wala)	(5 minuto)	
<b>TOTAL:</b>		<b>None</b>	<b>80 Min.</b>	
<i>(KABUUAN:)</i>		<i>(Wala)</i>	<i>(80 minuto)</i>	

## 21. Issuance of Gate Pass

### (Pag-Isyu ng Gate Pass)

A Gate pass is being secured from this 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.

(Ang Gate Pass ay kinukuha mula sa kagawaran upang bantayan ang paglipat ng mga kagamitan at ari-arian ng Pamahalaan, personal na ari-arian, pati na rin ang anumang aktibidad sa loob ng Quezon City Hall Compound.)

<b>Office or Division:</b> (Opisina o Dibisyon:)	Buildings And Grounds Management Division (BGMD)
<b>Classification:</b> (Pag-uuri:)	Simple (Simple)
<b>Type of Transaction:</b> (Mga Uri ng Transaksyon:)	G2B – Government to Business (G2B-Gobyerno sa Negosyo) G2G – Government to Government (G2G-Gobyerno sa Gobyerno)
<b>Who may avail:</b> (Sino maaaring makagamit:)	All people with official transaction with the concerned Quezon City Government Offices (Lahat ng mga taong may opisyal na transaksyon sa mga tanggapan ng Pamahalaang Lungsod ng Quezon)
CHECKLIST OF REQUIREMENTS (LISTAHAN NG MGA KINAKAILANGAN)	
<p>Duly filled-up Gate Pass Form: (4 original copies) (4 orihinal na kopya ng maayos na pagkakapunan na form ng gate pass:)</p> <p>a. For government owned movable property (Para sa naililipat na ari-arian ng gobyerno)</p> <ul style="list-style-type: none"> <li>Property Acknowledgement Receipt (1 photocopy)</li> <li>Sub-Property Acknowledgement Receipt (1 photocopy)</li> </ul> <p>b. For goods, supplies and materials for delivery at Central Warehouse (Para sa mga ari-arian, suplays, at materyales na idedeliber sa Central Warehouse)</p> <ul style="list-style-type: none"> <li>Approved Purchase Order (1 photocopy)</li> <li>Delivery Receipt (1 photocopy)</li> <li>Notice of Delivery and Request for Inspection (1 photocopy)</li> </ul> <p>c. For contractors implementing construction/ renovation/ rehabilitation projects (Para sa mga kontratista na nag-iimplement ng mga proyektong pangkonstruksyon, renobasyon at rehabilitasyon)</p> <ul style="list-style-type: none"> <li>Complete list of names of workers (1 original copy or 1 photocopy)</li> </ul>	
WHERE TO SECURE (SAAN MAKAKAKUHA)	
<ul style="list-style-type: none"> <li>Security and Housekeeping Services Section, BGMD / Client</li> <li>Movable Property Management and Control Division (MPMCD)</li> <li>Movable Property Management and Control Division (MPMCD)</li> <li>Documentation and Administrative Services Division, Procurement Department</li> <li>Client</li> <li>Records Management and Control Division (RMCD)</li> <li>Client</li> </ul>	

<ul style="list-style-type: none"> <li>Scanned copy of company IDs of workers (1 photocopy)</li> </ul> <p>d. For media coverage/ film or photo shooting (<i>Para sa pagkuha ng litrato, video, o pagcocoveryage ng media</i>)</p> <ul style="list-style-type: none"> <li>Covering letter (1 original copy or 1 photocopy)</li> </ul> <p>e. For towing or impounding of vehicles (<i>Para sa paghila at pag-impound ng mga sasakyan</i>)</p> <ul style="list-style-type: none"> <li>Official Receipt (OR) and Certificate of Registration (CR) (1 photocopy)</li> </ul> <p>f. For waste materials derived from demolished fixed assets (<i>Para sa mga itatapong material galing sa mga ginibang mga istruktura</i>)</p> <ul style="list-style-type: none"> <li>Inventory and Inspection Report of Unserviceable Property (1 photocopy)</li> <li>Report of Waste Materials (1 photocopy)</li> </ul> <p>g. For city records and paper wastes (<i>Para sa mga tala ng lungsod at mga basurang papel</i>)</p> <ul style="list-style-type: none"> <li>Permit for Disposition of City Government Records/ Documents (1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Client</li> <li>Client</li> <li>Fixed Assets Management and Control Division (FAMCD)</li> <li>Fixed Assets Management and Control Division (FAMCD)</li> <li>Records Management and Control Division (RMCD)</li> </ul>		
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA AKSIYON NG AHENSYA)	FEES TO BE PAID (MGA BABAYA-RAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGSIWA)
1. Requests for Gate Pass Form and duly fills out form with complete necessary documents  (1. Pagrequest ng Gate Pass Form at kumpletong pagfill up ng form kasama ang lahat ng kinakailangang dokumento)	1.1. Provides Gate Pass Form  (1.1. Pagbigay ng Gate Pass Form)	None  (Wala)	30 Min.  (30 minuto)	Clerical Staff, BGMD
	Records the content of the gate pass in the logbook and indicates Control Number  (1.1. Pagrecord ng nilalaman ng Gate Pass sa talaan at paglalagay ng control number)			
	1.2. Checks / Verifies the contents of the Gate Pass / Refer to concerned division  (1.2. Pagcheck / Pagkumpirma ng nilalaman ng Gate pass at pagpasa	None  (Wala)	30 Min.  (30 minuto)	Clerical Staff, BGMD

	<i>nito sa kinauukulang dibisyon.)</i>			
	1.3. Reviews/ Initials/ Recommends approval of Gate Pass  <i>(1.3. Pag susuri / Inisyal / Rekomendasyon ng pag-apruba ng Gate Pass)</i>	None  <i>(Wala)</i>	15 Min.  <i>(15 minuto)</i>	<i>Head, Buildings &amp; Grounds Management Division</i>  <i>Head, Movable Property Management and Control Division</i>
	1.4. Approves Gate Pass  <i>(1.4. Pag-apruba ng Gate Pass)</i>	None  <i>(Wala)</i>	15 Min.  <i>(15 minuto)</i>	<i>City Govt. Asst. Dept. Head / City Govt. Dept. Head</i>
	1.5. Releases approved Gate Pass  <i>(1.5. Pagbigay ng aprubadong Gate Pass)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 minuto)</i>	<i>Clerical Staff, BGMD</i>
<b>TOTAL:</b>  <i>(KABUUAN:)</i>		None  <i>(Wala)</i>	<b>1 Hour 40 and Min.</b>  <i>(1 oras at 40 minuto)</i>	



## 22. Issuance of Job Order

*(Pag-Isyu Ng Job Order)*

The Job Order Form is being issued to the requesting offices that need the maintenance service of the Offices and Departments. It is also to monitor that the request for repair of office furniture, equipment and facilities had been acted on effectively and efficiently.

*(Ang Job Order Form ay ini-isyu sa mga nagrerequest na opisina na nangangailangan ng serbisyong pang-maintenance. Naglalayon itong bantayan ang mga kahilingan para sa pag-aayos ng mga kagamitan sa opisina, gamit at pasilidad na ito ay naaksiyunan nang maayos.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Buildings And Grounds Management Division (BGMD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>			
<b>Type of Transaction:</b> <i>(Mga Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Gobyerno sa Gobyerno)</i>			
<b>Who may avail:</b> <i>(Sino maaaring makagamit:)</i>	Quezon City Government Offices within Quezon City Hall <i>(Mga manggagawa sa loob ng Quezon City Hall)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(LISTAHAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
1. Letter Request (1 original copy and 2 photocopies) / verbal / phone request / email <i>(1 orihinal na kopya at 2 kopya ng kahilingang Sulat)</i>			Client <i>(Kliyente)</i>	
2. Job Order Form (1 original copy) <i>(1 kopya ng Job Order Request Form)</i>			Building and Facilities Maintenance Section <i>(BGMD)</i>	
<b>CLIENT STEPS</b> <i>(HAKBANG NG MGA KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA AKSIYON NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGAS IWA)</i>
1. Call CGSD-BGMD telephone local no. and state job request  <i>(1. Tumawag sa CGSD-BGMD numero ng telepono at sabihin ang hiling na gawain, pangalan, at anong departamento)</i>	1. Receives, records & approves Request  <i>(1. Pag tanggap, pagrecord at pagapruba ng hiling na gawain)</i>	None  <i>(Wala)</i>	20 Min.  <i>(20 minuto)</i>	<i>Clerical Staff / Section Chiefs / Division Chief, BGMD</i>
2. Wait for action taken  <i>(2. Paghintay ng</i>	2.1. Delegates the Job Order to concerned unit (Aircon, Carpentry, Electrical, Plumbing, Telephone, Audio)  <i>(2.1. Pagtatalaga ng</i>	None  <i>(Wala)</i>	20 Min.  <i>(20 minuto)</i>	<i>Unit Head / Clerical Staff, BGMD</i>

aksyon ng pagsasagawa)	trabaho sa kinauukulang yunit kung ito ay para sa Aircon, Carpentry, Electrical, Plumbing, Telephone, Audio)			
	2.2. Initial inspection of area requested for work and assessment if additional spare parts, supplies, tools or equipment (light or heavy) are needed  (2.2. Paunang inspeksyon sa lugar na pag gagawaan at pagsuri ng mga kinakailangang gamit o bagay sa pagsasagawa ng trabaho)	None  (Wala)	1 Hour  (1 oras)	Unit Head / Maintenance personnel
	2.3. Secures needed supplies, tools or equipment from the stockroom  (2.3. Pagkuha ng mga gamit na kinakailangan sa bodega)	None  (Wala)	45 Min.  (45 minuto)	Storekeeper BGMD / Unit Head / Maintenance personnel
	2.4. Acts on the request  (2.4. Pagsasagawa ng trabaho)	None  (Wala)	3 Hours  (3 oras)	Unit Head / Maintenance personnel
3. Signs the Job Order (Acknowledged portion)  (3. Pagpirma ng Job order Form sa parte ng Acknowledged)	3.1. Submits accomplished job order report  (3.1. Pagsumite ng natapos na job order report)	None  (Wala)	30 Min.  (30 minuto)	Unit Head / Maintenance personnel
<b>TOTAL:</b>  (KABUUAN)		None  (Wala)	<b>5 Hours and 55 Min.</b>  <b>(5 oras at 55 minuto)</b>	

**Note:**

**Processing time is only applicable to simple transactions.**

(Tandaan: Ang oras ng pag-proseso ay para sa 'Simpleng Transaksyon' lamang.)

**Simple transaction – 5 hours and 55 minutes (5 oras at 55 minuto)**

Pertains to job order requests that can be accomplished by one (1) maintenance personnel only within five

(5) hours and 55 minutes upon issuance of the job order without the need for any supplies, materials or special equipment. Requires minimum supervision, coordination and does not affect public transactions.

*(Tumutukoy sa mga kahilingan para sa job order na kayang maisakatuparan ng isang (1) tauhang pang-maintenance lamang sa loob ng limang (5) oras at limampu't limang (55) minuto mula sa paglabas ng job order nang hindi nangangailangan ng anumang suplay, materyales, o espesyal na kagamitan. Nangangailangan ng minimal na superbisyon, koordinasyon, at hindi nakakaapekto sa mga pampublikong transaksyon.)*

**Complex transaction – 6 hours to 7 days (6 oras hanggang 7 araw)**

Pertains to job order requests that can be accomplished by up to two (2) maintenance personnel, beyond five (5) hours up to seven (7) days of completion upon issuance of the job order, and requires necessary supplies, materials or special equipment that is available within BGMD stockroom. Requires supervision, coordination and affects public transactions.

*(Tumutukoy sa mga kahilingan para sa job order na kayang maisakatuparan ng hanggang dalawang (2) tauhang pang-maintenance, lampas sa limang (5) oras hanggang pitong (7) araw ng pagkumpleto mula sa paglabas ng job order, at nangangailangan ng mga kinakailangang suplay, materyales, o espesyal na kagamitan na magagamit mula sa stockroom ng BGMD. Nangangailangan ng masusing superbisyon, koordinasyon, at may epekto sa mga pampublikong transaksyon.)*

**Highly Technical transaction – 8 to 21 days (8 hanggang 21 na araw)**

Pertains to job order requests that can be accomplished by three (3) or more maintenance personnel, beyond seven (7) days up to twenty (20) days of completion upon issuance of the job order, and requires supplies, materials or special equipment that is not available within BGMD stockroom, needs funding from the client/ requesting party. Requires maximum supervision, close coordination and affects public transactions subject for scheduling after office hours during weekdays, or on weekends or holidays only.

*(Tumutukoy sa mga kahilingan para sa job order na kayang maisakatuparan ng tatlo (3) o higit pang tauhang pang-maintenance, lampas sa pitong (7) araw hanggang dalawampung (20) araw ng pagkumpleto mula sa paglabas ng job order. Nangangailangan ito ng mga suplay, materyales, o espesyal na kagamitan na hindi magagamit sa stockroom ng BGMD at kailangang pondohan ng kliyente o humihiling na partido. Nangangailangan ng pinakamataas na antas ng superbisyon, mahigpit na koordinasyon, at may epekto sa mga pampublikong transaksyon. Isinasailalim ito sa iskedyul pagkatapos ng oras ng trabaho tuwing weekdays, o tuwing weekend o pista opisyal lamang.)*

## 23. Request for Venue, Manpower Assistance and Logistics (Sound System/ Tables/ Chairs/ Rostrum/ Backdrop, Extension Outlets, Etc.)

*(Pag Request ng Venue, Manpower Assistance at Logistics (Sound System / Lamesa/ Upuan / Rostrum / Backdrop, Extension Outlets at Iba Pa))*

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.

*(Ang departamento ang nagbibigay ng mga serbisyo sa logistics katulad ng lamesa, upuan, rostrum, backdrop, extension outlet at sound system at iba pa, kasama rin ang mga serbisyo para sa lugar at tulong ng lakas-tao para sa inisponsoran ng Pamahalaan at aprubadong aktibidad sa lungsod ng Quezon.)*

<b>Office or Division:</b> <i>(Opisina o Dibisyon:)</i>	Buildings and Grounds Management Division (BGMD) <i>(Dibisyong Namamahala Ng Mga Gusali At Kapaligiran)</i>			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>			
<b>Type of Transaction:</b> <i>(Mga Uri ng Transaksyon:)</i>	G2C – Government to Citizen <i>(Gobyerno sa Mamamayan)</i> G2G – Government to Government <i>(Gobyerno sa Gobyerno)</i>			
<b>Who may avail:</b> <i>(Sino maaaring makagamit:)</i>	Departments/ Offices, National Government Agencies, Government activities organizers <i>(Departamento / Opisina, Nasyonal na Ahensya ng Pamahalaan, Tagapag-asikaso ng mga Pampamahaalng Aktibidad)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(LISTAHAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
1. Letter Request (1 original copy and 2 photocopies) <i>(1 orihinal na kopya at 2 kopya ng Letter Request)</i>			Client <i>(Kliyente)</i>	
2. Verbal or phone request <i>(Pasalitang paghiling o sa pamamagitan ng Telepono)</i>				
<b>CLIENT STEPS</b> <i>(HAKBANG NG MGA KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA AKSIYON NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGAS IWA)</i>
1. Submits request letter through:  <i>(1. Pagsumite ng Request Letter sa pamamagitan ng:)</i> <ul style="list-style-type: none"><li>Personal (official letter)</li><li>E-mail</li></ul> <i>(1. Personal na pagpasa sa Records Management &amp; Control Division)</i>	1.1. Receives and logs letter request / Forwards letter request to the Department Head  <i>(1.1. Pagtanggap at pagrecord ng Request Letter at pag pasa nito sa Department Head)</i>	None  <i>(Wala)</i>	40 Min.  <i>(40 minuto)</i>	<i>Receiving Staff, Records Management &amp; Control Division (RMCD)</i>

(Pagpasa ng Email sa <a href="mailto:gsd@quezoncity.gov.ph">gsd@quezoncity.gov.ph</a> )				
2. Wait for action taken or release of reply  (2. Maghintay sa ginawang aksyon o tugon)	2.1. Releases letter request to the concerned division with instruction of the Department Head  (2.1. Pagbibigay ng request letter sa kinauukulang dibisyon kasama ang mga instruksyon na binigay ng Department Head)	None  (Wala)	30 Min.  (30 minuto)	City Government Department Head III
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Verifies the availability of the requested logistics  (2.2. Pagtanggap ng request letter at pagpasa nito sa BGMD Head para sa instruksyon / Pagbeberipika kung nakahanda na ba ang mga hiniling sa logistics)	None  (Wala)	20 Min.  (20 minuto)	Clerical Staff / Division Chief / Section Chief, BGMD
	2.3. Verbal information to the requesting party either approved or disapproved  (2.3. Paghanda para sa tugon sa humihiling kung ito ba ay aprubado o hindi aprubado)  If approved, issues guidelines and schedule the activity  (Kung ito ay aprubado, mag-isyu ng mga dapat gawin)  If disapproved, drafts reply letter  (Kung hindi aprubado, i-draft ang reply letter)	None  (Wala)	30 Min.  (30 Minuto)	Staff, Security and Housekeeping Services Section BGMD
<b>TOTAL:</b>  (KABUUAN:)		None  (Wala)	<b>2 Hours</b>  (2 Oras)	

## 24. Request For Close Circuit Television (CCTV) Footage

### (Pag Request Ng 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.

*(Sa loob ng compound ng Quezon City Hall, may dalawang nagbibigay ng serbisyo ng CCTV: ang QCDDRRMO at ang Security Agency ng Quezon City Hall Compound. Ang iba pang mga CCTV sa ilang opisina ay pag-aari ng mga kinauukulang gumagamit. Ang mga CCTV na nakalagay sa loob ng mga gusali, mga daanan, perimeter gates, at iba pang pampublikong pasilidad sa loob ng QC Hall premises ay ibinibigay ng Security Agency alinsunod sa mga teknikal na kinakailangan na nakasaad sa Terms of Reference (TOR). Ang operasyon ng CCTV ay pinamamahalaan ng mga sertipikadong operator ng CCTV ng seguridad ng ahensya at Minomonitor ng CGSD-BGMD Security Unit.)*

<b>Office or Division:</b> (Opisina o Dibisyon:)	Buildings And Grounds Management Division (BGMD)			
<b>Classification:</b> (Pag-uuri:)	Simple (Simple)			
<b>Type of Transaction:</b> (Mga Uri ng Transaksyon:)	G2C – Government to Citizen (G2C- Gobyerno sa Mamamayan) G2G – Government to Government (G2G-Gobyerno sa Gobyerno)			
<b>Who may avail:</b> (Sino maaaring makagamit:)	Any individual, groups, company, offices/ departments (Kahit sinong indibiduwal, grupo, kumpanya, mga opisina / departamento)			
<b>CHECKLIST OF REQUIREMENTS</b> (LISTAHAN NG MGA KINAKAILANGAN)		<b>WHERE TO SECURE</b> (SAAN MAKAKAKUHA)		
1. Letter request (1 original copy and 2 photocopies) (1 orihinal na kopya at 2 kopya ng Letter Request)		Client (Kliyente)		
2. CCTV Request Form (2 original copies) (2 orihinal na Kopya ng CCTV Request Form)		Security and Housekeeping Services Section, BGMD		
<b>CLIENT STEPS</b> (HAKBANG NG MGA KLIYENTE)	<b>AGENCY ACTIONS</b> (AKSIYON NG KAGAWARAN)	<b>FEES TO BE PAID</b> (MGA BABAYARAN)	<b>PROCESSING TIME</b> (HABA NG PROSESO)	<b>PERSON RESPONSIBLE</b> (TAGAPANGAS IWA)
1. Submits CCTV Request Form or letter request  (1. Pagpasa ng CCTV Request Form o sulat na humihiling)	1. Receives and logs request  (1. Pagtanggap at pagrecord ng hiling)	None  (Wala)	40 Min.  (40 minuto)	Clerical Staff, RMCD & BGMD

2. Wait for action taken or release of request / response  (2. Maghintay sa ginawang aksyon o tugon)	2.1. Releases letter request to the concerned division with instruction of the Department Head  (2.1. Pagbigay ng Letter Request sa kinaauukulang dibisyon kasama ang instruksyon ng Department Head)	None  (Wala)	30 Min.  (30 minuto)	City Government Department Head III
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Evaluates the nature and information of the request  (2.2. Pagtanggap ng letter request at pagpasa nito sa BGMD Head para sa instruksyon at pagsusuri kung ano ang nakasaad sa kahilingan)	None  (Wala)	20 Min.  (20 minuto)	Staff, Security Unit BGMD
	2.3. Records the request at the CCTV request logbook.  (2.3. Pagtatala sa talaan ng CCTV Request)	None  (Wala)	20 Min.  (20 minuto)	Clerical Staff, Security Unit BGMD
	2.4 Evaluates / Recommends approval / Approves the CCTV Request Form  (2.4. Pagsusuri/ Pagrekomenda at pag-apruba ng CCTV Request Form)	None  (Wala)	15 Min.  (15 minuto)	Security Unit/ Division Chief, BGMD ADHO
	3. Receives assistance in the CCTV room  (3. Pagtanggap ng pagtulong sa CCTV Room)	3. Releases request upon approval of the request.  (3. Pagbibigay ng kailangan kapag naaprubahan)	None  (Wala)	15 Min.  (15 minuto)
TOTAL:  (KABUUAN:)		None  (Wala)	2 Hours and 20 Min.  (2 oras at 20 minuto)	



## 25. Provision of Transport Support Service (Probisyon ng Transportasyon Suporta Serbisyo)

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 requests 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.

*(Ang tulong sa transportasyon ay ibinibigay ng CGSD sa lahat ng mga opisina/departamento ng lungsod pati rin sa mga mamamayan ng lungsod kung saan ang kahilingan ay naaprubahan alinsunod sa umiiral na mga alituntunin. Ang liham ng kahilingan na may kinakailangang impormasyon ay dapat ipasa upang matukoy ang pangangailangan ng serbisyo sa transportasyon sa parehong oras ay magsisilbing batayan para sa pag-apruba.)*

<b>Office or Division:</b> (Opisina o Dibisyon:)	Motorpool Division (MD)			
<b>Classification:</b> (Pag-uuri:)	Simple (Simple)			
<b>Type of Transaction:</b> (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan) G2C – Government to Citizen (Pamahalaan sa Mamamayan)			
<b>Who may avail:</b> (Sino ang maaaring makagamit:)	Quezon City Government Offices/ Departments and QC Constituents (Opisina/ Departamento ng Pamahalaan ng Quezon City at mga Mamamayan ng Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b> (TALAAN NG MGA KINAKAILANGAN)		<b>WHERE TO SECURE</b> (SAAN MAKAKAKUHA)		
1. Letter Request for buses/UV for Non-CGSD Personnel and out of town trip (1 original and 2 photocopies) (Liham ng Kahilingan para sa mga bus/UV para sa Non-CGSD Personnel at biyahe sa labas ng bayan) (1 orihinal na kopya at 2 kopya)		Client (Kliyente)		
2. Trip Ticket duly signed by Division Chief concerned for CGSD Staff (2 original copies) (Ang Trip Ticket na may lagda ng Division Chief na may kinalaman para sa CGSD Staff) (2 orihinal na kopya)		CGSD, Motor Pool Division (MD) – Dispatching Section		
3. Terms and Conditions signed by Requesting Party and notarized for Non-CGSD Personnel and out of town trip (2 original copies) (Terms and Conditions na may lagda ng Requesting Party at pinatotohanan ng Notaryo Publiko para sa Non-CGSD Personnel at biyahe sa labas ng bayan) (2 orihinal na kopya)		CGSD, Motor Pool Division (MD) – Dispatching Section		
<b>CLIENT STEPS</b> (MGA HAKBANG NG KLIYENTE)	<b>AGENCY ACTIONS</b> (MGA PAGKILOS NG AHENSYA)	<b>FEES TO BE PAID</b> (MGA BABAYARAN)	<b>PROCESSING TIME</b> (HABA NG PROSESO)	<b>PERSON RESPONSIBLE</b> (TAGAPANGA SIWA)
<b>A. For Non-CGSD Personnel and out of town trip</b> (Para sa Non-CGSD Personnel at biyahe sa labas ng bayan)				



<p>1. Submits Letter Request through:</p> <p><i>(Mag sumite ng liham ng kahilingan sa pamamagitan ng:)</i></p> <ul style="list-style-type: none"> <li>Personal (submit at Records Management and Control Division, (RMCD), CGSD)</li> <li><i>(Personal (Isumete sa Records Management and Control Division, (RMCD), CGSD))</i></li> <li>E-mail (send to <a href="mailto:gsd@quezoncity.gov.ph">gsd@quezoncity.gov.ph</a>)</li> </ul>	<p>1. Receives Letter Request and forwards to the Department Head, CGSD</p> <p><i>(1. Tumatanggap ng liham ng kahilingan at ipinapasa sa Department Head, CGSD)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>15 Min.</p> <p><i>(15 Minuto)</i></p>	<p><i>Receiving Staff, Records Management &amp; Control Division (RMCD), CGSD CGSD's Office</i></p> <p><i>(Tauhang tagatanggap Records Management and Control Division (RMCD)) (CGSD's Office)</i></p>
<p>2. None</p> <p><i>(2. Wala)</i></p>	<p>2. Evaluates, approves/ disapproves requests and instructs Asst. Dept. Head, CGSD for action/s to be taken</p> <p><i>(2. Nagsusuri, nag-aaprubang/ hindi nag-aaprubang ng kahilingan at nag tuturo sa Asst. Dept. Head para sa mga aksyon na gagawin)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 Day</p> <p><i>(1 Araw)</i></p>	<p><i>Department Head, CGSD CGSD's Office</i></p>
<p>3. None</p> <p><i>(3. Wala)</i></p>	<p>3. Implements and carry out re matching and scheduling of motor vehicles and Drivers</p> <p><i>(3. Pinapatupad at isinasagawa ang muling pagtutugma at pag-iiskedyul ng mga sasakyang de-motor at tagapagmaneho)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>4 Hours</p> <p><i>(4 Oras)</i></p>	<p><i>Asst. Dept. Head (Operation), CGSD CGSD's Office</i></p>
<p>4. None</p>	<p>4. Receives, records and encodes Letter Request</p>	<p>None</p>	<p>20 Min.</p>	<p><i>Receiving Clerk Motorpool</i></p>

(4. Wala)	and forwards to Chief, MD, CGSD  (4. Tumatanggap, nagrerecord at nag-eencode ng Liham ng Kahilingan at nag papasa sa Chief, MD, CGSD)	(Wala)	(20 Minuto)	Division (MD), CGSD CGSD's Office
5. None  (5. Wala)	5. Assess/verify, determines and recommends for approval/disapproval and instructs for implementation  (5. Sinusuri/ benibiripika, tinutukoy at nagrerekomenda para sa pag-apruba/ hindi pag-apruba at nagtuturo para sa pagpapatupad)	None  (Wala)	1 Hour  (1 Oras)	Chief, Motorpool Division (MD), CGSD CGSD's Office
6. None  (6. Wala)	6. Implements and carry out re matching and scheduling of motor vehicles and Drivers  (6. Pinapatupad at isinasagawa ang muling pagtutugma at pag-iiskedyul ng mga sasakyang de-motor at tagapagmaneho)	None  (Wala)	30 Min.  (30 Minuto)	Senior Transportation Development Officer, Motorpool Division (MD), CGSD CGSD's Office
7. Receives, Fill ups, to notarize and submits Terms & Conditions to:  <ul style="list-style-type: none"> <li>Personal (Motorpool Supervisor II and/or Motorpool Dispatcher, Motorpool Division (MD), CGSD)</li> </ul> (Personal (Motorpool Supervisor II and/or Motorpool Dispatcher, Motorpool Division (MD),	7. <ul style="list-style-type: none"> <li>Preparation of Trip Ticket and Terms &amp; Conditions  (Paghahanda ng Trip Ticket at Terms &amp; Conditions)</li> <li>Confirmation of scheduled trips  (Pagkumpirma ng mga nakatakdang biyahe)</li> </ul>	None  (Wala)	1 Hour  (1 Oras)	Motorpool Supervisor II and/or Motorpool Dispatcher, Motorpool Division (MD), CGSD CGSD's Office

CGSD)				
8. Receives notification request approval  (8. Nakakatanggap ng abiso sa hiling na aprubado)	8. Dispatches city-owned motor vehicles with Driver  (8. Nagpapadala ng mga sasakyang de-motor na pagmamay-ari ng lungsod at may tagapagmaneho)	None  (Wala)	15 Min.  (15 Minuto)	Motorpool Dispatcher, Motorpool Division (MD), CGSD CGSD's Office
<b>B. For CGSD Staff</b> (Para sa CGSD Staff)				
1. Submits Trip Ticket duly signed by Division Chief through:  (1. Mag sumite ng Trip Ticket na may lagda ng Division Chief sa pamamagitan ng:  <ul style="list-style-type: none"> <li>• Pesonal (submit at Motorpool Division – Dispatching Section, (MD), CGSD)</li> <li>(Pesonal (isumete sa Motorpool Division – Dispatching Section, (MD), CGSD))</li> <li>• E-mail (send to <a href="mailto:gsd@quezoncity.gov.ph">gsd@quezoncity.gov.ph</a>)</li> </ul>	1. Receives, records and encodes Trip Ticket and forwards to the Chief, MD, CGSD  (1. Tumatanggap, nagrerecord at nag-eencode Trip Ticket at ipinapasa sa Chief, MD, CGSD)	None  (Wala)	15 Min.  (15 Minuto)	Receiving Staff Records Management & Control Division (RMCD), CGSD CGSD's Office  (Tauhang tagatanggap Records Management and Control Division (RMCD)) (CGSD's Office)
2. None  (2. Wala)	2. Assess/ verify, determines and approves/ disapproves and instructs for implementation  (2. Sinusuri/ benibiripika, tinutukoy at nag-aapruba/hindi nag-aapruba at nagtuturo para sa pagpapatupad)	None  (Wala)	1 Hour  (1 Oras)	Chief, Motorpool Division (MD), CGSD CGSD's Office
3. None	3. Implements and carry out re matching and scheduling	None	30 Min.	Senior Transportation

(3. Wala)	of motor vehicles and Drivers  (3. Pinapatupad at isinasagawa ang muling pagtutugma at pag-iiskedyul ng mga sasakyang de-motor at tagapagmaneho)	(Wala)	(30 Minuto)	Development Officer, Motorpool Division (MD), CGSD CGSD's Office
4. None  (4. Wala)	4. • Preparation of Trip Ticket  (Paghahanda ng Trip Ticket)  • Confirmation of scheduled trips  (Pagkumpirma ng mga nakatakdang biyahe)	None  (Wala)	20 Min.  (20 Minuto)	Motorpool Supervisor II and/or Motorpool Dispatcher, Motorpool Division (MD), CGSD CGSD's Office
5. Receives notification of Trip Ticket approval  (5. Nakakatanggap ng abiso sa Trip Ticket na aprubado)	5. Dispatches city-owned motor vehicles with Driver  (5. Nagpapadala ng mga sasakyang de-motor na pagmamay-ari ng lungsod at may tagapagmaneho)	None  (Wala)	15 Min.  (15 Minuto)	Motorpool Dispatcher, Motorpool Division (MD), CGSD CGSD's Office
<b>TOTAL:</b>  (KABUUAN:)		None  (Wala)	<b>1 Day, 7 Hours &amp; 20 Min.</b> <b>(For Non-CGSD Personnel and out of town trip)</b>  <i>(1 araw, 7 oras at 20 minuto(Para sa Non-CGSD Personnel at at biyahe sa labas ng bayan)</i>  <b>2 Hours &amp; 20 Min.</b> <b>(For CGSD Staff in of town trip)</b>  <i>(2 oras at 20 minuto(Para sa CGSD Staff at na may biyahe sa loob ng bayan)</i>	

## 26. Repairs / Maintenance of City-Owned Motor Vehicle (Under CGSD and Other City Offices/Departments)

*(Pagpapaayos/Pag-Aalaga Ng Sasakyan Na Pag-Aari Ng Lungsod (Sa Ilalim Ng Cgsd At Iba Pang Opisina/Departamento Ng Lungsod))*

Repair and 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.

*(Ang pag-aayos at pag-aalaga ay pinalawig sa lahat ng mga sasakyang na pag-aari ng lungsod upang mapanatili at/o ibalik ang kanilang kakayahan sa paglilingkod upang mapahaba ang kanilang kapakinabangan at masiguro ang pinkamataas na paggamit.)*

<b>Office Or Division:</b> <i>(Opisina O Dibisyon:)</i>	Motorpool Division (MD)			
<b>Classification:</b> <i>(Pag-uuri:)</i>	Highly Technical			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices/ Departments <i>(Opisina/ Departamento ng Pamahalaang Quezon City)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(TALAAN NG MGA KINAKAILANGAN)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAKAKAKUHA)</i>	
1. Pre/post Inspection Report for motor vehicle (1 original copy) – For align funds only <i>(Pre/post Inspection Report para sa sasakyan (1 orihinal na kopya) – Para sa naka-ayon na pondo lang)</i>			Client <i>(Kliyente)</i>	
2. Request Form for repair/maintenance of vehicle (1 original copy) <i>(Request Form para sa pag-aayos/pag-aalaga ng sasakyan (1 orihinal na kopya))</i>			CGSD, Motor Pool Division (MD) – Motor Vehicle Maintenance Section	
3. Job Order (2 copies) <i>(Job Order (2 kopya))</i>			CGSD, Motor Pool Division (MD) – Motor Vehicle Maintenance Section	
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(MGA PAGKILOS NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(MGA BABAYARAN)</i>	<b>PROCESSING TIME</b> <i>(HABA NG PROSESO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAGAPANGA SIWA)</i>
1. Filling up and submits pre/post inspection report and request form to:  • Personal (Motorpool Division, CGSD)	1. Receives, records and forwards pre/post inspection and request form to Chief, MD, CGSD	None	20 Min.	<i>Mechanical Shop Foreman, Motorpool Division (MD), CGSD MD's Office</i>

<p>(1. Pagpuno at pagsusumite ng pre/post inspection report at request form sa:)</p> <ul style="list-style-type: none"> <li>• Personal (Dibisyon ng Motorpool, CGSD)</li> </ul>	<p>(1. Tumatanggap, nagtatala at nagpapasa ng pre/post inspection report at request form sa pag-apruba ng Chief, MD, CGSD)</p>	(Wala)	(20 Minuto)	
<p>2. None</p> <p>(2. Wala)</p>	<p>2. Approves/ disapproves request form and instructs the Special Operations Officer III, MD, CGSD for implementation</p> <p>(2. Nag-aaprub/ hindi nag-aaprub ng request form at nagtuturo sa Special Operations Officer III, MD, CGSD para sa pag papatupad)</p>	<p>None</p> <p>(Wala)</p>	<p>30 Min.</p> <p>(30 Minuto)</p>	<p>Chief, Motorpool Division (MD), CGSD MD's Office</p>
<p>3. None</p> <p>(3. Wala)</p>	<p>3. Determines and recommends the repair to be made and forwards job order form to Chief, MD, CGSD</p> <p>(3. Tinutukoy at nagrerekumenda ng pagpapaayos na gagawin at nag papasa ng job order form sa Chief, MD, CGSD)</p>	<p>None</p> <p>(Wala)</p>	<p>1 Hour</p> <p>(1 Oras)</p>	<p>Special Operations Officer III, Motorpool Division (MD), CGSD MD's Office</p>
<p>4. None</p> <p>(4. Wala)</p>	<p>4. Approves/ disapproves job order form (for PMS only) or recommends the approval/ disapproval of job order form and forwards to Department Head, CGSD and/or Asst. Dept. Head (Operation), CGSD (for CMS only)</p> <p>(4. Nag-aaprub/ hindi nag-aaprub ng job order form (para sa PMS lang) o Nagrerekumenda ng pag-aaprub/ hindi pag-aaprub ng job order form at nagpapasa sa Department Head, CGSD at/o Asst. Dept. Head (Operation), CGSD (para sa CMS lang)</p>	<p>None</p> <p>(Wala)</p>	<p>20 Min.</p> <p>(20 Minuto)</p>	<p>Chief, Motorpool Division (MD), CGSD MD's Office</p>
<p>5. None</p>	<p>5. Approves/ disapproves the job order form (for CMS only)</p>	<p>None</p>	<p>1 Day</p>	<p>Department Head,</p>

(5. Wala)	and not applicable for PMS)  (5. Nag-aaprubang hindi nag-aaprubang job order form (para sa CMS lang at hindi nauukol sa PMS))	(Wala)	(1 Araw)	CGSD/Asst. Dept. Head (Operation), CGSD CGSD'S Office
6. None  (6. Wala)	6. Implements and instructs the Mechanical Shop Foreman, MD, CGSD for repair to be made  (6. Nagpapatupad at tinuturuan ang Mechanical Shop Foreman, MD, CGSD para sa pagpapaaayos na gagawin)	None  (Wala)	20 Min.  (20 Minuto)	Special Operations Officer III, Motorpool Division (MD), CGSD MD's Office
7. None  (7. Wala)	7. Initiates, schedules and monitors the actual conduct repair  (7. Nagsisimula, iniiskedyul at sinusubaybayan ang aktwal na pagsasagawa ng pagpapaaayos)	None  (Wala)	20 Min.  (20 Minuto)	Mechanical Shop Foreman, Motorpool Division (MD), CGSD MD's Office
8. None  (8. Wala)	8. Checks, recommends and conducts repair/refer motor vehicle  (8. Sinusuri, nagrerekumenda at nagsasagawa ng pag-aayos/nagrefer ng sasakyang de-motor)  a. For preventive maintenance with re-aligned or non re-aligned funds  (Para sa pang-iwas na pag-aalaga na nakaayon at hindi nakaayon ang pondo)  b. For Corrective Maintenance with Re-aligned or Non Re-aligned Funds  (Para sa pagwawasto na pag-aalaga na nakaayon at hindi nakaayon ang pondo)	None  (Wala)	2 Days  (2 Araw)  30 Days  (30 Araw)	Mechanic III & Mechanic II, Motorpool Division, CGSD MD's Workshop  Mechanic III & Mechanic II, Motorpool Division, CGSD MD's Workshop  Outside Service Provider Outside Service Provider Workshop
9. Testing and	9. Witness testing and	None	30 Min.	Mechanic III,

acknowledges receipt of motor vehicle  <i>(9. Pagsubok at kinikilala ang resibo ng sasakyang de-motor)</i>	releasing of motor vehicle  <i>(9. Saksi sa pagsubok at pagpapalabas ng sasakyang de-motor)</i>	<i>(Wala)</i>	<i>(30 Minuto)</i>	<i>Mechanic II, Motorpool Division, CGSD &amp; Technical Inspector, MPMCD, CGSD MD's Workshop</i>
<b>TOTAL:</b>  <i>(KABUUAN:)</i>		<b>None</b>  <i>(Wala)</i>	<b>2 Days, 3 Hours, &amp; 20 Min.</b> <b>(for actual preventive maintenance with re-aligned or non re-aligned funds period depends on the condition of the motor vehicle)</b>  <i>(2 araw, 3 oras at 20 minuto (para sa aktwal na panahon ng pang-iwas na pag-aalaga na nakaayon at hindi nakaayon ang pondo ay depende sa kondisyon ng sasakyan de-motor))</i>  <b>31 Days, 3 Hours, &amp; 20 Min. (actual corrective maintenance with re-aligned or non re-aligned funds period depends on the condition of the motor vehicle)</b>  <i>(31 araw, 3 oras at 20 minuto (ang aktwal na panahon ng pagwawasto na pag-aalaga na nakaayon at hindi nakaayon ang pondo depende sa kondisyon ng sasakyang de-motor))</i>	



## 27. Motor Vehicle Pre-Inspection (LTO Registration)

(Paunang Inspeksyon Ng Sasakyan (Rehistrasyon Sa LTO))

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

(Ang paunang inspeksyon ng mga sasakyang de-motor na pagmamay-ari ng lungsod ay dapat gawin bago ang pagpaparehistro ng LTO upang matukoy ang kakayahan sa kalsada ng sasakyan at upang matiyak na ang paksang sasakyan ay makapasa o maging kwalipikado sa pamantayan ng mga kinakailangan ng LTO.)

<b>Office or Division:</b> (Opisina o Dibisyon:)	Motorpool Division (MD)			
<b>Classification:</b> (Pag-uuri:)	Simple (Simple)			
<b>Type of Transaction:</b> (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)			
<b>Who may avail:</b> (Sino ang maaaring makagamit:)	Quezon City Government Offices/ Departments (Opisina/ Departamento ng Pamahalaang Quezon City)			
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)		
1. Request Form (1 copy) (Request Form (1 kopya))		CGSD, Motor Pool Division (MD) – Motor Vehicle Maintenance Section		
2. Motor Vehicle Maintenance Checklist Form (2 original copies) (Listahan ng Motor Vehicle Maintenance Checklist Form (2 orihinal na kopya))		CGSD, Motor Pool Division (MD) – Motor Vehicle Maintenance Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submits Request Form  (1. Punan at isumite ang Request Form)	1. Issues Request Form  (1. Nag bibigay ng Request Form)	None  (Wala)	10 Min.  (10 Minuto)	Office Staff Motorpool Division MD's Office
2. Submits Request Form and vehicle/s due for inspection  (2. Nagpapasa ng Request Form at sasakyang/mga sasakyang dapat inspeksyunan)	2. Receives, records Request Form and forwards to Chief, MD, CGSD  (2. Tumatanggap, nagtatala ng Request Form at ipinapasa sa Chief, MD, CGSD)	None  (Wala)	15 Min.  (15 Minuto)	Office Staff Motorpool Division MD's Office
3. None	3. Evaluates, approves schedule request and instructs the Mechanical Shop Foreman, MD, CGSD for Implementation	None	10 Min.	Chief, Motorpool Division (MD), CGSD MD's Office

(3. Wala)	(3. Sinusuri, inaaprubahan ang request sa iskedyl at inuutusan ang Mechanical Shop Foreman, MD, CGSD para sa implementasyon)	(Wala)	(10 Minuto)	
4. None	4. Directs the Mechanic III/Mechanic II, MD, CGSD to conduct the actual inspection and issuance of checklist	None	15 Min.	Mechanical Shop Foreman, Motorpool Division (MD), CGSD MD's Workshop
(4. Wala)	(4. Inuutusan ang Mechanic III/ Mechanic II, MD, CGSD na magsagawa ng aktuwal na inspeksyon at pag-isyu ng checklist)	(Wala)	(15 Minuto)	
5. None	5. Receives the motor vehicle, conducts the actual inspection, make recommendations if repair is needed (based on Motor Vehicle Maintenance Checklist Form) and gets approval to Chief, MD, CGSD	None	20 Min.	Mechanic III/Mechanic II, Motorpool Division (MD), CGSD MD's Workshop
(5. Wala)	(5. Tumatanggap ng sasakyan, nagsasagawa ng aktuwal na inspeksyon, nagbibigay ng rekomendasyon kung kailangan ng repair (base sa Motor Vehicle Maintenance Checklist Form), at kumukuha ng approval mula sa Chief, MD, CGSD)	(Wala)	(20 Minuto)	
6. None	6. Approves the Motor Vehicle Maintenance Checklist Form for confirmation	None	10 Min.	Chief, Motorpool Division (MD), CGSD MD's Office
(6. Wala)	(6. Inaprubahan ang Motor Vehicle Maintenance Checklist Form para sa kumpirmasyon)	(Wala)	(10 Minuto)	
7. Receives Motor Vehicle Maintenance Checklist Form and inspected vehicle/s	7. Issuance of Motor Vehicle Maintenance Checklist Form to End User	None	10 Min.	Mechanic III/Mechanic II, Motorpool

<i>(7. Tumatanggap ng Motor Vehicle Maintenance Checklist Form at ininspeksyon na sasakyan/mga sasakyan)</i>	<i>(7. Inaprubahan ang Motor Vehicle Maintenance Checklist Form para sa kumpirmasyon)</i>	<i>(Wala)</i>	<i>(10 Minuto)</i>	Division (MD), CGSD MD's Workshop
<b>TOTAL:</b>  <i>(KABUUAN:)</i>		<b>None</b>  <i>(Wala)</i>	<b>1 Hour &amp; 30 Min./ vehicle</b>  <i>(1 oras, 30 minuto/ sasakyan)</i>	

# CITY LEGAL DEPARTMENT

## External Services

### 1. Investigation, Hearing, and Resolution of Administrative Complaint/ Case (Imbestigasyon, Pagdinig, at Resolusyon ng Administratibong Reklamo/Kaso)

The City Legal Department 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).

(Ang Departamento Legal ng Lungsod ay mag-iimbestiga o magpapa-imbestiga sa sinumang opisyal o empleyado ng Pamahalaang Lungsod ng Quezon para sa administratibong paglabag at magrekomenda ng naaangkop na aksyon sa Alkalde ng Lungsod. (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> (Tanggapan o Dibisyon):	City Legal Department (Departamento Legal ng Lungsod)			
<b>Classification:</b> (Klasipikasyon):	Complex (Kumplikado)			
<b>Type of Transaction:</b> (Uri ng Transaksyon):	G2C – Government to Citizen (G2C – Pamahalaan para sa Mamamayan)			
<b>Who may avail:</b> (Sino ang maaaring humiling ng serbisyo):	Quezon City Government officials, employees, and other relevant interested parties. (Mga opisyal ng Pamahalaang Lungsod ng Quezon, mga empleyado, at iba pang may kaugnay na interes.)			
CHECKLIST OF REQUIREMENTS (MGA KAILANGANG DOKUMENTO)			WHERE TO SECURE (SAAN MAAARING MAKUHA)	
1. Complaint Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service (Reklamo-Sinumpaang Salaysay alinsunod sa 2017 Rules on Administrative Cases in the Civil Service (RACCS))			Client (Kliyente)	
2. Supporting Documents/ Records (Mga Sumusuportang Dokumento/ Rekord)			Client (Kliyente)	
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (AKSYON NG AHENSYA)	FEES TO BE PAID (BAYARIN)	PROCESSING TIME (NAKALAANG ORAS SA PAGPOPROSE SO)	PERSON RESPONSIBLE (TAO NA RESPONSABLE)
1. Submits verified complaint-affidavit with documentary attachments.  (Magpasa ng notaryado o beripikadong reklamo-salaysay)	1. Receives the verified complaint-affidavit and evaluates completeness of documentary attachments.  (Tanggapin ang notaryado o	None  (Wala)	5 Min.  (5 Minuto)	Receiving Clerk  (Klerk na tagatanggap ng dokumento)

o sinumpaang salaysay kasama ang mga kalakip na dokumento)	beripikadong reklamo-salaysay o sinumpaang salaysay at suriin kung kumpleto ang mga kalakip na dokumento.)			
	2. Records and classifies the complaint-affidavit received.  (Itala at uriin ang natanggap na reklamo-salaysay o sinumpaang salaysay sa Docket.)	None  (Wala)	5 Min.  (5 Minuto)	Assigned Staff; Designated Officer Records and Information Management Division  (Nakatalaga na empleyado, Records and Information Management Division)
	3. Assigns and raffles the administrative complaint to the handling lawyer/ investigating officer.  (Italaga sa abogado na hahawak sa administratibong reklamo.)	None  (Wala)	5 Min.  (5 Minuto)	Designated Officer/ Personnel, Records and Information Management Division  (Nakatalaga na empleyado sa Administrative Cases Section, Records and Information Management Division)
	4. Conducts the administrative proceedings* based on the 2017 RACCS.  (Isagawa ang pagdinig at paglilitis ng administratibong reklamo o kaso alinsunod sa 2017 RACCS.)	None  (Wala)	Period prescribed by the 2017 RACCS, subject to <b>exceptions</b> under <u>*meritorious circumstances</u> (Batay sa panahong itinakda ng 2017 RACCS, bukod sa mga pagkakataong maaaring ipagpaliban ang pagsunod sa itinakdang tagal	Legal Secretary and Monitoring Assistant (LSMA) (Sekretarya ng abogado (LSMA))  Handling Lawyer/ Investigating Officer (Mga nakatalagang abogado na magsagawa ng pagdinig at paglilitis ng administratibong reklamo o kaso)  Hearing Officer (Atty. IV or V); Public Prosecutor (Atty. II or III);

			ng proseso)	City Attorney (Punong Abogado ng Lungsod); City Mayor (Alkade ng Lungsod)
<b>TOTAL:</b>  (KABUUAN):		<b>None</b>  (Wala)	<b>15 Min.</b>  From receipt of the verified administrative complaint up to its assignment and raffle.  Total turnaround time for the administrative proceedings shall be based on the period prescribed by the 2017 RACCS, subject to exceptions under meritorious circumstances*.  (Batay sa panahong itinakda ng 2017 RACCS, bukod sa mga pagkakataong maaaring ipagpaliban ang pagsunod sa itinakdang tagal ng proseso.)	

**Note:**

*\*Handling lawyer conducts the investigation, hearing, and resolution of the administrative complaints/cases based on the procedures prescribed by the 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS), as follows: a. Preliminary Investigation (Rule 4); b. Formal Charge (Rule 5); c. Formal Investigation (Rule 8); d. Decision (Rule 9).*

*\*Period prescribed by 2017 RACCS, subject to exceptions under \*meritorious circumstances, such as:*

- a. Either of the parties files motion for extension of time to file Answer, or to submit additional documentary evidence or witness or to secure services of a counsel;*
- b. Postponement of administrative proceedings due to cancellation of work day;*
- c. Unavailability of parties or counsel;*
- d. Difficulty in serving notices.*

*(\*Ang abogado hahawak ay magsasagawa ng imbestigasyon, pagdinig, at resolusyon ng mga administratibong reklamo/kaso batay sa mga pamamaraang itinakda ng 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS).*

- a) Paunang Imbestigasyon (Rule 4)*
- b) Pormal na Paghahayag ng Kaso (Rule 5)*
- c) Pormal na Imbestigasyon (Rule 8)*
- d) Desisyon (Rule 9)*

## 2. Provision of Free Legal Advice (Pagbibigay ng Libreng Payo Legal)

The City Legal Department 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).

(Ang Departamento Legal ng Lungsod ay nagbibigay ng libreng payo legal sa mga mamamayan ng Lungsod Quezon (QCitizens). Ang kliyente ay magpaparehistro at kakausapin ng klerk na tagatanggap ng request. Isang PALAO Assessment Form ang ibibigay na sasagutan nang maayos ng kliyente at pagkatapos ay ibibigay sa nakatalagang abogado na magbibigay ng libreng payo legal. (Quezon City Ordinance No. NC-83, S.-89' Ordinance No. SP-2024, S-2010 (amending NC-80, S-89).)

<b>Office or Division:</b> (Tanggapan o Dibisyon):		City Legal Department (Departamento Legal ng Lungsod)		
<b>Classification:</b> (Klasipikasyon):		Complex (Kumplikado)		
<b>Type of Transaction:</b> (Uri ng Transaksyon):		G2C – Government to Citizen (G2C – Pamahalaan para sa Mamamayan)		
<b>Who may avail:</b> (Sino ang maaaring humiling ng serbisyo):		Quezon City constituents (QCitizens) (Mga mamamayan ng Lungsod Quezon (QCitizens))		
<b>CHECKLIST OF REQUIREMENTS</b> (MGA KAILANGANG DOKUMENTO)			<b>WHERE TO SECURE</b> (SAAN MAAARING MAKUHA)	
1. None (Wala)			Not applicable (Wala)	
<b>CLIENT STEPS</b> (MGA HAKBANG NG KLIYENTE)	<b>AGENCY ACTIONS</b> (AKSYON NG AHENSYA)	<b>FEES TO BE PAID</b> (BAYARIN)	<b>PROCESSING TIME</b> (NAKALAANG ORAS SA PAGPOPROSE SO)	<b>PERSON RESPONSIBLE</b> (TAO NA RESPONSABLE)
1. Fill out the PALAO Assessment Form  (Sagutan ang PALAO Assessment Form.)	1. Receives the filled out PALAO Form.  (Tanggapin ang nasagutang PALAO Form.)	None (Wala)	2 Min. (2 minuto)	Receiving Clerk  (Klerk na tagatanggap ng dokumento)
	2. Endorses the request for legal advice to the Lawyer of the day.  (Ipasa ang PALAO Form sa nakatalagang abogado na magbibigay ng payong legal.)	None (Wala)	30 Min. (30 minuto)	Assigned Staff, LSMA  (Sekretarya ng abogado (LSMA))
	3. Interviews requesting party and renders legal advice.  (Kapanayamin ang humihiling na kliyente at	None (Wala)	30 Min. (Tatlumpong (30) minuto)	Assigned Lawyer  (Nakatalagang Abogado)

	<i>magbigay ng angkop na payo legal.)</i>			
	4. Collates completed PALAO Form for recording and filing.  <i>(Tipunin ang mga nakumpletong PALAO Form para sa pagtatala at pag-file.)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>Assigned staff, Legal Aid and Enforcement Division</i>  <i>(Nakatalagang empleyado sa Legal Aid and Enforcement Division)</i>
<b>TOTAL:</b>  <i>(KABUUAN):</i>		None  <i>(Wala)</i>	<b>1 Hour and 5 Min.</b>  <i>(1 Oras at 5 Minuto)</i>	



# Internal Services

## 1. Issuance of Legal Opinion (Pagbibigay ng Opinyong Legal)

The City Legal Department 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).

(Ang Departamento Legal ng Lungsod ay nagbibigay ng opinyong nakasulat sa anumang tanong ukol sa batas kapag hiniling ng punong-lungsod, ng Sangguniang Panlungsod at iba pang Opisyal ng Lungsod. (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> <i>(Tanggapan o Dibisyon):</i>	City Legal Department <i>(Departamento Legal ng Lungsod)</i>			
<b>Classification:</b> <i>(Klasipikasyon):</i>	Complex <i>(Kumplikado)</i>			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon):</i>	G2G – Government to Government <i>(G2G – Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring humiling ng serbisyo):</i>	Quezon City Government Officials and other relevant interested parties. <i>(Mga opisyal ng Pamahalaang Lungsod ng Quezon, mga empleyado, at iba pang may kaugnay na interes.)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(MGA KAILANGANG DOKUMENTO)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAAARING MAKUHA)</i>	
1. Formal request for issuance of legal opinion thru transmittal or endorsement <i>(Pormal na request para sa pagbibigay ng opinyong legal sa pamamagitan ng transmittal o endorsement mula sa opisyal ng pamahalaan o iba pang may kaugnay na interes.)</i>			Quezon City Government Department/Office requesting legal opinion <i>(Departamento/Tanggapan ng Pamahalaang Lungsod Quezon na humihiling ng opinyong legal.)</i>	
2. Supporting documents/records <i>(Mga sumusuportang dokumento/rekord)</i>				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(AKSYON NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(BAYARIN)</i>	<b>PROCESSING TIME</b> <i>(NAKALAANG ORAS SA PAGPOPROSE SO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAO NA RESPONSABLE)</i>
1. Submits the letter, request/ correspondence requesting the issuance of legal opinion  <i>(Magpasa ng request para sa opinyong legal.)</i>	1.1. Receives and evaluates the letter-request/ correspondence for legal opinion  <i>(Tanggapin ang request para sa opinyong legal.)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>Receiving Clerk</i>  <i>(Klerk na tagatanggap ng dokumento)</i>
	1.2. Records and classifies the	None	3 Min.	<i>Assigned Staff, Designated Officer.</i>

letter-request/ correspondence Received  <i>(Itala at uriin ang natanggap na request.)</i>	<i>(Wala)</i>	<i>(3 minuto)</i>	Records and Information Management Division  <i>(Nakatalaga na mga empleyado sa Records and Information Management Division)</i>
1.3. Assigns and raffles the request for legal opinion to the handling lawyer  <i>(Italaga ang request sa abogado na maghahanda ng kinakailangan at angkop na opinyong legal.)</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	<i>Assigned Staff (Nakatalaga na empleyado), LSMA (Sekretarya ng abogado), Records and Information Management Division</i>
1.4. Prepares the legal opinion  <i>(Ihahanda ang opinyong legal.)</i>	None  <i>(Wala)</i>	20 Working Days, may be extended for an additional 20 Working Days when necessary  <i>(20 araw ng trabaho, ang tagal ng panahon para sa pagbibigay at paglalabas ng opinyong legal ay maaaring magbago batay sa hindi maiwasang konsiderasyon na may kaugnayan sa pamamaraang ito)</i>	<i>Assigned/ Handling Lawyer  (Nakatalaga na Abogado)</i>
1.5. Reviews the prepared legal opinion and recommends approval  <i>(Suriin ang inihandang opinyong</i>	None  <i>(Wala)</i>	15 Working Days; subject to revisions  <i>(15 araw ng trabaho;</i>	<i>Chief (Hepe), Opinion and Research Division  Assistant City Attorney</i>

	<i>legal at magrekomenda ng pag-apruba para sa paglagda ng Abogado ng Lungsod.)</i>		<i>napasailalim sa mga rebisyon kung kinakailangan)</i>	
	1.6. Approves and signs the recommended legal opinion  <i>(Aprubahan at pirmahan ang inirekomendang opinyong legal.)</i>	None (Wala)	7 Working Days; subject to revisions  (7 araw ng trabaho; napasailalim sa mga rebisyon kung kinakailangan)	City Attorney  (Punong Abogado ng Lungsod)
2. Receives the requested legal opinion	1. Releases and furnishes copy of the approved legal opinion  <i>(Ibigay ang kopya ng aprubadong opinyong legal sa kliyenteng humiling nito.)</i>	None (Wala)	3 Min.  (3 minuto)	Releasing Clerk  (Klerk na nakatalagang maglabas ng mga aprubadong dokumento)
<b>TOTAL:</b>  (KABUUAN):		None (Wala)	<b>42 Working Days and 14 Min.</b>  (42 araw at 14 minuto)	

**Note:**

*\*Section 9 (b)(1) of Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 requires government offices to streamline processes and complete simple transactions within three (3) days, complex transactions within seven (7) days, and highly technical applications and requests within twenty (20) days. from the date the request and/or complete application or request was received.*

*(\*Section 9 (b)(1) of Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 ay nag-aatas sa mga tanggapan ng pamahalaan na padaliin ang mga proseso at tapusin ang mga simpleng transaksyon sa loob ng tatlong (3) araw, mga komplikadong transaksyon sa loob ng pitong (7) araw, at mga lubhang teknikal na aplikasyon at kahilingan sa loob ng dalawampung (20) araw mula sa petsa ng pagtanggap ng request at/o kumpletong aplikasyon o request.)*

*\*The turnaround time for the issuance and release of the legal opinion varies depending on the inevitable considerations of equally important matters pertinent to this procedure. Depending on the complexity of the legal issue subject of the inquiry, the assigned/handling lawyer may conduct meetings or conferences with other departments/offices and stakeholders for discussion and clarification before the formulation of the requested legal opinion.*

*(Ang tagal ng panahon para sa pagbibigay at paglalabas ng opinyong legal ay maaaring magbago batay sa hindi maiiwasang konsiderasyon na may kaugnayan sa pamamaraang ito, tulad ng mga sumusunod:*

- 1) Depende sa kumplikasyon ng legal na isyu na paksa ng pagtatanong;*
- 2) ang nakatalaga/ humahawak na abogado ay maaaring magsagawa ng mga pagpupulong o kumperensya sa ibang mga departamento/tanggapan at stakeholders para sa talakayan at paglilinaw bago ang pagbuo ng hiniling na opinyong legal.)*

## 2. Provision of Legal Representation (Pagbibigay ng Reprerentasyong Legal)

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).

(Ang Departamento Legal ng Lungsod ay kakatawan sa Pamahalaang Lungsod ng Quezon sa lahat ng aksyong sibil at espesyal na paglilitis kung saan ang Pamahalaang Lungsod ng Quezon o sinumang opisyal o pinuno ng departamento/ tanggapan nito na sa kanyang opisyal na kapasidad o katungkulan, ay isang partido sa alinmang nabanggit na aksyon o paglilitis. (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> <i>(Tanggapan o Dibisyon):</i>	City Legal Department <i>(Departamento Legal ng Lungsod)</i>			
<b>Classification:</b> <i>(Klasipikasyon):</i>	Complex <i>(Kumplikado)</i>			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon):</i>	G2G – Government to Government <i>(G2G – Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring humiling ng serbisyo):</i>	Quezon City Government Officials and other relevant interested parties <i>(Mga Opisyal ng Pamahalaang Lungsod Quezon at iba pang may kaugnay na interes)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(MGA KAILANGANG DOKUMENTO)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAAARING MAKUHA)</i>	
1. Formal request for legal representation thru transmittal or endorsement <i>(Pormal na request para sa legal na representasyon sa pamamagitan ng transmittal o endorsement)</i>			Quezon City Government Department/Office requesting legal representation <i>(Departamento/ Tanggapan ng Pamahalaang Lungsod Quezon na humihiling ng legal na representasyon)</i>	
2. Supporting documents/ records <i>(Mga sumusuportang dokumento/ rekord)</i>				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(AKSYON NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(BAYARIN)</i>	<b>PROCESSING TIME</b> <i>(NAKALAANG ORAS SA PAGPOPROSES O)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAO NA RESPONSABLE)</i>
1. Submits letter-request/ correspondence requesting for legal representation  <i>(Magpasa ng request para sa legal na representasyon)</i>	1.1 Receives and evaluates the letter-request/ correspondence or court orders/ notices.  <i>(Tanggapin at suriin ang request o abiso mula sa korte at kalakip na dokumento.)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>Receiving Clerk</i>  <i>(Klerk na tagatanggap ng dokumento)</i>

	<p>1.2. Records and classifies the request-letter/ correspondence or court orders/ notices received.</p> <p><i>(Itala at uriin ang natanggap na ang request o abiso mula sa korte.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 Min.</p> <p><i>(3 minuto)</i></p>	<p><i>Assigned Staff Designated Officer</i> Records and Information Management Division</p> <p><i>(Nakatalagang empleyado sa Records and Information Management Division)</i></p>
	<p>1.3. Assigns and raffles the request for legal representation to the handling lawyer</p> <p><i>(Italaga ang request sa abogadong magbibigay ng naaayon na representasyong legal.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 Min.</p> <p><i>(3 minuto)</i></p>	<p><i>Assigned Staff, LSMA,</i> Records and Information Management Division</p> <p><i>(Nakatalagang empleyado, Sekretarya ng abogado (LSMA), Records and Information Management Division)</i></p>
	<p>1.4. Renders the necessary legal representation and prepares the required responsive pleadings or correspondence</p> <p><i>(Magbigay ng kinakailangang legal na representasyon at ihanda ang mga kinakailangang dokumento.)</i></p>	<p>Turnaround time will vary depending on the inevitable considerations pertinent to this procedure. Expected outputs are likewise dependent on the external factors such as those judicial and quasi-judicial proceedings covered by the procedures prescribed and mandated by the Rules of Court, and other relevant statutory provisions and regulations which are beyond the control of the process owner.</p> <p>Assigned lawyer renders the legal representation necessary or as required:</p> <ul style="list-style-type: none"> <li>a) Answer/ Pleadings/ Motions</li> <li>b) Pre-trial <ul style="list-style-type: none"> <li>i) Submission of Pre-trial Brief</li> </ul> </li> <li>c) Mediation, <i>if applicable</i></li> <li>d) Trial proper</li> <li>e) Judgment <ul style="list-style-type: none"> <li>i) Execution (<i>sheriff</i>)</li> </ul> </li> <li>f) Case Appealed</li> </ul>		<p><i>Assigned/ Handling Lawyer</i></p> <p><i>(Nakatalaga na abogado)</i></p>

		<p>i) Execution (<i>sheriff</i>)</p> <p>(Ang nakalaang oras ay maaaring mabago batay sa hindi maiiwasang konsiderasyon na may kaugnayan sa prosesong ito. Ang inaasahang mga resulta ay nakadepende rin sa mga panlabas na aspeto tulad ng mga panghukuman at quasi-judicial na proseso na saklaw ng mga pamamaraang itinakda at inutos ng Rules of Court, at iba pang kaugnay na mga probisyon ng batas at regulasyon na hindi kontrolado ng Departamento.</p> <p>Ang nakatalagang abogado ay magbibigay ng kinakailangang representasyong legal kung kinakailangan, tulad ng sumusunod:</p> <ul style="list-style-type: none"> <li>a) Sagot/Pleading/Mosyon</li> <li>b) Paglilitis bago ang pagdinig <ul style="list-style-type: none"> <li>i. Pagsusumite ng Pre-trial Brief</li> </ul> </li> <li>c) Pamamagitan, kung naaangkop</li> <li>d) Aktwal na paglilitis</li> <li>e) Hatol/ Desisyon <ul style="list-style-type: none"> <li>i. Pagpapatupad ng Hatol/Desisyon (<i>sheriff</i>)</li> </ul> </li> <li>f) Kaso na inapela <ul style="list-style-type: none"> <li>i. Pagpapatupad ng Hatol/ Desisyon (<i>sheriff</i>)</li> </ul> </li> </ul>		
	<p>1.5. Reviews and approves the appropriate and required pleadings or correspondence prior filing and submission</p> <p>(Suriin at aprubahan ang naaangkop at kinakailangang pleading o sulat bago ang paghahain at pagpapasa.)</p>	<p>None</p> <p>(Wala)</p>	<p>3 Working Days</p> <p>(3 araw ng trabaho)</p>	<p>Chief (<i>Hepe</i>), Trial and Investigation Division</p> <p>Assistant City Attorney</p>

	1.6. Furnishes and files approved and signed pleadings or correspondence  (Magbigay at maghain ng inaprubahan at napirmahang pleading o sulat.)	None  (Wala)	1 Hour  (1 oras)	LSMA, Messenger, Records and Information Management Division  (Sekretarya ng abogado (LSMA), Tagapaghatid-sulat o dokumento, Records and Information Management Division)
<b>TOTAL:</b>  (KABUUAN):		None  (Wala)	<b>3 Working Days, 1 Hour and 9 Min.</b> (Exclusive of the turnaround time for the procedures beyond the control of the process owner.) (Tatlong (3) araw, isang (1) oras at (9) siyam na minuto ng araw na may trabaho.  (Liban sa takdang oras ng pagproseso na hindi saklaw ng Departamento))	

### 3. Issuance of Certification of No Pending Administrative Case (Pagbibigay ng Sertipikasyon ng Walang Nakabinbing Adminstratibong Kaso)

For requests by the Quezon City Government officials or employees seeking Certifications of No Pending Administrative Case for clearance or loan purposes. (Art. 11, Section 481(b)(3)(iv) of the Local Government Code; Section 9 of 2017 Rules on Administrative Cases in the Civil Service).

(Para sa mga requests ng mga opisyal o empleyado ng Pamahalaang Lungsod ng Quezon na humihingi ng Certification of No Pending Administrative Case para sa clearance o pag-uutang. (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> <i>(Tanggapan o Dibisyon):</i>	City Legal Department <i>(Departamento Legal ng Lungsod)</i>			
<b>Classification:</b> <i>(Klasipikasyon):</i>	Simple <i>(Simple)</i>			
<b>Type of Transaction:</b> <i>(Uri ng Transaksyon):</i>	G2G – Government to Government <i>(G2C – Gobyerno sa Mamamayan)</i>			
<b>Who may avail:</b> <i>(Sino ang maaaring humiling ng serbisyo):</i>	Quezon City Government Officials and other relevant interested parties. <i>(Mga opisyal at empleyado ng Pamahalaang Lungsod ng Quezon)</i>			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(MGA KAILANGANG DOKUMENTO)</i>			<b>WHERE TO SECURE</b> <i>(SAAN MAAARING MAKUHA)</i>	
Notarized request form:				
1. Request for Clearance/Certification Form (for general clearance, Landbank loan, KAPAMALQ and KEMPCO membership/ loan) or <i>(para sa pangkalahatang clearance, pag-uutang sa Landbank, pagiging miyembro/pag-uutang sa KAPAMALQ at KEMPCO) o</i>			Client <i>(Kliyente)</i>	
2. Request for Certification and Signing of General Clearance Form (for retirement, terminal leave, resignation or transfer). <i>(para sa pagreretiro, terminal leave, pagbibitiw o paglilipat)</i>				
<b>CLIENT STEPS</b> <i>(MGA HAKBANG NG KLIYENTE)</i>	<b>AGENCY ACTIONS</b> <i>(AKSYON NG AHENSYA)</i>	<b>FEES TO BE PAID</b> <i>(BAYARIN)</i>	<b>PROCESSING TIME</b> <i>(NAKALAANG ORAS SA PAGPOPROSE SO)</i>	<b>PERSON RESPONSIBLE</b> <i>(TAO NA RESPONSABLE)</i>
1. Submits notarized Request form with complete documentary requirements.  <i>(Ipasa ang notaryadong request form (QCG.CLD.RI MD.F.07/</i>	1.1. Receives and evaluates completeness of request and documentary requirements.  <i>(Tanggapin ang request form at suriin kung kumpleto ang mga kalakip na kinakailangang</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	<i>Receiving Clerk</i>  <i>(Klerk na tagatanggap ng mga dokumento.)</i>



QCG.CLD.RIM D.F.08) na may kalakip na kumpletong mga kinakailangang dokumento.)	dokumento.)			
	1.2. Encodes in the Docket and generates Receiving Code.  (Ilagay sa Docket ang mga impormasyong mula sa request form at gagawan ng Receiving Code.)	None  (Wala)	3 Min.  (3 minuto)	Assigned staff, Records and Information Management Division  (Nakatalagang empleyado ng Records and Information Management Division)
	1.3. Scans and uploads the documents received.  (Idaan sa scanner at i-upload ang mga natanggap na dokumento.)	None  (Wala)	3 Min.  (3 minuto)	Assigned scanner operator, Records and Information Management Division  (Nakatalagang operator ng scanner, Records and Information Management Division)
	1.4. Verifies records and prepares Certification.  (Beripikahin sa Records kung may nakatalang administratibong kaso ang kliyente.  Kapag wala, ihahanda na ang Sertipikasyon. Kung mayroon, ipapaalam sa kliyente.)	None  (Wala)	3 Min. (May get extended if the concerned personnel has a recorded case or a pending/ active administrative case. In such instances, further verification as to the current status of the case is made and the requesting party is informed.)  (3 minuto Maaaring tumagal ang pagbibigay ng Sertipikasyon kung ang empleyado ay may nakatalang kaso o may nakabinbing	Assigned staff, Administrative Cases Section, Records and Information Management Division  (Nakatalagang empleyado sa Administrative Section, Records and Information Management Division)

			<i>aktibong administratibong kaso. Sa gayong mga pagkakataon, gagawin ang karagdagang beripikasyon tungkol sa status ng kaso at ipapaalam sa nasabing empleyado.)</i>	
	1.5. Initials on the Certification and endorses to the City Attorney for signature.  <i>(Maglagay ng inisyal sa Sertipikasyon at irekomenda sa City Attorney para sa kanyang lagda.)</i>	None  (Wala)	5 Min.  (5 minuto)	<i>Designated Officer, Records and Information Management Division</i>  <i>(Nakatalagang empleyado, Records and Information Management Division)</i>
	1.6. Approves and signs the Certification.  <i>(Aprubahan at lagdaan ang Sertipikasyon.)</i>	None  (Wala)	1 to 2 Working Days  (1 hanggang 2 araw ng trabaho)	<i>City Attorney (Punong Abogado ng Lungsod)</i>  <i>Alternate signatories (ang kanyang awtorisadong tagalagda)</i>
2. Receives the requested Certification.  <i>(Tanggapin ang hiniling na Sertipikasyon.)</i>	2. Releases the Certification to the requesting party.  <i>(Ibigay ang Sertipikasyon sa humiling na partido.)</i>	None  (Wala)	2 Min.  (2 minuto)	<i>Releasing Clerk</i>  <i>(Klerk na tagalabas at tagatala ng mga aprubadong dokumento)</i>
<b>TOTAL:</b>  (KABUUAN):		None  (Wala)	<b>2 Working Days and 21 Min.</b>  (2 araw at 21 minuto)	

**Note:**

*\*Section 9 (b)(1) of Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 requires government offices to streamline processes and complete simple transactions within three (3) days, complex transactions within seven (7) days, and highly technical applications and requests within twenty (20) days. from the date the request and/or complete application or request was received.*

*(Section 9 (b)(1) of Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 ay nag-aatas sa mga tanggapan ng pamahalaan na padaliin ang mga proseso at*

*tapusin ang mga simpleng transaksyon sa loob ng tatlong (3) araw, mga komplikadong transaksyon sa loob ng pitong (7) araw, at mga lubhang teknikal na aplikasyon at request sa loob ng dalawampung (20) araw mula sa petsa ng pagtanggap ng request at/o kumpletong aplikasyon o request.)*

*\*The City Legal Department aims to issue the Certificate on the same day as the request was received. However, if the signing authority or alternate signatories are unavailable, the Certificate will be released by 12 noon the next business day for requests received in the morning, and by 5 pm the next business day for requests received in the afternoon. If the signatories are still unavailable on the next business day, the same schedule will be applied to the following business day, ensuring that the Certificate is released within three business days from the date of the request.*

*(Layunin ng Departamento na ilabas ang Sertipikasyon sa loob ng isang araw nang pagkatanggap ng request. Gayunpaman, kung ang may awtoridad na lumagda ay hindi makapirma dahil sa iba pang opisyal na tungkulin, ilalabas ang Sertipikasyon sa ika-12 ng tanghali ng susunod na araw ng trabaho para sa mga requests natanggap sa umaga, at sa ika-5 ng hapon ng susunod na araw ng trabaho para sa mga requests na natanggap sa hapon. Kung ang mga lalagda ay hindi pa rin makapirma sa susunod na araw ng trabaho, ilalapat ang parehong iskedyul sa susunod na araw ng trabaho, upang matiyak na ang Sertipikasyon ay ilalabas sa loob ng tatlong araw ng trabaho mula sa petsa ng request.)*

# TASK FORCE CONTROL AND PREVENTION OF ILLEGAL STRUCTURES AND SQUATTING

## External Services

### 1. Monitoring of Anti-Squatting and Illegal Structures

Monitoring of illegal activities such as the construction of illegal structures, and buying and selling of lands introduced by professional squatters and squatting syndicates in different areas of Quezon City.

Office or Division:	Task Force COPRISS			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Provided by the Complainant	
2. Certified True Copy Transfer Certificate of Title			City Assessor's Office	
3. Updated Real Estate Tax Clearance or Latest Tax Declaration			City Assessor's Office	
4. Location Map or copy of Vicinity Map			City Assessor's Office	
5. Other documents as may be required: a. Special Power of Attorney to their authorized representative b. Affidavit of No Consent			Law Firm Office	
For Homeowners Association Re-Blocking				
1. Letter Request			HomeOwners Office	
2. HomeOwners Board Resolution duly signed by the home owner’s officials or board of directors.			HomeOwners Office	
3. Home Owners approved subdivision plan			Department of Building Official	
4. Memorandum of Agreement			Law Firm	
5. HomeOwners list of members or beneficiaries			HomeOwners Office	
6. Picture of the affected structures			Homeowners office or complainant	
7. Certificate to File Action			Barangay Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1. Received the letter	None	2 Min.	Jaime Nathalie Magno Receiving Clerk TF COPRISS
	1.2. Evaluation of letter request for dissemination to respective District Coordinator	None	1 Hour	Marlowe Y. Jacutin Head TF COPRISS

2. Assist TF COPRISS Personnel locating the address given	2.1. Conduct Ocular inspection / investigation based on the indorsement / request :	None	1 Day	<i>District Coordinators TF COPRISS</i>
	2.2. Conduct dialogues / meeting	None	5 Days	<i>Marlowe Jacutin, District Coordinators TF COPRISS</i>
	2.3. Submission of report based on the conducted dialogues for appropriate action of Office Head	None	3 Days	<i>District Coordinators</i>
	2.4. Evaluation of report and determine whether for continuous monitoring or for clearing. (referred to no. 2 service)	None	5 Days	<i>Marlowe Jacutin Head</i>
<b>TOTAL:</b>		<b>None</b>	<b>14 Days, 1 Hour, and 2 Min.</b>	

## 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.

Office or Division:	Task Force COPRISS			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate to file action			Barangay Hall	
2. Letter Request			Provided by the Complainant	
3. Certified True Copy Transfer Certificate of Title			City Assessor's Office	
4. Updated Real Estate Tax Clearance or Latest Tax Declaration			City Assessor's Office	
5. Location Map or copy of Vicinity Map			City Assessor's Office	
6. Other documents as may be required: a. Special Power of Attorney to their authorized representative b. Affidavit of No Consent			Law Firm Office	
For Homeowners Association Re-Blocking				
1. Letter Request			HomeOwners Office	
2. HomeOwners Board Resolution duly signed by the home owner’s officials or board of directors.			HomeOwners Office	
3. Home Owners approved subdivision plan			Department of Building Official	
4. Memorandum of Agreement			Law Firm	
5. HomeOwners list of members or beneficiaries			HomeOwners Office	
6. Picture of the affected structures			Homeowners office or complainant	
7. Certificate to File Action			Barangay Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1. Received the letter	None	2 Min.	Jaime Nathalie Magno, Receiving Clerk TF COPRISS
	1.2. Evaluation of letter request for dissemination to respective District Coordinator	None	1 Hour	Marlowe Y. Jacutin, Head TF COPRISS
2. Assist TF COPRISS Personnel locating the address given	2.1. Conduct Ocular inspection / investigation based on the indorsement / request :	None	1 Day	District Coordinators, TF COPRISS

	2.2. Conduct dialogues / meeting	None	5 Days	<i>Marlowe Jacutin, District Coordinators TF COPRISS</i>
	2.3. If the dialogues failed to reach for an Amicable Settlement, the case maybe indorse, referred or elevated into: court, government agencies concern, City Attorney's Office	None	2 Days	<i>Sheriff, other government agencies, City Attorney's Office</i>
	2.4. Issuance of Memorandum from the City Attorney's Office ordering TF COPRISS to demolish subject structures based on existing Anti-Squatting Laws Issuance of Demolition Notices (Paunawa sa Pagbabaklas)	None	1 Day	<i>City Attorney</i>
	2.5. Request for Certificate of Compliance (Quezon City Local Housing Board)	None	3 Days	<i>Marlowe Jacutin, District Coordinators TF COPRISS</i>
	2.6. Scheduled of Meeting by the QC Local Housing Board	None	3 Months	<i>QC Local Housing Board Committee</i>
	2.7. QC LHB issuance of a Certificate of Compliance	None	3 Months	<i>QC Local Housing Board Chairman</i>
	2.8. Request for Pre-Demolition Conference (PDC) at Presidential Commission for the Urban Poor (PCUP)	None	3 Days	<i>Marlowe Jacutin, District Coordinators TF COPRISS</i>
	2.9. Request for Police Assistance QC PNP District Director / QC PNP Legal	None	3 Days	<i>Marlowe Jacutin, District Coordinators TF COPRISS</i>
	2.10. Issuance of Directive from National Capital Regional Police Office (NCRPO)	None	6 Months	<i>Philippine National Police Chief</i>

	addressed to TF COPRISS, QC District Operation and Planning Division (DOPD) Camp Karingal			
	2.11. Request for Clearance / City Attorney's Office	None	1 Day	<i>Marlowe Jacutin, Head, District Coordinators, TF COPRISS</i>
	2.12. Issuance of Clearance / City Attorney's Office	None	3 Months	City Attorney's Office
	2.13. Issuance of Final Demolition Notices to affected family/ies / structure owner/s	None	1 Day	<i>Marlowe Jacutin, Head TF COPRISS</i>
	2.14. Pre-Demolition Meeting (TF CORPISS Office)	None	1 Day	<i>Marlowe Jacutin, District Coordinator</i>
	2.15. Implementation	None	1 Month	<i>Marlowe Jacutin, District Coordinators</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Year, 4 Months, 21 days, 1 Hour, and 2 Min.</b>	



# CITY PLANNING AND DEVELOPMENT DEPARTMENT

## External Services

### 1. Request for Information / 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Research/Data Request Form (for students / researchers)			PDIU, SPD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1. Receive and direct client to appropriate CPDO Sector, Unit, or personnel:  <b>Sectors:</b> <ul style="list-style-type: none"> <li>• Social Devt Planning Division (SDPD)</li> <li>• Economic Development Planning Division (EDPD)</li> <li>• Special Projects Division (SPD)</li> <li>• Land Use and Infrastructure Division (LUID)</li> <li>• Institutional Devt Planning Division (IDPD)</li> </ul>	None	1 Min.	<i>Assistance Desk/ Receiving Area</i>
2. Convey and relate to concerned PPDO Personnel of his/her data requirements (Accomplish Data Request Form)	2. Confer with client queue number and provide necessary data request form to fill-up	None	2 Min.	<i>Client / Requesting Party</i>
3. Submit accomplished form (Data	3. Provide Assistance to clients. Determine the availability of the data	None	5 Min.	<i>Data Management Officer, SPD</i>

Request Form) to PDI unit	<ul style="list-style-type: none"> <li>Staff directs client to scan the provided QR Code using a smartphone or other device to access the Google Drive link containing the data</li> <li>Alternatively, the staff assists client to use the designated kiosk to retrieve the requested data / information</li> </ul>			
4. If data available is in soft copy, client provides CD or flash drive where data will be copied	4. Copy data to the CD or flash drive	None	3 Min.	<i>Data Management Officer, SPD</i>
5. If data available is in hard copy, client leaves ID with the Person Responsible and have the data photocopied	5. Instruct client on the photocopying of the data	None	20 Min.	
6. If data requires expertise in any subject of interest covering the 5 development sectors	6.1 Refer Client to concerned Planning Development Sector	None	3 Min.	<i>Sector/Unit Head and Staff concerned (including admin staff, where appropriate)</i>
	6.2. Provide information on matters relating to the Division's areas of functional interest	None	10 to 30* Min.	<i>Concerned planning sectors</i>
7. Submit accomplished Feedback Survey Form	7.1. Asks client to fill-up feedback survey form provided, to be submitted to the staff assigned or put in a designated drop-off location	None	5 Min.	<i>Data Management Officer, SPD</i>
<b>TOTAL:</b>		<b>None</b>	<b>49 Min. to 1 Hour &amp; 9 Min.</b> *	

**Note:**

\* time may differ depending on the complexity of the request/proposal

## 2. Special Studies / Researches / Project Proposals & 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>	
1. Official request letter or B-1 (Basis 1) Form			Request letter to be accomplished by the proponent	
2. Photo copy of plans, program of works <i>(if applicable)</i>			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)	1.1. Receives, records request/project proposal	None	5 Min.	<i>Project Development Officer III, LUID</i>
	1.2. Assign and schedule site inspection		1 Day (varies depending on the site location)	<i>Project Development Officer III, LUID</i>
2. Accompany project inspector (if needed) during site inspection and provide necessary information (if necessary) during ocular validation	2.1. Conduct on-site inspection, survey, interview on subject request/project proposal and identify and map/plot the site using GIS	None	1 Day	<i>Project Development Officer I to III/ Planning Officer I to III CPDD</i>
	2.2. Send an official request to General Services Department (GSD) and City Assessor's Office for property ownership status		1 Hour	<i>Project Development Officer III CPDD</i>
	**The GSD and City Assessor's Office sends back official property record ownership status (may take up to two weeks)	None		<i>Department Head of GSD and City Assessor's Office</i>
	2.3. *For properties with ownership issue (i.e. owned by National Government Agencies, with legal issues, etc.);	None	1 Hour	<i>Project Development Officer I to III/ Planning Officer I to III, CPDD</i>

	Send an official request for consent/approval to concerned NGAs (NHA, DENR, DPWH, etc.) or to City Legal Department for legal advice and opinion			
	2.4. Prepare photos and maps; Evaluate/study the proposal; Accomplish project inspection/ validation report form; and rates, prioritize and make recommendation on the proposed project and accomplish Infra Form B-2 (Basis 2)		1 Day	<i>Project Development Officer I to III/ Planning Officer I to III, CPDD</i>
	2.5. Infra Form B-2 check/review/ and signed by Assistant Division Chief and Division Chief		30 Mins.	<i>Project Development Officer IV (Assistant Division Chief), and Project Development Officer V (Division Chief), CPDD</i>
	2.6. Signing of Infra Form B-2 by Department Head (CPDD)		5 Mins.	<i>Department Head, CPDD</i>
	2.7. Endorse to the concerned department/office/committee (ex. InfraCom/ City Engineering Dept./ Parks Development and Administration Dept./ others) for appropriate action		20 Mins.	<i>Project Development Officer III, LUID</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 3 Hours**</b>	

**Note:**

\* only applicable to properties with ownership issue

\*\* time may differ depending on the complexity of the request/proposal

### 3. Land / Property Acquisition Program

The acquisition and reservation of land 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)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Private Property Owners QC residents/citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original Letter of Intent to Sell / Offer Letter			Registered Owner/s	
2. Certified True Copy of the Transfer Certificate of Title			Registry of Deeds	
3. Certified True Copy of Updated Tax Declaration			Office of the City Assessor	
4. Original Updated Real Property Tax Clearance			City Treasurer's Office	
5. Property Lot Plan or Vicinity Map with Pictures (Optional)			Registered Owner/s	
6. As-Built Plans of Improvements (if applicable)			Registered Owner/s	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the Letter of Intent to Sell or Offer Letter, along with required supporting documents, to the City Planning and Development Department.	1. Reception of Documents	None	1 Day	<i>Land Banking / Planning Officer</i>
2. Respond promptly to requests for information, provide additional documents as requested, and rectify errors in documents as needed.	2. Document Review	None	10 Days	<i>Land Banking / Planning Officer</i>
3. Await referral of the property to the City Assessor's Office for appraisal and engage in price negotiations until an initial agreement is reached.	3. Initial Appraisal and Negotiation	None	30 Days	<i>Land Banking / Planning Officer</i>
4. Allow City representatives access to the property for site inspection. If applicable, comply with any additional assessment requests from the City Architect, Department of Engineering, or Housing	4. Property Assessment and Site Inspection	None	7 Days	<i>Land Banking / Planning Officer</i>

Department.				
<p>5. Wait for the property to be scheduled for discussion by the City Appraisal Committee.</p> <p>If the City's formal price offer is acceptable, provide written confirmation of acceptance. If declining the offer, participate in further negotiations.</p> <p>Once a final price is agreed upon, wait for the Appraisal Resolution to be processed and signed.</p>	<p>5. City Appraisal Committee Valuation (conclusion depends on the pace of the negotiations)</p>	None		<i>City Appraisal Committee</i>
<p>6. Wait for the City Mayor, City Council, and other necessary offices to approve the purchase.</p>	<p>6. Request for Approval and Authority (response may take up to 90 days on average)</p>	None	*1 Day	<i>Land Banking / Planning Officer</i>
<p>7. Review the draft Deed of Absolute Sale or Contract to Sell from the City Legal Department.</p> <p>Sign and return the Deed of Absolute Sale or Contract to Sell.</p>	<p>7. Draft / Review of Deed of Sale</p>	None	1 Day	<i>Land Banking / Planning Officer</i>
<p>8. Await final approval and signing by the City Mayor.</p> <p>Receive a copy of the signed Deed of Absolute Sale.</p>	<p>8. Endorse the Deed of Sale signed by Client to the Office of the City Mayor for the Mayor's signature (response may take up to 30 days on average)</p>	None	*1 Day	<i>Land Banking / Planning Officer</i>
<p>9. Wait for confirmation of fund availability and payment schedule. If needed, provide necessary financial details for disbursement processing. Receive the down payment.</p>	<p>9. Request Budget Appropriation and Payment (response may take up to 10 days on average)</p>	None	*1 Day	<i>Land Banking / Planning Officer</i>
<p>10. Assist with any required documentation for property transfer.</p> <p>Settle all applicable taxes</p>	<p>10. Request the Transfer of the Title and Tax Declaration to the City (processing</p>	None	*1 Day	<i>Land Banking / Planning Officer</i>

and fees (e.g., Capital Gains Tax), if any  Receive notification once the property title is transferred to the City Government.	may take up to 90 days on average)			
11. Receive the final payment.	11. Endorsement of Final Payment and Closing of Account	None	1 Day	<i>City Planning and Development Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>54 Days*</b>	

**Note:**

\* time may differ depending on the complexity of the request/proposal

## 4. 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 – Government to Business			
<b>Who may avail:</b>	HOA and Private Developers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Subdivision Development Plan and Vicinity Map (4 sets signed & sealed) & PTR			Licensed Architect or Environmental Planner	
2. Topographic Plan (4 sets signed & sealed) & PTR			Licensed Geodetic Engineer	
3. Road Design Development Plan (4 sets signed & sealed) & PTR			Licensed Civil Engineer	
4. Power Distribution System (4 sets signed & sealed) & PTR			Licensed Professional Electrical Engineer	
5. Plumbing/Sanitary Development Layout (4 sets signed & sealed) & PTR			Licensed Sanitary Engineer	
6. Technical Specifications (4 sets signed & sealed) & PTR			Private Developer	
7. Bill of Materials/Cost Estimate (4 sets signed & sealed) & PTR			Private Developer	
8. Lot Plan (4 sets signed & sealed) & PTR			Licensed Geodetic Engineer	
9. Project Study (2 sets)			Private Developer	
10. Locational Clearance (4 photocopies)			Zoning Administration Unit (ZAU)	
11. Certified True Copy of TCT (1 original, 1 photocopy)			Registry of Deeds – LRA	
12. Tax Declaration (1 original, 3 photocopies)			CTO	
13. SEC Registration (Open Market - PD 957) (4 photocopies)			Security and Exchange Commission	
14. Certificate of Registration (CMP - BP 220) (4 photocopies)			DHSUD	
15. Environment Compliance Certificate or Certificate of Non-Coverage (1 original, 3 photocopies)			DENR	
16. DTI Certification (1 original, 3 photocopies)			DTI	
17. Board Resolution (4 copies)			Board Resolution (4 copies)	
18. MOA w/ Land Owner, Developer, or Originator (1 original, 3 photocopies)			Registered Land Ownership	
19. Barangay Certification (1 original, 3 photocopies)			Barangay	
20. Secretary Certificate (1 original, 3 photocopies)			Private Developer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submits the application Form for CMP or PD 957	1.1. Check completeness of documents	None	1 Day	SARD Technical Personnel
	1.2. Evaluate Pertinent documents including Subdivision Plans and Engineering Plans		3 Days	SARD Technical Personnel
	A. Simple Subdivision B. Complex Subdivision		7 Days	



	C. Highly Complex Subdivision		20 Days	
	1.3. Conduct a site inspection and verify the conformity of plans in the project area		1 Day	<i>PDO IV</i>
	1.4. Prepare the evaluation report and recommendation report		1 Day	<i>SARD Head</i>
	1.5. Endorse the application with evaluation report and recommendation to the City Administration Office for legislation to the QC Council			<i>Quezon City Council</i>
	1.6. Schedule on first reading followed by Committee hearing, agenda for the second reading, and third/final reading			
	1.7. Finalization of the Proposed Ordinance (PO No.)			
	1.8. Approved Ordinance			
	1.9. Prepares Order of Payment upon receipt of Approved Ordinance			
2. Pay at CTO and submit the photocopy of Official Receipt	2. Check the Official Receipt		3 Min.	<i>PDO IV</i>
3. Receives Development Permit	3. Release the Development Permit and Approved Subd. Plan	None	5 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days &amp; 8 Min. (simple)</b> <b>10 Days &amp; 8 Min. (technical)*</b> <b>23 Days &amp; 8 Mins. (complex)*</b>	

**Note:**

\* time may differ depending on the complexity of the request/proposal

## 5. Locational Clearance For Business Permit: New @ QCeServices

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 – Government to Business			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. QC E-Services website registration		<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
Attachment of Supplemental Documents (whichever is applicable)				
2. Certificate of No Objection from HOA or Neighbors’ Consent		HOA		
3. Barangay Council Resolution		Concerned Barangay		
4. Building Permit or Certificate of Occupancy/ Locational Clearance (Building)/ SUP/ COE/ SP(City Council Resolution)		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	1. None			<i>BPLD Technical Staff</i>
2. Fill out the Online Business Permit Application System (OBPAS) and attach/ upload documentary requirements	2. None			<i>BPLD Clerks/ Evaluators</i>
3. Submit the business permit application form online.	3.1. Receive online the accomplished business permit application form.	<u>Zoning Fee</u> (integrated into the tax bill): PHP 345.00 - Sari-Sari Store  PHP 545.00 - all other businesses	5 Min.	<i>Evaluators</i>
	3.2. Encode the Business information to the ZAU system to create a ZAU record and generate a ZAU Transaction number		5 Min.	
	3.3. Evaluate the permissibility of the business activity and location based on the QC Zoning Ordinance		5 Min.	
	3.4. Go back to the QC e-Services system, (ZAU interface) copy the evaluation result, and		5 Min.	

	validity period and submit it back to BPLD			
	3.5. Printing of LC; - BPLD flags for printing; - Actual printing		5 Min.	
	3.6. Transmit LC to BPLD		5 Min.	
4. Receive the printed copy of LC thru the Document Delivery System of BPLD	4. None			BPLD
<b>TOTAL:</b>			<b>30 Min.</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.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QC E-Services website Registration		<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
Attachment of Supplemental Documents (whichever is applicable)				
2. Previous Locational Clearance		ZAU		
3. Certificate of No Objection from HOA or Neighbors Consent		HOA		
4. Barangay Council Resolution		Concerned Barangay		
5. Building Permit or Certificate of Occupancy/ Locational Clearance (Building)/ SUP/ COE/ SP (City Council Resolution)		DBO/ZAU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and log in to the QC eServices website and create an account	1. None			BPLD Technical Staff
2. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements	2. None			BPLD Clerks/ Evaluators
3. Submit the business permit application form	3.1. Receive on-line the accomplished business permits application form.	<u>Zoning Fee</u> (integrated with the tax bill) PHP 345.00 - Sari-Sari Store;  PHP 545.00 - all other businesses	5 Min.	Evaluators
	3.2. Check if the business has an existing record in the ZAU system; if none business will be treated as a new application.		5 Min.	
	3.3. If the application has an existing record, validate the business information in the application form and compared it to the		5 Min.	

	encoded information in the LC.			
	3.4. Go back to the system (ZAU interface) copy the evaluation result, and validity period, and submit it back to BPLD.		5 Min.	
	3.4. Printing of LC; <ul style="list-style-type: none"> <li>• BPLD flags for printing;</li> <li>• Actual printing</li> </ul>		5 Min.	
	3.5. Transmit LC to BPLD		5 Min.	
4. Receive the printed copy of LC thru the Document Delivery System of BPLD	4. None			<i>BPLD</i>
<b>TOTAL:</b>			<b>30 Min.</b>	

## 7. Locational Clearance Application 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 – Government to Business			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy Business Permit		ZAU		
2. Photocopy of previous Locational Clearance		ZAU		
Supplemental Documents (whichever is applicable)				
1. Certificate of No Objection from HOA or Neighbors Consent		HOA		
2. Barangay Council Resolution		Concerned Barangay		
3. Building Permit or Certificate of Occupancy		DBO/ZAU		
4. 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 (COE)</li><li>• Market Franchise</li></ul>		City Council thru a Resolution		
If Representative, photocopy and present the original of the following:				
1. Duly notarized Authorization Letter/ Special Power of Attorney		Business owner		
2. Representative’s Government issued Identification Card		BIR, Postal ID, 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. 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 Min.	Receiving Staff
	1.2. Issue claim stub.		2 Min.	Receiving Staff
	1.3. 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 (NOA); for disapproved application, prepare a letter to the owner.		10 Min.	Evaluators
	1.4. Print and affix initials in the LC with OIC, ZAU eSign and NOA (no eSign)		5 Min.	Evaluators

	1.5. Review the printed LC and affix initials before releasing.		5 Min.	PDO V
	1.4. Review/ sign the printed NOA and a cover letter to the applicant.		5 Min.	OIC-ZAU
2. Receive the LC	2. Issue the LC/ NOA to the applicant	None	3 Min.	Releasing Staff
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

## 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.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. A written request for reconsideration				
2. Accomplished Application Form and the issued Simplified Business Form indicating denial of the application				
3. Previous Locational Clearance/Bldg. Permit, SUP, COE (if any)			DBO/ZAU	
4. Affidavit of Undertaking (if applicable)				
5. Pictures of the structure (front view and inside view showing business area)				
6. Official Receipt as proof of payment of Motion or Letter of Reconsideration				
If Representative, photocopy and present the original of the ff:				
7. Duly notarized Authorization Letter/Special Power of Attorney			Business owner	
8. Representative’s Government issued Identification Card			BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 PHP 1,000.00	5 Min.	Receiving Staff
2. Pay MR fee at CTO and submit photocopy of OR	2.1. Receive photocopy of the Order of Payment and attach to the MR documents.		2 Min.	Receiving Staff
	2.2. Prepare routing slip with remarks and recommendations; Assigns staff to prepare letter of reply.		15 Min.	PDO III
	2.3. Check the reply letter; if with revision return to the staff assigned, if none forward to Clerk.		15 Min.	PDO III
	2.4. Assess the letter of reconsideration; Review attached documents and sign the reply letter.		6 Working Days	OIC-ZAU
3. Receive the	3. Record and prepare	None	3 Min.	Releasing Staff



reply letter of Motion for reconsideration	documents for releasing.			
4. Log-in to QC-eServices; Up-load approved letter for reconsideration and other documents (if any)	4. Re-evaluate application based on the letter signed by ZAU-OIC	None	15 Min.	<i>PDO-II</i>
<b>TOTAL:</b>		<b>PHP 1,000.00</b>	<b>6 Working Days, 55 Min.</b>	

## 9. Locational Clearance for Building Permit: 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>	Simple		
<b>Type of Transaction:</b>	G2B – Government to Business		
<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>			
1. 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	
2. Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)		President of the Corporation	
3. Lot Plan (1 set signed & sealed)-not required for interior renovation		Licensed Geodetic Engineer	
4. Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect	
For Representative			
1. Duly notarized Authorization Letter/Special Power of Attorney (1 original)		Registered Lot Owner	
2. Government-issued Identification Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
3. Government-issued Identification Card representative (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
Long Folder			
Supplemental documents:			
1. Neighbor's firewall consent (1 original, 1 photocopy)		Adjacent neighbor	
2. HOA Approved plan (2 sets, blueprint of Architectural Plans)		HOA	
3. DPWH Clearance if located along a national road (1 original, 1 photocopy)		Department of Public Works and Highways	
4. MMDA Clearance if along the river, waterways (1 original, 1 photocopy)		Metro Manila Development Authority	
5. Earthquake Hazard Assessment (1 original, 1 photocopy)		Phivolcs	

6. Barangay Council Resolution (1 original, 1 photocopy)		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	1. None			<i>DBO</i>
2. Fill out the Online Building Permit Application and attach/upload documentary requirements	2. None			<i>DBO</i>
3. Submit the accomplished application form	3.1. Receive the building permit application form with the physical file from DBO.	None	5 Min.	<i>Receiving Staff</i>
	3.1.1. Record the application and route documents to Evaluators.			
	3.2. For initial evaluation.	None	2 Hours (1 to 3 storey residential; 2- storey commercial and warehouse);	<i>Evaluators</i>
	3.2.1. 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.			
	3.2.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA).		15 Min.	<i>PDO IV</i>
	3.2.3. Return the physical documents to DBO.		5 Min.	<i>Clerk</i>
	3.3. Final evaluation.	None	5 Min.	<i>Clerk</i>
	3.3.1. Review the Project Evaluation Report and provide comments or approve the recommendation.			
	3.3.2.			

	Return the physical documents to DBO.			
	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.	<u><b>Residential</b></u> Processing Fee: PHP 3.00/m <sup>2</sup> of TFA  Verification Fee : PHP 100.00  <u><b>Commercial</b></u> Processing Fee: PHP 10.00/m <sup>2</sup> of TFA;  <u><b>Verification Fee:</b></u> PHP 300.00		<i>Clerk</i>
	3.5. Receive LC from DBO to affix the QC seal.	None		<i>Clerk</i>
	3.6. Return the LC to DBO for release.			
4. Receive the copy of LC or NOA thru the releasing counter of DBO		None		<i>Releasing Clerk DBO</i>
<b>TOTAL:</b>			<ul style="list-style-type: none"><li>● <b>2 Hours and 30 Min.</b> (1-3 storey residential, 2-storey commercial &amp; warehouse)</li><li>● <b>30 Min.</b> (interior renovation)</li></ul>	

## 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 prerequisite 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>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Developers, Property Lot owners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)		City Treasurer’s Office (CTO)
2. 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
3. Authority to Sign/Corporate Secretary’s Affidavit (1 photocopy)		President of the Corporation
4. Previous Building Permit/Previous Locational Clearance/Approved Plan for Renovation, Repair & Additional (1 Certified True Copy)		Building Owner
5. Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer
6. Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect
For Representative		
1. Duly notarized Authorization Letter/Special Power of Attorney (1 original)		Registered Lot Owner
2. Government-issued Identification Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
3. Government-issued Identification Card representative (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
4. Long Folder		
Supplemental documents:		
1. Neighbor’s firewall consent (1 original, 1 photocopy)		Adjacent neighbor
2. HOA Approved plan (2 sets, blueprint of Architectural Plans)		HOA
3. DPWH Clearance if located along a national road (1 original, 1 photocopy)		Department of Public Works and Highways
4. MMDA Clearance if along the river, waterways (1 original, 1 photocopy)		Metro Manila Development Authority
5. Earthquake Hazard Assessment if within 100-meters easement on both sides of the Marikina Valley Fault Trace (1 original, 1 photocopy)		PhiVolcS

photocopy)				
6. Barangay Council Resolution (1 original, 1 photocopy)			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	1. None			<i>DBO</i>
2. Fill out the Online Building Permit Application and attach/upload documentary requirements	2. None			<i>DBO</i>
3. Submit the accomplished application form	3.1. Receive the building permit application form with the physical file from DBO.	<u><b>Commercial</b></u> Processing Fee: PHP 10.00/m <sup>2</sup> of TFA;  <u><b>Verification</b></u> <b>Fee:</b> PHP 300.00	5 Min.	<i>Receiving Staff</i>
	3.2. Transmit the application with physical documents to the evaluators.			
	3.3. For initial evaluation.		1 Hour, 30 Min. (for 1 to 3 storey residential, 2-storey commercial and warehouse);  30 Min. (for Interior renovation)	<i>Evaluators</i>
	3.3.1. 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.			
	3.3.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA) with corresponding remarks.			
	3.3.3. Transmit the physical file for final evaluation.			
	3.4. Final evaluation.			
	3.4.1. Review the Project Evaluation Report and provide comments or approve the recommendation.		15 Min.	<i>PDO IV Clerk</i>
	3.4.2. Return approved LC to the Evaluator for stamping and signing of architectural plans.		5 Min.	<i>Evaluator</i>

	3.4.3. Print Notice of Action (NOA) with corresponding remarks stating the conditions/justifications with e-Signature.		5 Min.	<i>Evaluator</i>
	3.5. Print LC and final billing for approved LC and affix initials.		5 Min.	<i>OIC-ZAU</i>
	3.6. Review/approve evaluation report/LC, sign OP.		30 Min.	
	3.7. Affix QC logo seal on LC.		1 Min.	<i>Clerk</i>
	3.8. Transmit the physical file to DBO with LC and OP.		10 Min.	<i>Releasing Staff</i>
<b>TOTAL:</b>			<ul style="list-style-type: none"> <li>● <b>2 Hours, 46 Min.</b> (1-3 storey residential, 2-storey commercial &amp; warehouse)</li> <li>● <b>1 Hour, 46 Min.</b> (interior renovation)</li> </ul>	

## 11. Locational Clearance for Building Permit: Cell Sites @ 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.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Telecoms Owners, Property Lot owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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)				
1. Transfer Certificate of Title (1 certified true copy)		Land Registration Authority (LRA)		
2. Lease contract (1 photocopy)		Registered Lot Owner		
3. Award Notice (1 photocopy)		Registered Lot Owner		
4. Deed of Sale (1 photocopy)		Registered Lot Owner		
5. Memorandum of Agreement (MOA) (1 photocopy)		Registered Lot Owner		
6. Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)		Registered Lot Owner		
7. Authority to Sign/Corporate Secretary’s Affidavit (1 photocopy)		President of the Corporation		
8. Certification from lot owner that there is no Homeowners Association within the area		Building Owner		
9. HOA consent if within residential zone with HOA		HOA office		
10. Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer		
11. Certification that the proposed cell site is outside the CAAP Critical Areas		Licensed Geodetic Engineer		
12. Affidavit of Undertaking to Conduct Social Preparation		Telecom Owner		
13. Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect		
For Representative				
1. Duly notarized Authorization Letter/Special Power of Attorney (1 original)		Registered Lot Owner		
2. Government-issued Identification Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
3. Government-issued Identification Card representative (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
4. Long Folder				
Supplemental documents:				
1. DPWH Clearance if located along the national road (1 original, 1 photocopy)		Department of Public Works and Highways		
2. MMDA Clearance if along the river, waterways (1 original, 1 photocopy)		Metro Manila Development Authority		
3. Earthquake Hazard Assessment (1 original, 1 photocopy)		PhiVolcS		
4. Barangay Council Resolution (1 original, 1 photocopy)		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	1. None			<i>DBO</i>
2. Fill out the Online Building Permit Application and attach/upload documentary requirements	2. None			<i>DBO</i>
3. Submit the accomplished application form	3.1.1. Receive the physical file from DBO.		5 Min.	<i>Receiving Staff</i>
	3.1.2. Transmit physical documents for evaluation.			
	3.2. For initial evaluation:	Residential Processing Fee: PHP 3.00/m <sup>2</sup> of TFA;	30 Min.	<i>Evaluators</i>
	3.2.1. 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.	Verification Fee: PHP 100.00		
	3.2.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA) with corresponding remarks.	Commercial Processing Fee: PHP 10.00/m <sup>2</sup> of TFA;		
	3.2.3. Transmit the physical file for final evaluation	Verification Fee: PHP 300.00		
	3.3. Final Evaluation:		1 Hour	<i>PDO IV</i>
	3.3.1. Review the Project Evaluation Report and approves the recommendation.		5 Min.	
	3.3.2. Returns approve LC to the Evaluator for stamping and signing of approved architectural plans		5 Min.	<i>Clerk</i>
	3.3.3. Print Notice of Action (NOA) with corresponding remarks stating the conditions /justifications.		5 Min.	
	3.4. Print LC with OIC,		5 Min.	<i>Evaluator</i>

	ZAU eSignature, final billing for approved LC and affix initials.			
	3.4.1. Print NOA with OIC, ZAU eSignature and affix initial and return to receiving clerk for releasing.		5 Min.	<i>Clerk</i>
	3.5. Transmit documents (physical file) to OIC, ZAU for final approval.		20 Min.	<i>Receiving Staff</i>
	3.5.1. Receive and record the documents.		20 Min.	<i>OIC-ZAU</i>
	3.5.2. Review / approve evaluation report/LC, sign OP.		5 Min.	
	3.6. Receive the documents.		5 Min.	<i>Clerk</i>
	3.6.1. Affix QC logo seal on LC.		5 Min.	<i>Clerk</i>
	3.6.2. Transmit the physical file to DBO with LC and OP.		10 Min.	<i>Releasing Staff</i>
4. Receive the copy of NOA with the evaluated documents (after 3.3.3. action)			5 Min.	<i>Releasing Clerk ZAU</i>
5. Receive the copy of LC thru the releasing counter of DBO together with other approved plans and related permits for building construction/ renovation			5 Min.	<i>Releasing Clerk DBO</i>
<b>TOTAL:</b>			<ul style="list-style-type: none"> <li>● <b>2 Hours, 46 Min.</b> (1-3 storey residential, 2-storey commercial &amp; warehouse)</li> <li>● <b>1 Hour, 46 Min.</b> (interior renovation)</li> </ul>	

## 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>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Developers, Property Lot owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transfer Certificate of Title (1 Certified True Copy)		Land Registration Authority (LRA)		
2. Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)		City Treasurer’s Office (CTO)		
3. SEC Certificate (1 photocopy)		Securities and Exchange Commission (SEC)		
4. List of Beneficiaries (1 photocopy of Master list))		Homeowner’s Association (HOA)		
5. DHSUD Certificate (1 photocopy)		Department of Human Settlement and Urban Development (DHSUD)		
6. City Council Resolution (For Subd./CMP located in R1 & R2 Zones) (1 photocopy)		QC Council		
7. Lot Plan/Subdivision Plan (2 sets)		Licensed Geodetic Engineer		
For Representative				
1. Duly notarized Authorization Letter/Special Power of Attorney (1 original)		Registered Lot Owner		
2. Government-issued Identification Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS,GSIS, Pag-Ibig		
3. Government-issued Identification Card representative (1 photocopy)		BIR, Postal ID, 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. Submit the required documents for initial assessment and verification	1.1. Receive the required documents and check the completeness of the requirements.	PHP 200.00	15 Min.	<i>Receiving Staff</i>
	1.1.2. Issue the Order of Payment for Application Fee		3 Min.	
2. Pay the Application Fee at the CTO and submit the photocopy of OR	2.1. Check the OR and assign a control number.	Residential Processing Fee:	5 Min.	<i>City Council</i>
	2.1.1. Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance.	PHP 3.00/m <sup>2</sup> of TFA;  Verification Fee : PHP 100.00	30 Min.	<i>City Council</i>

	2.1.2. Verify compliance to line and grade and other architectural details based on the Local Building Code.			<i>Evaluation Group</i>
	2.2. Set the final evaluation and print the LC/NOA/FC with eSign.		5 Min.	<i>Clerk</i>
	2.3. Print the Order of Payment.		10 Min.	<i>Clerk</i>
	2.4. Sign the Order of Payment.		5 Min.	<i>OIC-ZAU</i>
	2.5. Stamp and sign the Architectural Plan.		5 Min.	<i>Evaluator and PDO IV</i>
3. Pay the Processing Fee at CTO and submit a photocopy of the Official Receipt	3. Check the Official Receipt.	None	5 Min.	<i>Releasing Staff</i>
4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4. Release the LC/NOA/FC and approved copy of Architectural Plans	None	5 Min.	<i>Releasing Staff</i>
<b>TOTAL:</b>			<b>1 Hour and 28 Min.</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>	Highly Technical		
<b>Type of Transaction:</b>	G2B – Government to Business		
<b>Who may avail:</b>	Developers, Property Lot owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. 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	
2. Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)		President of the Corporation	
3. Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer	
4. Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect	
For Representative			
• Duly notarized Authorization Letter/ Special Power of Attorney (1 original)		Registered Lot Owner	
• Government-issued Identification Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS,GSIS, Pag-Ibig	
• Government-issued Identification Card representative (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
4. Long Folder			
Mandatory Requirements for COE:			
• 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)		Project Engineer/Architect	
• Environmental Impact Study/ Environmental Compliance Certificate (ECC)/ Certificate of Non-Coverage (CNC)		EMB-DENR	

<ul style="list-style-type: none"><li>Barangay Council Resolution</li><li>Traffic Impact Study for high-rise buildings</li></ul>		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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for COE/SUP at the City Council thru the Chairman, Committee on City Planning, Building & Zoning	1.1. Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.	None	3 Min.	<i>Receiving Staff</i>
	1.2. 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.		4 Hours*	<i>Evaluator/ PDO-IV</i>
	1.3. Review the project evaluation report and recommend approval/disapproval of the application.		2 Hours	<i>ZAU-OIC</i>
2. Attend the public consultations at the City Council for the approval of the City Council Resolution	2. None		3 Readings	<i>City Council</i>
3. Submit the approved City Council Resolution & Environmental Compliance Clearance (ECC) and other documents	3.1. Check and receive the documents.	<b>Residential</b> Processing Fee: PHP 3.00/m2 of TFA;  Verification Fee: PHP 100.00  <b>Commercial</b>	1 Hour	<i>Receiving Staff</i>
	3.1.1. Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/ COE.		1 Hour	<i>Evaluation Group</i>
	3.1.2. Prepare documents and recommend approval		45 Min.	<i>PDO IV</i>

	of the application.	Processing Fee: PHP 10.00/m2 of TFA;  Verification Fee: PHP 300.00  <b><u>COE</u></b> Processing Fee: PHP 150/m2 of TFA subject to an exemption		
	3.1.3. Approved and signed final evaluation.		30 Min.	<i>OIC-ZAU</i>
	3.1.4. Print the LC/ COE with e-sign & Order of Payment.		10 Min.	<i>Clerk</i>
	3.2. Sign the Order of Payment.		5 Min.	<i>PDO IV</i>
	3.3. Stamp and sign the Architectural Plan.		30 Min.	<i>Clerk and Evaluators</i>
4. Pay the Processing Fee at CTO and submit the photocopy of the Official Receipt	4. Check the Official Receipt.		5 Min.	<i>DBO</i>
5. Receive the copy of COE and approved copy of Architectural Plans	5. Release the COE and approved copy of Architectural Plans		5 Min.	<i>DBO</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Hours and 13 Min.</b>	

**Note:**

\*Subject to the completeness of requirements.

## 14. Locational Clearance for Building Permit: Special Use Permit (SUP) on Regular Processing

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.

Office or Division:	Zoning Administration Unit (ZAU)		
Classification:	Highly Technical		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Developers, Property Lot owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)		City Treasurer’s Office (CTO)	
1. Proof of Lot Ownership (whichever is applicable)			
2. 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	
2. Authority to Sign/Corporate Secretary’s Affidavit (1 photocopy)		President of the Corporation	
3. Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer	
4. Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect	
For Representative			
• Duly notarized Authorization Letter/ Special		Registered Lot Owner	
• Power of Attorney (1 original)			
• Government-issued Identification Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS,GSIS, Pag-Ibig	
• Government-issued Identification Card representative (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
5. Long Folder			
Mandatory Requirements for COE:			
• Description of the project, its nature of the operation or use, location, boundaries, and size or volume of operation;		Project Engineer/Architect	
• Identification of the components which			



shall be affected by the project		EMB-DENR  Concerned Barangay Project Engineer/Architect		
<ul style="list-style-type: none"><li>• Environmental Impact Study/ Environmental Compliance Certificate (ECC)/ Certificate of Non-Coverage (CNC)</li><li>• Barangay Council Resolution</li></ul>				
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identification of the components which shall be affected by the project	1.1. Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.	None	3 Min.	<i>Receiving Staff</i>
	1.2. 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.		4 Hours	<i>Evaluation Group</i>
	1.3. Review the project evaluation report; recommend approval/ disapproval of the application		8 Hours*	<i>OIC-ZAU</i>
2. Attend the public consultations at the City Council for the approval of the City Council Resolution	2. None	None	3 Readings	<i>City Council</i>
3. Submit the approved City Council Resolution & ECC	3.1. Check and receive the documents.	Commercial Processing Fee: PHP 10.00 /m² of TFA:	1 Hour	<i>Receiving staff</i>

	3.2. Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/SUP.	Verification Fee: PHP 300.00  SUP Processing Fee: PHP 150/m <sup>2</sup> of TFA/LA subject to SUP	1 Hour	<i>Evaluation Group</i>
	3.3. Prepare documents and recommend approval of the application.		2 Hours*	<i>PDO IV</i>
	3.4. Approval and sign final evaluation		30 Min.	<i>OIC-ZAU</i>
	3.5. Print the LC/ SUP with e-sign & Order of Payment.		10 Min.	<i>Clerk</i>
	3.6. Sign the Order of Payment.		5 Min.	<i>PDO IV</i>
	3.7. Stamp and sign the Architectural Plan		30 Min.	<i>Clerk &amp; Evaluators</i>
4. Pay the Processing Fee at CTO and	4. Check the Official Receipt	None	5 Min.	<i>DBO</i>
5. Receive the copy of SUP and the approved copy of Architectural Plans submit the photocopy of the Official Receipt	5. Release the SUP and approved copy of Architectural Plans	None	5 Min.	<i>DBO</i>
<b>TOTAL:</b>		<b>None</b>	<b>17 Hours and 28 Min.</b>	

**Note:**

\* time may differ depending on the complexity of the request/proposal

## 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>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Real property lot owners/developers/students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Transfer Certificate of Title (1 photocopy)			Land Registration Authority	
2. 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.	<b><u>Residential</u></b> PHP 100.00;	5 Min.	<i>Receiving Staff</i>
	1.2. Verify the zoning classification based on the QC Zoning Ordinance.	<b><u>Commercial</u></b> PHP 300.00;	30 Min.	<i>Evaluation Group</i>
	1.3. Print the Zoning Certificate.	<b><u>Institutional</u></b> PHP 200.00	5 Min.	<i>Clerk</i>
	1.4. Review/sign the Zoning Certificate.		5 Min.	<i>OIC-ZAU</i>
	1.5. Issue /sign Order of Payment		5 Min.	<i>Releasing Staff</i>
2. Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt	2. Check the Official Receipt		5 Min.	<i>Releasing Staff</i>
3. Receive the Zoning Certificate	3. Release the Zoning Certificate		3 Min.	<i>Releasing Staff</i>
<b>TOTAL:</b>			<b>58 Min.</b>	

**Note:**

\*Subject to the completeness of requirements.

# CITY TREASURER'S OFFICE

## External Services

### 1. Payment Of Transfer Tax (Pagbabayad ng 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)

*(Ang Lungsod Quezon ay maaaring magpataw ng buwis sa pagbili, donasyon, o anumang paraan ng paglipat ng pagmamay-ari o titulo ng tunay na ari-arian sa halagang hindi hihigit sa Pitumpu't-limang porsyento (75%) ng isang porsyento (1%) ng kabuuang halaga na kasangkot sa pagbili ng ari-arian, o ng tamang halaga ng pagtatasa sa merkado/zonal kung ang salaping kasangkot sa paglipat ay hindi gaanong malaki, anuman ang mas mataas. (Art.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>	Project owner (Corporation and Individual)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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. TRANSFEROR/S, TRANSFEREE/S & 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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished form (Transfer Tax Form) and the required documents to Counter 1, 2, 6-14 for assessment and verification	1. Evaluate the completeness of filled-up form and the submitted documents  1.1 Compute transfer tax	Assessment of Transfer tax based on the ff: -the locality of the property to be transferred	Simple Transaction:  • with 5 and below transaction - 2 hours	Assessment Officer, Taxes and Fees Division  Asst. Chief, Taxes and Fees Division

<p>(1. Ipasa ang wastong napunan na form (Transfer Tax Form) kasama ang mga kinakailangang dokumento sa Counter 1, 2, 6-14 para sa pagsusuri at pag-verify.)</p>	<p>1.2 Prepare tax bill for approval of the City Treasurer or his duly authorized signatory</p> <p>(1. Suriin ang kumpletong napunan na form at ang mga isinumiteng dokumento.</p> <p>1.1 Kalkulahin ang transfer tax.</p> <p>1.2 Ihanda ang buwis na bayad para sa aprobasyon ng Tesorero ng Lungsod o ng kanyang inatasang lumagda.)</p>	<p>-Area of the property -Zonal / Fair market value/ consideration whichever is higher</p> <p>(Pagsusuri ng Transfer Tax batay sa mga sumusunod:</p> <p>-Lokalidad ng ari-arian na ililipat -Lawak ng ari-arian - Zonal / Fair market value/ konsiderasyon, kung alinman ang mas mataas)</p>	<p>• with 6-10 transactions - 4 hours</p> <p>(Time varies for bulk transactions)</p> <p>(Simpleng Transaksyon:</p> <ul style="list-style-type: none"> <li>• Para sa 5 transaksyong pababa, ito ay 2 oras.</li> <li>• Para sa 10 transaksyong pababa, ito ay 4 oras.)</li> </ul> <p>(Nagbabago ang oras para sa maramihang transaksyon)</p>	<p>City Treasurer</p> <p>(Opisyal na Taga-Assess - Kagawaran ng Buwis at Mga Bayarin</p> <p>Pangalawang Punong Katiwala - Kagawaran ng Buwis at Mga Bayarin</p> <p>Tesorero ng Lungsod)</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. Tanggapin ang tax bill at bayaran ang kinakailangang halaga sa Counter 3 o 4. *Tiyakin na makakuha ng opisyal na resibo na ibibigay pagkatapos ng pagbabayad.)</p>	<p>2. Validate tax bill and issue Official Receipt/s</p> <p>(2. Suriin ang tax bill at maglabas ng Opisyal na Resibo).</p>		<p>10 Min.</p> <p>(10 minuto)</p>	<p>Local Revenue Collection Officer, Taxes and Fees Division</p> <p>(Opisyal na Nangongolekta - Kagawaran ng Buwis at Mga Bayarin)</p>
<p>3. Provide photocopy of the receipt, tax bill and all the transfer tax requirements at Counter 5</p> <p>3.1 Receive claim stub at Counter 5</p>	<p>3. Get all the photocopies of the receipt, the tax bill, and all the transfer tax requirements.</p> <p>3.1 Issue claim stub and process the</p>	<p>PHP 100.00 for certification</p>	<p>10 Min.</p> <p>2 working days (Release of Certification of Transfer Tax)</p> <p>10 minuto</p>	<p>Receiving Clerk, Taxes and Fees Division</p> <p>Asst. Chief, Taxes and Fees Division</p>

<p>specifying the releasing date of the Certification of Transfer Tax</p> <p><i>(3. Ibigay ang kopya ng resibo, tax bill, at lahat ng mga kinakailangang dokumento para sa transfer tax sa Counter 5.</i></p> <p><i>3.1 Tanggapin ang claim stub sa Counter 5 na nagtatakda ng petsa ng pagpapalabas ng Sertipikasyon ng transfer tax.)</i></p>	<p>requested certification</p> <p>3.2 Prepare certification for approval of the City Treasurer or his duly authorized signatory</p> <p><i>(3. Kumuha ng mga kopya ng resibo, tax bill, at lahat ng mga kinakailangang dokumento para sa transfer tax.</i></p> <p><i>3.1 Ibigay ang claim stub at simulan ang proseso para sa hinihinging sertipikasyon.</i></p> <p><i>3.2 Ihanda ang sertipikasyon para sa aprobasyon ng Tesorero ng Lungsod o ng kanyang inatasang lumagda.)</i></p>			<p><i>City Treasurer</i></p> <p><i>(Kawani na Tagatanggap - Kagawaran ng Buwis at Mga Bayarin</i></p> <p><i>Pangalawang Punong Katiwala - Kagawaran ng Buwis at Mga Bayarin</i></p> <p><i>Tesorero ng Lungsod)</i></p>
<p>4. Return to Taxes and Fees Division. Submit the claim stub to Counter 5 to obtain the Certificate of Transfer Tax.</p> <p>* Before leaving, be sure to double-check the details typed on your certification.</p> <p><i>(4. Bumalik sa Taxes and Fees Division. Isumite ang claim stub sa Counter 5 upang makakuha ng sertipikasyon ng transfer tax.</i></p> <p><i>*Bago umalis, tiyakin na tama ang mga detalye sa iyong sertipikasyon.)</i></p>	<p>4. Release the Certificate of Transfer Tax with security seal at Counter 5</p> <p><i>(4. Ilabas ang sertipikasyon ng transfer tax na may security seal sa Counter 5.)</i></p>		<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Releasing Clerk, Taxes and Fees Division</i></p> <p><i>(Kawani na Taga-Release - Kagawaran ng Buwis at Mga Bayarin)</i></p>
<p><b>Certified True Copy/Re – Printing of Certification of Payment of Transfer Tax</b></p>				

<b>Sertipikadong Totoo ang Kopya / Paglilimbag ng Sertipikasyon ng Pagbabayad ng Buwis sa Paglilipat</b>				
<p>1. Accomplish the (Unified request form) at Counter 5 and accept order of payment</p> <p><i>(1. Punan ng impormasyon ang Unified Request Form sa Counter 5 at tanggapin ang talaan ng bayarin.)</i></p>	<p>1. Accept accomplished form and issue order of payment</p> <p><i>1. Tanggapin ang natapos na form at maglabas ng talaan ng bayarin.)</i></p>	<p>PHP 50.00 per copy</p> <p>PHP 20.00 additional – Verification Fee (non-present ation of any copy of the Transfer Tax Payment Certification</p>	<p>5 Min.</p> <p><i>(5 minuto)</i></p>	<p><i>Releasing Clerk, Taxes and Fees Division</i></p> <p><i>(Kawani na Taga-Release - Kagawaran ng Buwis at Mga Bayarin)</i></p>
<p>2. Pay the required fee at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment</p> <p><i>2. Bayaran ang kinakailangang bayad sa Counter 3 o 4. *Tiyakin na makakuha ng opisyal na resibo na ibibigay pagkatapos ng pagbabayad.</i></p>	<p>2. Accept payment and issue official receipt</p> <p><i>2. Tanggapin ang bayad at maglabas ng opisyal na resibo.</i></p>	<p><i>(PHP 50.00 kada kopya</i></p> <p><i>PHP 20.00 dagdag – Bayad sa Pagsusuri (kung walang anumang kopya ng sertipikasyon ng pagbabayad ng transfer tax na naipakita)</i></p>	<p>5 Min.</p> <p><i>(5 minuto)</i></p>	<p><i>Local Revenue Collection Officer, Taxes and Fees Division</i></p> <p><i>(Opisyal na Nangongolekta - Kagawaran ng Buwis at Mga Bayarin)</i></p>
<p>3. Present Official receipt at Counter 5 and wait for the release of your requested certified true copy</p> <p><i>(3. Ipakita ang opisyal na resibo sa Counter 5 at maghintay para sa paglabas ng inyong hinihinging certified true copy.)</i></p>	<p>3.1 Accept official receipt</p> <p>3.2 Prepare and release certified true copy with signature of the City Treasurer or his duly authorized signatory</p> <p><i>(3.1 Tanggapin ang opisyal na resibo.</i></p> <p><i>3.2 Ihanda at ilabas ang sertipikadong kopya na may lagda ng Tesorero ng Lungsod o ng kanyang inatasang lumagda.)</i></p>	<p><i>(10 minuto)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Releasing Clerk, Taxes and Fees Division</i></p> <p><i>(Kawani na Taga-Release - Kagawaran ng Buwis at Mga Bayarin)</i></p> <p><i>Asst. Chief, Taxes and Fees Division</i></p> <p><i>(Pangalawang Punong Katiwala, Kagawaran ng Buwis at Mga Bayarin)</i></p>

				<i>City Treasurer</i> <i>(Tesorero ng Lungsod)</i>
<b>TOTAL:</b> <i>(Kabuuan)</i>			<b>20 Min.</b> <i>(20 minuto)</i>	



## 2. Payment of Contractor's Tax (Pagbabayad ng Contractors Tax)

Pre-requisite for release of Building Permit.

(Kinakailangan bago ilabas ang 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)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of payment			Dept. Building Official	
2. Original Bill of Materials (signed by license Engineer/ Architect)			Contractor	
3. Locational Clearance			City Planning Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements at Counter 1,2, 6-14 for evaluation  <i>(1. Isumite ang kumpletong mga kinakailangang dokumento sa Counter 1, 2, at 6-14 para sa pagsusuri)</i>	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  <i>(1. Tanggapin at suriin ang kumpletong mga dokumentong kinakailangan.  1.1. Kalkulahin ang contractor's tax.  1.2. Ihanda ang tax bill para sa aprobasyon ng Tesorero ng Lungsod o ng kanyang inatasang lumagda.)</i>	As stated in the Order of payment  <i>(Tulad ng nakasaad sa talaan ng bayarin)</i>	2 Hours  <i>(2 oras)</i>	<i>Assessment Officer, Taxes and Fees Division; Asst. Chief, Taxes and Fees Division; City Treasurer</i>  <i>(Opisyal na Taga-Assess - Kagawaran ng Buwis at Mga Bayarin; Pangalawang Punong Katiwala - Kagawaran ng Buwis at Mga Bayarin; Tesorero ng Lungsod)</i>
2. Receive tax bill and proceed to Counter 3 or 4 for payment  2.1 Receive official receipt as proof of payment and return to Dept. of Building Official	2. Validate tax bill and issue official receipt			<i>Local Revenue Collection Officer, Taxes and Fees Division</i>

<p><b>*Make sure to secure Official receipt/s that will be issued upon payment</b></p> <p><i>(2. Tanggapin ang tax bill at pumunta sa Counter 3 o 4 para sa pagbabayad.</i></p> <p><i>2.1 Tanggapin ang opisyal na resibo bilang patunay ng pagbabayad at bumalik sa Kagawaran ng Building Official.</i></p> <p><i>*Tiyakin na makakuha ng opisyal na resibo na ibibigay pagkatapos ng pagbabayad.)</i></p>	<p><i>(2. Suriin ang buwis na bayad at maglabas ng opisyal na resibo)</i></p>			<p><i>(Opisyal na Nangongolekta - Kagawaran ng Buwis at Mga Bayarin)</i></p>
<p><b>TOTAL:</b> <b>(KABUUAN:)</b></p>			<p><b>2 Hours</b> <b>(2 oras)</b></p>	

### 3. Assessment of Business Tax (In-Person Application)

(Assessment ng Buwis sa Negosyo (Para sa Aplikasyong Personal))

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

(Pagsasagawa ng tamang pagkalkula at pagsingil ng Buwis sa Negosyo bago ang aktwal na pagbabayad.)

<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 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>
<b>1<sup>st</sup> Quarter</b>				
1. Present the filled-out Sales Declaration and other required documents  1.1. Inform your preferred payment term (e.g. quarterly, semi-annual or annual etc.)  (1. Isumite ang napunan na Sales Declaration at iba pang kinakailangang dokumento.	1. Accept the filled-out Sales Declaration and other required documents.  1.1. Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees  1.2. Issue computerized acknowledgement receipt  1.3. Inform taxpayer to wait for the final reviewer & final approver's email approval  (1. Tanggapin ang napunan na Sales Declaration at iba pang kinakailangang dokumento.	Depends on the ff: -line of business -Gross Sales -Area of establishment  (Nakadepende sa mga sumusunod:	Simple Transaction: • with 1 account only: 20 Min.  □ with 2-4 accounts: 40 Min.  (Simpleng Transakyon: • mayroong 1 account	Assessment Officer, Taxes and Fees Division  (Opisyal na Taga-Assess, Kagawaran ng Buwis at Mga Bayarin)

<p>1. Ipahayag ang inyong nais na termino ng pagbabayad (halimbawa: quarterly, semi-annual, o annual, atbp.).</p> <p>1.1. Tanggapin ang kompyuterisadong acknowledgement receipt.)</p>	<p>1.1. I-encode sa pamamagitan ng sistema ang lahat ng kaukulang impormasyon mula sa business permit at kalkulahan ang Buwis ng Lungsod at mga regulatory fees.</p> <p>1.2. Ilabas ang kompyuterisadong acknowledgement receipt.</p> <p>1.3. Ipabatid sa nagbabayad ng buwis na maghintay ng email approval mula sa panghuling tagasuri at panghuling mag-aaprub.)</p>	<p>-Uri ng negosyo -Kabuuang Benta -Lawak ng establisye mento)</p>	<p>lamang: 20 minuto</p> <p>□ mayroong 2-4 accounts: 40 minuto)</p>	
<p>2. Receive computerized acknowledgement receipt</p> <p>(2. Tanggapin ang kompyuterisadong acknowledgement receipt.)</p>	<p>2. Transmit the documents from Level 1 to Level 2 examiners for Final Review</p> <p>2.1. Final Review of documents for possible adjustment of taxes and fees depending on examiner's findings and/or request for additional pertinent documents</p> <p>2.2. Print out of draft Tax Bill</p> <p>2.3. Transmit the documents with the draft Tax Bill to Final Approve</p> <p>(2. Ipadala ang mga dokumento mula sa mga Examiners sa Antas 1 patungo sa Antas 2 para sa Huling Pagsusuri</p>		<p>10 Min.</p> <p>(10 minuto)</p>	<p>Final Reviewer</p> <p>(Panghuling Tagasuri)</p>

	<p>2.1. <i>Huling Pagsusuri ng mga dokumento para sa posibleng pag-aayos ng buwis at bayarin batay sa mga natuklasan ng examiner at/o hiling para sa karagdagang mga kaukulang dokumento</i></p> <p>2.2. <i>Magprint ng draft ng Tax Bill</i></p> <p>2.3. <i>Ipadala ang mga dokumento kasama ang draft ng Tax Bill sa Huling Tagapagtibay)</i></p>			
<p>3. Wait for the approved tax bill via email from final reviewer &amp; final approver</p> <p><i>(3. Maghintay ng aprubadong tax bill sa pamamagitan ng email mula sa panghuling tagasuri at panghuling mag-aapruba.)</i></p>	<p>3. Final Approval shall approve the draft Tax Bill</p> <p>3.1 Final Approval may request for a more in-depth review of assessment or request for additional documents</p> <p><i>(3. Ang Huling Pagsang-ayon ay mag-aaprub ng draft ng Tax Bill</i></p> <p><i>3.1 Maaaring humiling ang Huling Pagsang-ayon ng mas masusing pagsusuri ng assessment o hilingin ang karagdagang mga dokumento)</i></p>		<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>City Treasurer</i></p> <p><i>(Tesorero ng Lungsod)</i></p>
<b>2<sup>nd</sup>-4<sup>th</sup> Quarter</b>				
<p>1. Present the previous business tax bill and official receipt</p> <p>1.1. Inform your preferred payment term (e.g. quarterly or semi-annual)</p> <p>1.2. Receive computerized</p>	<p>1. Accept the previous' business tax bill and check the Mayor's Permit number thru system</p> <p>1.1. Issue computerized acknowledgement receipt</p>		<p>10 Min.</p> <p>Within the day of the application</p>	<p><i>Assessment Officer, Taxes and Fees Division</i></p> <p><i>Final Reviewer</i></p> <p><i>City Treasurer</i></p>

<p>acknowledgement receipt.</p> <p><i>(1. I-presenta ang nakaraang buwis ng negosyo at opisyal na resibo.</i></p> <p><i>1.1. Ipabatid ang inyong nais na termino ng pagbabayad (halimbawa, quarterly o semi-annual).</i></p> <p><i>1.2. Tanggapin ang kompyuterisadong acknowledgment receipt. Maghintay ng pinag-aprubahang tax bill.)</i></p>	<p>1.2. Inform taxpayer to wait for the approved tax bill</p> <p><i>(1. Tanggapin ang nakaraang business tax bill at suriin ang numero ng Mayor's Permit sa pamamagitan ng sistema.</i></p> <p><i>1.1 Ibigay ang kompyuterisadong acknowledgment receipt.</i></p> <p><i>1.2 Ipabatid sa nagbabayad ng buwis na maghintay para sa inaprubahang tax bill.)</i></p>		<p>(during office hours)</p> <p><i>(10 minuto)</i></p> <p><i>(Sa loob ng araw ng aplikasyon (sa oras ng opisina))</i></p>	<p><i>(Opisyal na Taga-Assess - Kagawaran ng Buwis at Mga Bayarin) (Panghuling Tagasuri)</i></p> <p><i>(Tesorero ng Lungsod)</i></p>
<b>TOTAL:</b>			<b>Within the day</b>	

#### 4. Assessment of Business Tax (Online Application) (Assessment ng Buwis sa Negosyo (Online na Aplikasyon))

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

(Pagsasagawa ng tamang pagkalkula at pagsingil ng Buwis sa negosyo bago ang aktuwal na pagbabayad.)

<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 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>
<b>1<sup>st</sup> Quarter</b>				
1. Log-in to qceservices.quezoncity.gov.ph  1.2. Once logged in, click "Pay Business Tax". You will be redirected to Business Tax Payment Page  1.3. Click "Proceed with Business Tax Assessment"  1.4. Click "Submit Online Sales Declaration"  1.5. Select an application type, either "Not Registered in BIR" or "Registered in BIR" then proceed.  1.6. Input your Mayor's Permit Number and SEC/DTI/CDA	1. Get an applicant in the queue.  1.1. Review all uploaded documents.  1.2. Encode thru the system all pertinent information from the uploaded documents and compute City Tax and regulatory fees  1.3. Approve the tax assessment	Depends on the ff: -line of business - Sales -Area of establishment	Within the day of the application (during office hours)	<b>Assessment Officer,</b> Taxes and Fees Division

<p>Number. Then, click "Next"</p> <p>1.7. Input all the necessary details and upload all necessary documents. Then, click "Continue"</p> <p>1.8. Success prompt will be displayed together with your Tracking Number and get an email notification upon submission of application.</p> <p><i>(1. Mag-log in sa qceservices.quezoncity.gov.ph.</i></p> <p><i>1.2. Pagkatapos mag-log in, pindutin ang "bayaran ang buwis sa negosyo". ikaw ay ililipat sa pahina ng pagbabayad ng buwis sa negosyo.</i></p> <p><i>1.3. Pindutin ang "Magpatuloy sa Pagsusuri ng Buwis sa Negosyo".</i></p> <p><i>1.4. Pindutin ang "Submit Online Sales Declaration".</i></p> <p><i>1.5. Pumili ng uri ng aplikasyon, alinman sa "Hindi Rehistrado sa BIR" o "Rehistrado sa BIR" at magpatuloy.</i></p> <p><i>1.6. Ipasok ang iyong Mayor's Permit Number at SEC/DTI/CDA Number. Pagkatapos, pindutin ang "Susunod"</i></p>	<p><i>(1. Kumuha ng aplikante sa queue.</i></p> <p><i>1.1. Suriin ang lahat ng na-upload na mga dokumento.</i></p> <p><i>1.2. I-encode sa pamamagitan ng sistema ang lahat ng kaugnay na impormasyon mula sa mga na-upload na dokumento at kalkulahin ang buwis ng lungsod at mga regulasyon na bayarin.</i></p> <p><i>1.3. Aproba ang tax assessment.)</i></p>	<p><i>(Nakadepende sa mga sumusunod: -Uri ng negosyo -Kabuuang Benta -Lawak ng Establisyemento)</i></p>	<p><i>(Sa loob ng araw ng aplikasyon (sa oras ng opisina))</i></p>	<p><i>(Opisyal na Taga-Assess - Kagawaran ng Buwis at Mga Bayarin)</i></p>
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<p>1.7. <i>Ipasok ang lahat ng kinakailangang detalye at i-upload lahat ng kinakailangang dokumento. Pagkatapos, pindutin ang "Magpatuloy".</i></p> <p>1.8. <i>Ang mensahe ng tagumpay ay ipapakita kasama ang iyong Tracking Number at makakatanggap ka ng isang email na pabatid pagkatapos magsumite ng aplikasyon.)</i></p>				
<p>2. Wait for the approved email from final reviewer &amp; final approver</p> <p><i>(Maghintay sa aprubadong email mula sa panghuling tagasuri at panghuling mag-aapruba.)</i></p>	<p>2. Approval of the final reviewer</p> <p><i>(2. Aprobasyon ng huling tagasuri.)</i></p>		<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p>Final Reviewer</p> <p><i>(Panghuling Tagasuri)</i></p>
<p>3. None</p> <p><i>(3. Wala)</i></p>	<p>3. Approval of the City Treasurer</p> <p><i>(3. Aprobasyon ng Tesorero ng Lungsod.)</i></p>		<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p>City Treasurer</p> <p><i>(Tesorero ng Lungsod)</i></p>
<b>2nd-4th Quarter</b>				
<p>1. Log-in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a></p> <p>1.1. Once logged in; click "Pay Business Tax". You will be redirected to Business Tax Payment Page</p> <p>1.2. Click "Proceed with Business Tax Assessment"</p> <p>1.3. Input all the necessary details and your preferred payment term (e.g.</p>	<p>1. Get an applicant in the queue.</p> <p>1.1. Compute the total tax due based on the selected payment term (e.g. quarterly or semi-annual) of the taxpayer then submit for approval</p> <p>1.2. Approve the tax assessment</p> <p><i>(Kumuha na aplikante sa queue.</i> <i>1.1 Kalkulahin ang kabuuang buwis na</i></p>	<p>Depends on the ff:</p> <ul style="list-style-type: none"> <li>-line of business</li> <li>-Gross Sales</li> <li>-Area of establishment</li> </ul> <p><i>(Nakadepende sa mga sumusunod:</i></p>	<p>Within the day of the application (during office hours)</p> <p><i>(Sa loob ng araw ng aplikasyon (sa oras ng opisina))</i></p>	<p>Assessment Officer, Taxes and Fees Division</p> <p><i>(Opisyal na Taga-Assess - Kagawaran ng Buwis at Mga Bayarin)</i></p>

<p>quarterly or semi-annual) Then, click "Continue"</p> <p>1.4. Success prompt will be displayed together with your Tracking Number and get an email notification upon submission of application.</p> <p>2.Wait for the approved tax bill via email</p> <p>(1. Mag-log in sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>.</p> <p>1.1. Pagkatapos mag-log in, pindutin ang "Bayaran ang Buwis sa Negosyo". Ikaw ay ililipat sa pahina ng pagbabayad ng buwis sa negosyo.</p> <p>1.2. Pindutin ang "Proceed with Business Tax Assessment".</p> <p>1.3. Ipasok ang lahat ng kinakailangang detalye at ang iyong nais na termino ng pagbabayad (halimbawa, quarterly o semi-annual). Pagkatapos, pindutin ang "Magpatuloy".</p> <p>1.4. Ang mensahe ng tagumpay ay ipapakita kasama ang iyong Tracking Number at makakatanggap ka ng isang notipikasyon sa iyong email pagkatapos magsumite ng aplikasyon.</p>	<p><i>dapat bayaran batay sa napiling termino ng pagbabayad (halimbawa, quarterly o semi-annual) ng taxpayer at isumite para sa aprobasyon. 1.2 Aprobahan ang tax assessment.)</i></p>	<p>-Uri ng negosyo -Kabuuang benta -Lawak ng establisyemento)</p>		
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2. Maghintay sa aprobadong tax bill sa pamamagitan ng email.)				
TOTAL:			Within the day of the application (during office hours)	
(KABUUAN:)			(Sa loob ng araw ng aplikasyon (sa oras ng opisina))	

## 5. Issuance of Certified True Copy, Certificate of Records and Verification of Payment Records for Business and Transfer Tax

*(Paglabas ng Kumpirmadong Totoong Kopya, Sertipiko ng mga Talaan, at Pagpapatunay ng mga Talaan ng Bayad para sa Buwis sa Negosyo at Paglipat ng Buwis)*

Records, tax delinquency and verification section maintains/ safekeeps 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.

*(Records, tax delinquency and verification section ay ang mga nagpapanatili at nag-iingat ng mga talaan ng mga bayarin ng negosyo at mga nagbabayad ng buwis sa transfer tax, nagsasagawa ng pagsusuri at pagkilala sa mga indibidwal na hindi nakapagbayad ng buwis sa tamang araw, at nagmamanman sa proseso ng pagtukoy sa mga hindi bayad na buwis. Kasama sa mga talaan ang mga pangatlong kopya ng mga opisyal na resibo na inisyu ng Tanggapan ng Tesorero ng Lungsod.)*

<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  <i>(1. Punan ng impormasyon ang Unified Request Form sa Counter 1, 2, o 3 at tanggapin ang talaan ng bayarin.)</i>	1. Accept accomplished form and issue order of payment  <i>(1. Tanggapin ang nagawang form at maglabas ng talaan ng bayarin.)</i>	PHP 50.00 per copy (Certified True Copy) + PHP 20.00 additional – Verification Fee (non-present ation of any copy of Business or Transfer Tax Receipt/s)	10 Min. (Certified True Copy)  3 working days (Certificate of Records of Business or Transfer Tax Receipts and Certificate of No Records of Business or Transfer Tax Receipts)	Receiving Clerk Taxes and Fees Division (Records Section)  <i>(Kawani na Tagatanggap - Kagawaran ng Buwis at Mga Bayarin (Seksyon ng mga talaan))</i>
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	2. Accept payment and issue official receipt	PHPN 100.00 per copy Certificate of Records of	<i>(10 minuto (sertipikadong kopya))</i>	Collector Taxes and Fees Division

<p>Tax Receipts at Counter 4 or 5 *Make sure to secure Official receipt/s that will be issued upon payment</p> <p>(2. Bayaran ang kaukulang bayad para sa CTC (Certified True Copy) o Sertipikasyon ng rekord ng negosyo o resibo ng Transfer Tax at Sertipikasyon ng walang rekord ng negosyo o resibo ng Transfer Tax sa Counter 4 o 5. *Siguraduhing makakuha ng opisyal na resibo na ibibigay bilang katunayan ng pagbabayad.)</p>	<p>(2. Tanggapin ang bayad at maglabas ng opisyal na resibo.)</p>	<p>Business or Transfer Tax Receipts + PHP 20.00 additional – Verification Fee</p> <p>PHP 100.00 per copy Certificate of No Records of Business or Transfer Tax Receipts + PHP 20.00 additional – Verification Fee</p>	<p><i>Tatlong (3) araw sa araw ng may trabaho (Sertipikasyon ng rekord ng negosyo o resibo ng Transfer Tax at Sertipikasyon ng walang rekord ng negosyo o resibo ng Transfer Tax))</i></p>	<p>(Kolektor - Kagawaran ng Buwis at Mga Bayarin)</p>
<p>3.Present Official receipt at Counter 5 and wait for the release of your requested certified true copy</p> <p>(3. I-presenta ang opisyal na resibo sa Counter 5 at maghintay para sa paglabas ng iyong hinihinging certified true copy.)</p>	<p>3.Process and release the requested certified true copy</p> <p>(3. Asikasuhin at ibigay ang hinihinging certified true copy.)</p>	<p>PHP 50.00 bawat kopya (sertipikado ng kopya) + PHP 20.00 dagdag bayad - Verification Fee (kapag walang ipinakita na kopya ng Business o Transfer Tax na resibo)</p>		<p>Releasing Clerk, Taxes and Fees Division (Records Section)</p> <p>(Kawani na Taga-Release - Kagawaran ng Buwis at Mga Bayarin (Sekyon ng mga talaan))</p>
<p>4.Proceed to Counter 5 at Assessment Section, present official receipt and certified true copy for approval signature</p> <p>(4. Magpatuloy sa Counter 5 sa Assessment Section, ipakita ang opisyal na resibo at sertipikadong</p>	<p>4. Accept official receipt</p> <p>4.1. Prepare and release certified true copy with signature of the City Treasurer or his duly authorized signatory</p> <p>(4. Tanggapin ang opisyal na resibo</p> <p>4.1. Ihanda at ibigay ang</p>	<p>PHP 100.00 bawat kopya Certificate of Records of Business o Transfer Tax Receipts + PHP 20.00 dagdag bayad - Verification Fee</p>	<p>10 Min.</p> <p>10 minuto</p>	<p>Releasing Clerk, Taxes and Fees Division (Assessment Section)</p> <p>Kawani na Taga-Release - Kagawaran ng Buwis at Mga Bayarin (Seksyon ng Assessment)</p> <p>Asst. Chief,</p>

<i>kopya para sa pirmahan ng pag-apruba.)</i>	<i>certified true copy na may pirma ng Tesorero ng Lungsod o ng kanyang inatasang lumagda.)</i>	<i>PHP 100.00 bawat kopya Certificate of No Records of Business or Transfer Tax Receipts + PHP 20.00 dagdag bayad - Verification Fee</i>		<p>Taxes and Fees Division</p> <p><i>Pangalawang Punong Katiwala - Kagawaran ng Buwis at Mga Bayarin</i></p> <p>City Treasurer <i>Tesorero ng Lungsod</i></p>
<p><b>TOTAL:</b></p> <p><b>(KABUUAN:)</b></p>			<p><b>20 Min. (Certified True Copy)</b></p> <p><b>(20 minuto (sertipikadong kopya))</b></p> <p><b>3 working days &amp; 10 Min. (Certificate of Records of Business or Transfer Tax Receipts and Certificate of No Records of Business or Transfer Tax Receipts)</b></p> <p><b>(Tatlong (3) araw sa araw ng may trabaho at 10 minuto (Sertipikasyon ng rekord ng negosyo o resibo ng Transfer Tax at Sertipikasyon ng walang rekord ng negosyo o resibo ng Transfer Tax))</b></p>	

## 6. Issuance of Community Tax Certificate (Individual)

*(Paglalabas ng Community Tax Certificate (Indibidwal))*

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)

*(Ang Community Tax Certificate ay ibibigay sa bawat indibidwal o korporasyon matapos nilang bayaran ang Buwis ng Komunidad. Ang buwis ng komunidad ay dapat bayaran sa lugar kung saan nakatira ang indibidwal o sa lugar kung saan matatagpuan ang pangunahing opisina ng korporasyon. (Artikulo 246 (e), Seksiyon 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>New Business:</b>				
1. Taxpayer present original tax bill and duplicate or pink copy of official receipt/s  <i>(1. Ang mga nagbabayad ng buwis ay nagpapakita ng orihinal na tax bill at kopya ng resibo ng buwis o pink na kopya ng opisyal na resibo.)</i>	1. Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents  <i>(1. I-search ang numero ng Mayor's permit (MP) sa pamamagitan ng sistema at mag-print ng community tax certificate (CTC). batay sa mga dokumentong ipinakita.)</i>	Included in the payment of Business Tax  <i>(Kasama sa bayad ng buwis sa negosyo)</i>	10 Min.  <i>(10 minuto)</i>	Clerk, CTC Section
2. Receive the computerized community tax certificate (CTC)	2. Release computerized CTC			

<i>(2. Tanggapin ang computerized community tax certificate (CTC).)</i>	<i>(2. I-release ang computerized Community Tax Certificate (CTC).)</i>			
<b>TOTAL: (KABUUAN:)</b>			<b>10 Min. (10 minuto)</b>	
<b>Renewal of Business:</b>				
<p>1. Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by a evaluator</p> <p>1.1. Taxpayer proceed to the counter intended for encoding of information</p> <p><i>(1. Ang mga nagbabayad ng buwis ay pinupunan ang community tax declaration form (CTDF) at nagpapakita ng inaprubahang business tax declaration mula sa isang evaluator.</i></p> <p><i>1.1 Ang mga nagbabayad ng buwis ay kailangang tumungo sa counter na nakalaan para sa pag-encode ng impormasyon.)</i></p>	<p>1. Accept the accomplished CTDF and required documents</p> <p>1.1. Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared sales on the CTDF</p> <p><i>(1. Tanggapin ang natapos na CTDF at mga kinakailangang dokumento.</i></p> <p><i>1.1. I-encode ang mga kaukulang impormasyon na nakalagay sa CTDF sa pamamagitan ng isang sistema na awtomatikong nagkokompyut ng buwis na dapat bayaran batay sa idineklarang kabuuang kita ng negosyo sa CTDF.)</i></p>	<p>Amount to be paid depends on the income of taxpayer</p> <p><i>(Ang halagang dapat bayaran ay batay sa kita ng taxpayer.)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p>Clerk, CTC Section</p> <p><i>(Klerk, CTC Seksyon)</i></p>
<p>2. Pay the required amount and receive the computerized community tax certificate (CTC)</p> <p><i>(2. Bayaran ang kinakailangang halaga at tanggapin ang computerized community tax certificate (CTC).)</i></p>	<p>2. Accept the payment and release the computerized CTC</p> <p><i>(2. Tanggapin ang bayad at ibigay ang computerized Community Tax Certificate (CTC).)</i></p>			<p>Collector, CTC Section</p> <p><i>(Kolektor, Seksyon ng CTC)</i></p>
<b>TOTAL: (KABUUAN:)</b>			<b>10 Min. (10 minuto)</b>	



Claiming of paid CTC Single Proprietor				
1. Taxpayer present original tax bill and duplicate or pink copy of official receipts  <i>(1. Ang mga nagbabayad ng buwis ay nagpapakita ng orihinal na tax bill at kopya ng resibo ng buwis o pink na kopya ng opisyal na resibo.)</i>	1. Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents  <i>(1. Hanapin ang numero ng Mayor's permit (MP) gamit ang sistema at mag-print ng CTC batay sa ipinakitang mga dokumento.)</i>	Included in the payment of Business Tax  <i>(Kasama sa bayad ng buwis sa negosyo)</i>	10 Min.  <i>(10 minuto)</i>	Clerk, CTC Section  <i>(Klerk, Seksyon ng CTC)</i>
2. Receive the computerized community tax certificate (CTC)  <i>(2. Tanggapin ang computerized community tax certificate (CTC).)</i>	2. Release computerized CTC  <i>(2. I-release ang computerized CTC.)</i>			
<b>TOTAL:</b> <b><i>(KABUUAN:)</i></b>			<b>10 Min.</b> <b><i>(10 minuto)</i></b>	
Individual				
1. Taxpayer accomplish CTDF and proceed to the counter intended for encoding of information  <i>(1. Ang mga nagbabayad ng buwis ay pinupunan ang CTDF at kailangang pumunta sa counter na nakalaan para sa pag-encode ng impormasyon.)</i>	1. Accept the accomplished CTDF  1.1. 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  <i>(1. Tanggapin ang natapos na CTDF. 1.1. I-encode ang mga kaukulang impormasyon na nakalagay sa CTDF sa pamamagitan ng isang sistema na awtomatikong nagkokompyut ng buwis na dapat bayaran batay sa idineklarang kabuuang sweldo sa CTDF.)</i>	Amount to be paid depends on the income of taxpayer  <i>(Ang halagang dapat bayaran ay batay sa kita ng taxpayer.)</i>	10 Min.  <i>(10 minuto)</i>	Clerk, CTC Section  <i>(Klerk, Seksyon ng CTC)</i>
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

<i>(2. Bayaran ang kinakailangang halaga at tanggapin ang computerized community tax certificate (CTC).)</i>	<i>(2. Tanggapin ang bayad at ibigay ang computerized community tax certificate (CTC).)</i>			<i>(Kolektor, Seksyon ng CTC)</i>
<b>TOTAL: (KABUUAN:)</b>			<b>10 Min. (10 minuto)</b>	
<b>Issuance of Certified True Copy</b>				
1. Taxpayer accomplish unified request form, present to Counter 26 or 27 and accept order of payment  <i>(1. Ang mga nagbabayad ng buwis ay pinupunan ang unified request form, ipinapakita ito sa Counter 26 or 27, at tumatanggap ng talaan ng bayarin.)</i>	1. Accept accomplished form and issue order of payment  <i>(1. Tanggapin ang natapos na form at maglabas ng talaan ng bayarin.)</i>	PHP 50.00 per copy  <i>(PHP 50.00 kada kopya)</i>	10 Min.  <i>(10 minuto)</i>	Clerk, CTC Section  <i>(Klerk, Seksyon ng CTC)</i>
2. Pay the required fee at Miscellaneous Section  <i>(2. Bayaran ang kinakailangang bayad sa Miscellaneous Section.)</i>	2. Accept payment and issue official receipt  <i>(2. Tanggapin ang bayad at maglabas ng opisyal na resibo.)</i>			Collector, Miscellaneous Section  <i>(Kolektor, Seksyon ng Miscellaneous)</i>
3. Present Official receipt at Releasing counter 27 and wait for the release of your requested certified true copy  <i>(3. I-presenta ang opisyal na resibo sa counter 27 at maghintay para sa paglabas ng hinihinging sertipikadong kopya.)</i>	3. Process and release the requested certified true copy  <i>(3. Asikasuhin at ibigay ang hinihinging sertipikadong kopya.)</i>		10 Min.  <i>(10 minuto)</i>	Clerk, CTC Section  <i>(Kolektor, Seksyon ng CTC)</i>
<b>TOTAL: (KABUUAN:)</b>			<b>20 Min. (20 minuto)</b>	

## 7. Issuance of Community Tax Certificates (Corporation)

*(Paglalabas ng Community Tax Certificates (Korporasyon))*

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)

*Ang Community Tax Certificate ay ibibigay sa bawat indibidwal o korporasyon matapos nilang bayaran ang Buwis ng Komunidad. Ang buwis ng komunidad ay dapat bayaran sa lugar kung saan nakatira ang indibidwal o sa lugar kung saan matatagpuan ang pangunahing opisina ng korporasyon. (Artikulo 246 (e), Seksiyon 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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 Cedula Section	
6. 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			DFA,SSS, GSIS, Comelec, LTO etc.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>New Business</b>				
1. Taxpayer present original tax bill and duplicate or pink copy of official receipt/s  <i>(1. Ang mga nagbabayad ng buwis ay nagpapakita ng orihinal na tax bill at kopya ng</i>	1. Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents  <i>(1. I-search ang numero ng Mayor's permit (MP) sa pamamagitan ng sistema at mag-print ng Community Tax</i>	Included in the payment of Business Tax  <i>(Kasama sa bayad ng buwis sa negosyo)</i>	10 Min.  <i>(10 minuto)</i>	Clerk, CTC Section  <i>(Kolektor, Seksyon ng CTC)</i>



community tax certificate (CTC)  <i>(2. Bayaran ang kinakailangang halaga at tanggapin ang computerized community tax certificate (CTC).)</i>	<i>(2. Tanggapin ang bayad at ibigay ang computerized Community Tax Certificate (CTC).)</i>			<i>(Kolektor, Seksyon ng CTC)</i>
<b>TOTAL: (KABUUAN:)</b>			<b>10 Min. (10 minuto)</b>	
<b>Claiming of paid CTC Corporation</b>				
1. Taxpayer present original tax bill and duplicate or pink copy of official receipts  <i>(1. Ang mga nagbabayad ng buwis ay kailangang magpapakita ng orihinal na tala ng buwis at kopya ng pangalawang kopya o pink na kopya ng opisyal na resibo.)</i>	1. Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents  <i>(1. I-search ang numero ng Mayor's permit (MP) sa sistema at mag-print ng Community Tax Certificate (CTC) batay sa ipinakitang mga dokumento.)</i>	Included in the payment of Business Tax  <i>(Kasama sa bayad ng buwis sa negosyo)</i>	10 Min.  <i>(10 minuto)</i>	Clerk CTC Section  <i>(Kolektor, Seksyon ng CTC)</i>
2. Receive the computerized community tax certificate (CTC)  <i>(2. Tanggapin ang computerized community tax certificate (CTC).)</i>	2. Release computerized CTC  <i>(2. I-release ang computerized Community Tax Certificate (CTC).)</i>			
<b>TOTAL: (KABUUAN:)</b>			<b>10 Min. (10 minuto)</b>	
<b>ISSUANCE OF CERTIFIED TRUE COPY</b>				
1. Taxpayer accomplish unified request form, present to Counter 27 and accept order of payment  <i>(1. Ang mga nagbabayad ng buwis ay kailangang punan ang unified request form, ipakita ito sa Counter 27, at tanggapin ang talaan ng bayarin.)</i>	1. Accept accomplished form and issue order of payment  <i>(1. Tanggapin ang napunan na unified request form at maglabas ng talaan ng bayarin.)</i>	PHP 50.00 per copy  <i>(PHP 50.00 kada kopya)</i>	10 Min.  <i>(10 minuto)</i>	Clerk, CTC Section  <i>(Kolektor, Seksyon ng CTC)</i>

2. Pay the required fee at Miscellaneous Section  <i>(2. Bayaran ang kinakailangang bayad sa Miscellaneous Section.)</i>	2. Accept payment and issue official receipt  <i>(2. Tanggapin ang bayad at maglabas ng opisyal na resibo.)</i>			Collector, Miscellaneous Section  <i>(Kolektor, Seksyon ng Miscellaneous)</i>
3. Present Official receipt at Counter 27 and wait for the release of your requested certified true copy  <i>(3. Ihanda ang opisyal na resibo at ipakita sa Counter 27, pagkatapos ay maghintay para sa paglabas ng iyong hinihinging sertipikadong kopya.)</i>	3. Process and release the requested certified true copy  <i>(3. Asikasuhin at ilabas ang hinihinging sertipikadong kopya.)</i>		10 Min.  <i>(10 minuto)</i>	Clerk, CTC Section  <i>(Kolektor, Seksyon ng CTC)</i>
<b>TOTAL:</b> <b><i>(KABUUAN:)</i></b>			<b>20 Min.</b> <b><i>(20 minuto)</i></b>	

## 8. Payment of Miscellaneous Taxes & Fees

*(Pagbabayad ng Miscellaneous Taxes & Fees)*

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

*Pangongolekta ng mga kaukulang regulasyong bayarin at singil sa iba't ibang paggamit o serbisyo ayon sa batas at ipinapataw ng mga departamentong lumilikha ng kita sa 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>		
1. 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>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Payment Of Professional Tax Receipts (PTR) Walk-In (All PRC and LBP cardholders)</b>				
<b>New:</b> Professionals-previous/currently employed in gov't 1. Submit service record  2. Present original PRC ID  3. Pay the required fee  <b>Renewal:</b> Present latest Original PTR and PRC ID  <b>(Bago:</b> <i>Propesyonal-naunang /kasalukuyan na nagtatrabaho sa pamahalaan</i> 1. Isumite ang tala ng serbisyo  2. I-presenta ang orihinal na PRC ID  3. Bayaran ang kinakailangang bayad	1. Verify from the record of the previous payment  2. Accept payment  3. Issue Professional Tax Receipts   <i>(1. Tiyakin mula sa talaan ang nakaraang bayad</i>  <i>2. Tanggapin ang bayad</i>  <i>3. Maglabas ng Resibo ng Professional Tax Receipts (PTR))</i>	PHP 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)  Additional cost Verification fee PHP 20.00  Certified true copy PHP 50.00  <i>(PHP 300.00 (kasama ang multa kung hindi na-update; 25% + 2% buwanang singil)</i>  <i>Karagdagang bayad: Bayad sa pagsusuri PHP 20.00</i>	10 Min.   <	

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<i>pinakabagong orihinal na PTR at IBP cards</i>				
<b>For Representative of Professional/Lawyers</b>				
1. Present original PRC/IBP card, original and photocopy of authorization letter and original and photocopy of gov't issued ID of authorized person w/ 3 specimen signatures of both parties	1. Verify from the record of the previous payment (if applicable)  2. Accept payment  3. Issue Professional Tax Receipts	PHP 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)  Additional cost Verification fee PHP 20.00  Certified true copy PHP 50.00	10 Min.	<i>Miscellaneous Collector</i>
<i>(1. Ipakita ang orihinal na PRC/IBP card, orihinal at kopya ng surat ng awtorisasyon at orihinal at kopya ng ID na galing sa pamahalaan galing sa awtorisadong tao na may kasamang 3 lagda ng parehong panig)</i>	<i>(1. Kumpirmahin mula sa talaan kung may nakaraang bayad (kung kinakailangan)  2. Tanggapin ang bayad  3. Maglabas ng resibo ng Professional Tax Receipt (PTR))</i>	<i>(PHP 300.00 (kasama ang multa kung hindi na-update; 25% + 2% buwanang singil)  Karagdagang Gastos: Bayad sa Pagsusuri PHP 20.00  Sertipikadong Kopya PHP 50.00)</i>	<i>(10 minuto)</i>	<i>(Kolektor ng Miscellaneous</i>
<b>Online Payment of Professional Tax Receipts (PTR)</b>				
1. Email the PRC / IBP ID and photo of last Official Receipt (OR)/payment to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a>  2. Receive thru email the billing statement / order of payment and bank details  3. Send / transfer payments via QC Landbank account	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	PHP 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)	5 Min.  10 Min.	<i>Online Clerk</i>  <i>Online Collection Officer</i>

<p>4. Email the proof of payment &amp; tax bill to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a></p> <p>5. Receive the photo of professional tax receipts</p> <p>6. Pick-up the original Professional Tax Receipt (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)</p> <p><i>(1. I-email ang PRC / IBP ID at larawan ng huling opisyal na resibo ng pinagbayaran/bayad sa <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a></i></p> <p><i>2. Tanggapin sa pamamagitan ng email ang talaan ng bayarin at mga detalye ng bangko</i></p> <p><i>3. Ipadala ang bayad sa QC Landbank account</i></p> <p><i>4. I-email ang patunay ng pagbabayad at bill ng buwis sa <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a></i></p> <p><i>5. Tanggapin ang larawan ng mga resibo ng propesyonal sa pamamagitan ng email</i></p> <p><i>6. Kunin ang orihinal na Professional Tax Receipt (PTR) sa Opisina ng Tesorero</i></p>	<p>4. Issue original professional tax receipt</p> <p>5. Upload the photo and send to the taxpayer's email</p> <p>6. Release the original PTR</p> <p><i>(1. Kumpirmahin ang pagtanggap ng email mula sa taxpayer</i></p> <p><i>2. Ipadala ang talaan ng bayarin at mga detalye ng bangko para sa pagbabayad ng nagbabayad ng buwis</i></p> <p><i>3. Kumpirmahin ang pagbabayad sa pamamagitan ng Landbank DDA Statement Inquiry</i></p> <p><i>4. Maglabas ng orihinal na resibo ng Professional Tax Receipts (PTR)</i></p> <p><i>5. I-upload ang larawan at ipadala sa email ng nagbabayad ng buwis</i></p> <p><i>6. Ibigay ang orihinal na Professional Tax Receipts (PTR))</i></p>	<p>(PHP 300.00 (kasama ang multa kung hindi na-update; 25% + 2% buwanang singil))</p>	<p>5 Min.</p> <p>5 Min.</p> <p>(5 minuto)</p> <p>(10 minuto)</p> <p>5 minuto</p> <p>5 minuto</p>	<p>OR (Official Receipt) Uploader</p> <p>Online payment OR Releaser</p> <p>(Kawani ng Online)</p> <p>(Opisyal na Kolektor ng Online)</p> <p>(Taga-Upload ng Opisyal na Resibo)</p> <p>(Taga-Release ng Opisyal ng Resibo na binayaran online)</p>
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<p><i>kailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga.</i></p> <p><i>3. Tanggapin ang opisyal na resibo.)</i></p>	<p><i>pagkatapos ng pagbabayad at pagpapakita ng orihinal na talaan ng babayaran (walang mga pagbabago) na inisyu ng Tanggapan ng Opisyal ng Gusali.</i></p> <p><i>2. Tanggapin ang bayad.</i></p> <p><i>3. Maglabas ng Opisyal na Resibo.)</i></p>	<p><i>talaan ng bayarin)</i></p>		
<b>Payment For Occupancy Permit Fee</b>				
<p>1. Taxpayer submit original order of payment (no alterations), photocopy of building permit</p> <p><b>**Building permit issued in 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.</b></p> <p>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</p> <p>2. Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>10 Min.</p>	<p><i>Miscellaneous Collector</i></p>
<p><i>(1. Ang nagbabayad ng buwis ay dapat magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago), kopya ng permit ng gusali.</i></p> <p><i>**Ang permit ng gusali na inisyu noong 2010 at mga taon bago pa, ang pagbabayad ng contractor's tax ay ipinapasuri, ipapa-re-assess batay sa nakasaad na Bill ng Materyales at Lawak ng Palapag na saklaw</i></p>	<p><i>(1. Tanggapin ang talaan ng bayarin at bayad para sa mga bayarin ng occupancy permit (walang mga pagbabago) na inisyu ng Tanggapan ng Opisyal ng Gusali.</i></p> <p><i>2. Maglabas ng Opisyal na Resibo.)</i></p>	<p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p><i>(10 minuto)</i></p>	<p><i>(Kolektor ng Miscellaneous)</i></p>

<p><i>ng pagbabayad ng kakulangan sa buwis, kung meron man.</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tumanggap ng opisyal na resibo.)</i></p>				
<b>Payment for Health Certificate, Sanitary Permit and Pest Control Fee</b>				
<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang mga nagbabayaw ng buwis ay dapat magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p>1. Accept payment and order of payment issued by City Health Department and</p> <p>2. Issue Official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng City Health Department.</i></p> <p><i>2. Maglabas ng Opisyal na Resibo.)</i></p>	<p>As stated in the order of payment</p> <p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Miscellaneous Collector</i></p> <p><i>(Kolektor ng Miscellaneous)</i></p>
<b>Online Payment for Health Certificate and Occupational (Work) Permit</b>				
<p>1. Apply Health Certificate / Occupational Work Permit, login to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> and receive order of payment</p> <p>2. Email the order of payment to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a></p> <p>3. Send/ transfer payment via QC Landbank account</p> <p>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></p>	<p>1. Acknowledge the receive email from taxpayer</p> <p>2. Send the bank details for taxpayers payment</p> <p>3. Verify the payment thru Landbank DDA Statement Inquiry</p> <p>4. Issue original receipt</p> <p>5. Upload the photo and send to the taxpayers email</p> <p>6. Release the original receipt</p>	<p>As stated in the order of payment</p>	<p>10 Min.</p> <p>10 Min.</p> <p>10 Min.</p> <p>5 Min.</p>	<p><i>Online Clerk</i></p> <p><i>Online Collection Officer</i></p> <p><i>OR Uploader</i></p> <p><i>Online payment OR Release</i></p>

<p>5.Receive the photo of original receipt (OR)</p> <p>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)</p> <p>(1. Mag-apply para sa Health Certificate / Permit para sa Paggawa, mag-log in sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> at tanggapin ang talaan ng bayarin.</p> <p>2. I-email ang utos ng pagbabayad sa <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a></p> <p>3. Ipadala ang bayad sa pamamagitan ng QC Landbank account.</p> <p>4. I-email ang patunay ng pagbabayad at talaan ng bayarin sa <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a></p> <p>5. Tanggapin ang larawan ng orihinal na resibo.</p> <p>6. Kunin ang orihinal na resibo sa Opisina ng Tesorero ng Lungsod, Ikatlong Palapag, Online Payment Group (I-presenta ang wastong ID at larawan/digital na kopya ng opisyal na resibo o Professional Tax Receipt (PTR) bilang reperensiya)</p>	<p>(1. Kumpirmahin ang natanggap na email mula sa nagbabayad ng buwis.</p> <p>2. Ipadala ang mga detalye ng bangko para sa bayad ng nagbabayag ng buwis.</p> <p>3. Tiyakin ang kabayaran sa pamamagitan ng pagsusuri sa Pahayag ng Landbank DDA.</p> <p>4. Maglabas ng orihinal na resibo.</p> <p>5. I-upload ang larawan at ipadala sa email ng nagbayad ng buwis.</p> <p>6. Ibigay ang orihinal na resibo.</p>	<p>(Tulad ng nakasaad sa talaan ng bayarin)</p>	<p>(10 minuto)</p> <p>(10 minuto)</p> <p>(10 minuto)</p> <p>(5 minuto)</p>	<p>(Kawani ng Online)</p> <p>(Opisyal na Kolektor ng Online)</p> <p>(Taga-upload ng Opisyal na resibo)</p> <p>(Taga-release ng opisyal ng resibo na binayaran online)</p>
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\*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)

*\*Maaring tandaan na ang Gcash, PAYMAYA, at iba pang mga Pasilidad sa Pananalapi ay hindi direktang tumatanggap ng bayad. Kailangan mong mag-log in sa pamamagitan ng [qceservices.quezoncity.gov.ph](http://qceservices.quezoncity.gov.ph).*

**Payment For Occupational Permit Fee and Amendment Fee**

1. Taxpayer present original order of payment (no alterations)	1. Accept payment and order of payment issued by Business Permit & Licensing Dept.	As stated in the order of payment	10 Min.	Miscellaneous Collector
2. Pay the required amount and receive official receipt	2. Issue Official receipt			
<i>(1. Ang nagbabayad ng buwis ay dapat magpakita ng orihinal na talaan ng bayarin (walang mga pagbabago).</i>	<i>(1. Tanggapin ang bayad at ang talaan ng bayarin na inisyu ng Kagawaran ng Permit para sa Negosyo at Lisensya.</i>	<i>(Tulad ng nakasaad sa talaan ng bayarin)</i>	<i>(10 minuto)</i>	<i>(Kolektor ng Miscellaneous)</i>
<i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i>	<i>2. Ibigay ang opisyal na resibo.)</i>			

**Payment For Dept. Of Sanitation & Cleanup Works (DSCWQC) Fees And Smoke Belching**

1. Taxpayer submit original order of payment (no alterations)	1. Accept payment and order of payment issued by DSCWQC	As stated in the order of payment	10 Min.	Miscellaneous Collector
2. Pay the required amount and receive official receipt	2. Issue Official receipt			
<i>(1. Ang mga nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan na bayarin (walang mga pagbabago).</i>	<i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng DSCWQC.</i>	<i>(Tulad ng nakasaad sa talaan ng bayarin)</i>	<i>(10 minuto)</i>	<i>(Kolektor ng Miscellaneous)</i>
<i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i>	<i>2. Ibigay ang opisyal na resibo.)</i>			

**Payment for Prosecutors Clearance**

1. Taxpayer submit original order of payment (no alterations)	1. Accept payment and order of payment issued by City Prosecutor's Office	As stated in the order of payment	10 Min.	Miscellaneous Collector
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<p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p>2. Issue Official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Tanggapan ng Piskal ng Lungsod.</i></p> <p><i>2. Ibigay ang opisyal na resibo.)</i></p>	<p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p><i>(10 minuto)</i></p>	<p><i>(Kolektor ng Miscellaneous)</i></p>
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#### **Payment for Animal Shipping Penalty**

<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p>1. Accept payment and order of payment issued by City Veterinarian Office</p> <p>2. Issue Official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Tanggapan ng Beterinaryo ng Lungsod.</i></p> <p><i>2. Ibigay ang opisyal na resibo.)</i></p>	<p>As stated in the order of payment</p> <p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Miscellaneous Collector</i></p> <p><i>(Kolektor ng Miscellaneous)</i></p>
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#### **Payment for Civil Registry Fees**

<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin</i></p>	<p>1. Accept payment and order of payment issued by Civil Registry Department</p> <p>2. Issue Official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Departamento ng Civil Registry</i></p>	<p>As stated in the order of payment</p> <p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Miscellaneous Collector</i></p> <p><i>(Kolektor ng Miscellaneous)</i></p>
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<p><i>(walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p><i>2. Ibigay ang opisyal na resibo.)</i></p>			
<b>Payment for Clearance, Certification and Authentication</b>				
<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p>1. Accept payment and order of payment issued by PLEB</p> <p>2. Issue Official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng PLEB</i></p> <p><i>2. Ibigay ang opisyal na resibo.)</i></p>	<p>As stated in the order of payment</p> <p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Miscellaneous Collector</i></p> <p><i>(Kolektor ng Miscellaneous)</i></p>
<b>Payment for OVR and Terminal Fee</b>				
<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p>1. Accept payment and order of payment issued by Dept. of Public Order and Safety</p> <p>2. Issue Official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Kagawaran ng Pag-ayos at Kaligtasan ng Publiko</i></p> <p><i>2. Ibigay ang opisyal na resibo.)</i></p>	<p>As stated in the order of payment</p> <p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Miscellaneous Collector</i></p> <p><i>(Kolektor ng Miscellaneous)</i></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  <i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i>  <i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i>	1. Accept payment and order of payment issued by QC Police Dept.  2. Issue official receipt  <i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Departamento ng Pulisya ng Quezon City</i>  <i>2. Ibigay ang opisyal na resibo.)</i>	As stated in the order of payment   <i>(Tulad ng nakasaad sa talaan ng bayarin)</i>	10 Min.   <i>(10 minuto)</i>	<i>Miscellaneous Collector</i>   <i>(Kolektor ng Miscellaneous)</i>
<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  <i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i>  <i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i>	1. Accept payment and order of payment issued by Administrative Management  2. Issue official receipt  <i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Pangangasiwa sa Administratibo</i>  <i>2. Ibigay ang opisyal na resibo.)</i>	As stated in the order of payment   <i>(Tulad ng nakasaad sa talaan ng bayarin)</i>	10 Min.   <i>(10 minuto)</i>	<i>Miscellaneous Collector</i>   <i>(Kolektor ng Miscellaneous)</i>
<b>Payment For Tax Cert. of Payment, CTC of Receipts and Records</b>				
1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by City Treasurer's Office  2. Issue Official receipt	As stated in the order of payment	10 Min.	<i>Miscellaneous Collector</i>

<p>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</p> <p>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</p>	<p>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Opisina ng Tesorero ng Lungsod</p> <p>2. Ibigay ang opisyal na resibo.)</p>	<p>(Tulad ng nakasaad sa talaan ng bayarin)</p>	<p>(10 minuto)</p>	<p>(Kolektor ng Miscellaneous)</p>
<b>Payment For Tax Declaration, Tax Map, Cert. of No Title And Penalty for Late Transfer of Tax Declaration</b>				
<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</p> <p>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</p>	<p>1. Accept payment and order of payment issued by City Assessor's Office</p> <p>2. Issue Official receipt</p> <p>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Opisina ng Assessor</p> <p>2. Ibigay ang opisyal na resibo.)</p>	<p>As stated in the order of payment</p> <p>(Tulad ng nakasaad sa talaan ng bayarin)</p>	<p>10 Min.</p> <p>(10 minuto)</p>	<p>Miscellaneous Collector</p> <p>(Kolektor ng Miscellaneous)</p>
<b>Payment for Certification of Records</b>				
<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</p>	<p>1. Accept payment and order of payment issued by Office of the City Secretary</p> <p>2. Issue Official receipt</p> <p>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Tanggapan ng Kalihim ng Lungsod</p> <p>2. Ibigay ang opisyal na resibo.)</p>	<p>As stated in the order of payment</p> <p>(Tulad ng nakasaad sa talaan ng bayarin)</p>	<p>10 Min.</p> <p>(10 minuto)</p>	<p>Miscellaneous Collector</p> <p>(Kolektor ng Miscellaneous)</p>

2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)				
<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  (1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).  2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)	1. Accept payment and order of payment issued by Tricycle Regulatory Unit  2. Issue Official receipt  (1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Tricycle Regulatory Unit  2. Ibigay ang opisyal na resibo.)	As stated in the order of payment  (Tulad ng nakasaad sa talaan ng bayarin)	10 Min.  (10 minuto)	Miscellaneous Collector  (Kolektor ng Miscellaneous)
<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  (1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).  2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)	1. Accept payment and order of payment issued by City Planning & Devt Dept  2. Issue Official receipt  (1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Kagawaran ng Pagpapalano at Pag-unlad ng Lungsod  2. Ibigay ang opisyal na resibo.)	As stated in the order of payment  (Tulad ng nakasaad sa talaan ng bayarin)	10 Min.  (10 minuto)	Miscellaneous Collector  (Kolektor ng Miscellaneous)
<b>Payment for Library Fees</b>				
1. Taxpayer submit original order of payment (no alterations)	1. Accept payment and order of payment issued by City Library Dept.	As stated in the order of payment	10 Min.	Miscellaneous Collector

<p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p>2. Issue Official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Departamento ng Silid Aklatan ng Lungsod</i></p> <p><i>2. Ibigay ang opisyal na resibo.)</i></p>	<p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p><i>(10 minuto)</i></p>	<p><i>(Kolektor ng Miscellaneous)</i></p>
<b>Payment for Electrical Fee</b>				
<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p>1. Accept payment and order of payment issued by City General Services Dept.</p> <p>2. Issue Official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Departamento ng General Services ng Lungsod</i></p> <p><i>2. Ibigay ang opisyal na resibo.)</i></p>	<p>As stated in the order of payment</p> <p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Miscellaneous Collector</i></p> <p><i>(Kolektor ng Miscellaneous)</i></p>
<b>Issuance of Certified True Copy</b>				
<p>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</p> <p>2. Pay the required amount and receive official receipt</p>	<p>1. Accept the submitted duly accomplished Unified request form with complete requirements</p> <p>2. Issue official receipt</p> <p>3. Process and release the requested certified true copy</p>	<p>PHP 20.00 Verification fee</p> <p>PHP 50.00 Certified true copy fee</p>	<p>10 Min.</p>	<p><i>Miscellaneous Collector</i></p>

<p>3. Wait and receive the requested certified true copy</p> <p>(1. Ang mga nagbabayad ng buwis kinakailangang punan at magpasa ng Unified request form, sulat na pahintulot na may kopya ng ID na inilabas ng pamahalaan ng kinatawan at ang nagbabayad ng buwis kasama ang 3 specimen na lagda ng parehong partido.</p> <p>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.</p> <p>3. Maghintay at tanggapin ang hinihinging sertipikadong kopya.)</p>	<p>(1. Tanggapin ang isinumiteng napunan na Unified request form na may kumpletong mga kinakailangang dokumento.</p> <p>2. Ibigay ang opisyal na resibo.</p> <p>3. Simulan ang pagsasagawa at pagpapalabas ng hinihinging sertipikadong kopya.)</p>	<p>(PHP 20.00 Bayad sa Pagsusuri</p> <p>PHP 50.00 Bayad para sa Sertipikadong Kopya)</p>	<p>(10 minuto)</p>	<p>(Kolektor ng Miscellaneous)</p>
<b>Payment for Franchise Registration Fee</b>				
<p><b>(New/ Renewal)</b> <b>Tricycle drivers/ operators</b></p> <p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p><b>(Bagong/ Pagpaparehistro muli)</b> <b>Mga drayber/ operator ng traysikel</b></p> <p>1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</p>	<p>1. Accept payment and order of payment issued by TRU</p> <p>2. Issue official receipt</p> <p>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng TRU.</p> <p>2. Ibigay ang opisyal na resibo.)</p>	<p>As stated in the order of payment</p> <p>(Tulad ng nakasaad sa talaan ng bayarin)</p>	<p>10 Min.</p> <p>(10 minuto)</p>	<p>Miscellaneous Collector</p> <p>(Kolektor ng Miscellaneous)</p>

2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)				
<b>Payment for Rental Fee</b>				
<b>Facility Renters/ Users</b> 1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt  <b>(Mga Nangungupahan or Gumagamit ng Pasilidad</b> 1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).  2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)	1. Accept payment and order of payment issued by Amoranto Complex / QMC / Bernardo park  2. Issue official receipt  (1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Amoranto Complex / QMC / Bernardo park  2. Ibigay ang opisyal na resibo.)	As stated in the order of payment  (Tulad ng nakasaad sa talaan ng bayarin)	10 Min.  (10 minuto)	Miscellaneous Collector  (Kolektor ng Miscellaneous)
<b>Payment for Parking Fee</b>				
1. Taxpayer submit original order of payment (no alterations)  2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by GSD personnel  2. Issue official receipt	PHP 30.00 for the first 3 hours; PHP 10.00 for every succeeding hours  PHP 20.00 fixed rate for motorcycle  FREE 3 hours parking fee for QC Senior Citizens; PHP 10.00 for every	10 Min.	Miscellaneous Collector

<p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng GSD personnel</i></p> <p><i>2. Ibigay ang opisyal na resibo.)</i></p>	<p>succeeding hours</p> <p>Additional PHP 150.00 to current billing for overnight parking</p> <p>PHP 30.00 for the first 3 hours; PHP 10.00 for every succeeding hours</p> <p>PHP 20.00 fixed rate for motorcycle</p> <p>FREE 3 hours parking fee for QC Senior Citizens; PHP 10.00 for every succeeding hours</p> <p>Additional PHP 150.00 to current billing for overnight parking</p> <p>(PHP 30.00 para sa unang 3 oras; PHP 10.00 para sa bawat sumusunod na oras</p> <p>PHP 20.00 na fixed rate para sa motorsiklo</p>	<p>(10 minuto)</p>	<p>(Kolektor ng Miscellaneous)</p>
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		<p><i>LIBRENG 3 oras na bayad sa paradahan para sa QC mga Senior Citizen; PHP 10.00 para sa bawat sumusunod na oras</i></p> <p><i>Karagdagang PHP 150.00 sa kasalukuyang bill para sa overnight parking)</i></p>		
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**Payment For Electricity Charging And Book Fines**

<p>1. Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> <p><i>(1. Ang nagbabayad ng buwis ay kinakailangang magpasa ng orihinal na talaan ng bayarin (walang mga pagbabago).</i></p> <p><i>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</i></p>	<p>1. Accept payment and order of payment issued by Quezon City Public Library</p> <p>2. Issue official receipt</p> <p><i>(1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Quezon City Public Library personnel</i></p> <p><i>2. Ibigay ang opisyal na resibo.)</i></p>	<p>As stated in the order of payment</p> <p><i>(Tulad ng nakasaad sa talaan ng bayarin)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Miscellaneous Collector</i></p> <p><i>(Kolektor ng Miscellaneous)</i></p>
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## 9. Collection of Market Business Tax and Other Fees

*(Koleksyon ng Buwis sa Negosyo sa Pamilihan at Iba Pang mga Bayarin)*

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

*(Koleksyon ng bayarin mula sa mga Pampubliko at Pribadong Pamilihan at mga palengke gayundin sa mga matadero alinsunod sa mga utos ng pagbabayad na inilabas ng iba pang mga departamentong lumilikha ng kita sa lungsod Quezon.)*

<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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Market Stallholders:</b>				
<i>1<sup>st</sup> Quarter</i>				
1. Sales Declaration and Evaluation Form		City Treasurer's Office		
2. Business Permit		Business Permit Licensing Office		
3. Latest tax bill and official receipt		City Treasurer's Office		
<i>2<sup>nd</sup> to 4<sup>th</sup> Quarter</i>				
4. Previous tax bill and official receipt		City Treasurer's Office		
5. Liquor Permit Fee		Business Permit Licensing Dept.		
6. Original order of payment				
7. Sealing Fee		City Treasurer's Office		
8. Original order of payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Market Stallholders (Private and Public Markets)</b>				
<i>1<sup>st</sup> Quarter (In-person Application)</i>				
1. Present the filled-out Sales Declaration and other required documents	1. Accept the filled-out Sales Declaration and other required documents.	Based on the amount indicated in the Order of payment	10 Min.	Assessment Clerk / Officer, Market Section  Taxes and Fees Division
1.1. Inform your preferred payment term (e.g. quarterly, semi-annual or annual etc.)	1.1. Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees			
2. Receive computerized acknowledgement receipt	1.2. Issue computerized acknowledgement receipt			
3. Wait for the approved email from final reviewer & signed tax bill from final approver	1.3. Inform taxpayer to wait for the final reviewer & final			

<p><b>(1<sup>st</sup> Quarter (In-person Application)</b></p> <p>1. Isumite ang napunan na Sales Declaration at iba pang kinakailangang dokumento.</p> <p>1.1 Ipahayag ang inyong nais na termino ng pagbabayad (halimbawa: quarterly, semi-annual, o annual, atbp.).</p>	<p>approver's email approval</p> <p>2. Transmit the documents from Level 1 to Level 2 examiners for Final Review</p> <p>2.1. Final Review of documents for possible adjustment of taxes and fees depending on examiner's findings and/or request for additional pertinent documents</p> <p>2.2. Print out of draft Tax Bill</p> <p>2.3. Transmit the documents with the draft Tax Bill to Final Approver</p> <p>3. Final Approval shall approve the draft Tax Bill</p> <p>3.1 Final Approval may request for a more in-depth review of assessment or request for additional documents</p>		<p>10 Min.</p> <p>10 Min.</p>	<p><i>Final Reviewer</i></p> <p><i>City Treasurer</i></p>
	<p>(1. Tanggapin ang napunan na Sales Declaration at iba pang kinakailangang dokumento.</p> <p>1.1. I-encode sa pamamagitan ng sistema ang lahat ng kaukulang impormasyon mula sa business permit at</p>	<p>(Base sa nakasaad sa talaan ng bayarin)</p>	<p>(10 minuto)</p>	<p>(Opisyal / Kawani ng Taga-Assess, Seksyon ng Market - Kagawaran ng Buwis at Mga Bayarin)</p>



[illegible]

<p>1.2. Once logged in, click “Pay Business Tax”. You will be redirected to Business Tax Payment Page</p> <p>1.3. Click “Proceed with Business Tax Assessment”</p> <p>1.4. Click “Submit Online Sales Declaration”</p> <p>1.5. Select an application type, either “Not Registered in BIR” or “Registered in BIR” then proceed.</p> <p>1.6. Input your Mayor’s Permit Number and SEC/DTI/CDA Number. Then, click “Next”</p> <p>1.7. Input all the necessary details and upload all necessary documents. Then, click “Continue”</p> <p>1.8. Success prompt will be displayed together with your Tracking Number and get an email notification upon submission of application.</p> <p>2. Wait for the approved email from final reviewer &amp; final approver</p> <p><b>(1<sup>st</sup> Quarter (Online Application))</b></p> <p>1.1. Mag-log in sa <i>qceservices.quezoncity.gov.ph</i>.</p> <p>1.2. Pagkatapos mag-log in, pindutin</p>	<p>1.1. Review all uploaded documents.</p> <p>1.2. Encode thru the system all pertinent information from the uploaded documents and compute City Tax and regulatory fees</p> <p>1.3. Approve the tax assessment</p> <p>2. Approval of the final reviewer</p> <p>3. Approval of the City Treasurer</p> <p><i>(1. Kumuha ng aplikante sa queue.</i></p> <p><i>1.1. Suriin ang lahat ng na-upload na mga dokumento.</i></p>	<p>- line of business - Gross Sales - Area of establishment</p> <p><i>(Nakadepende sa mga sumusunod:</i></p>	<p>(during office hours)</p> <p>10 Min.</p> <p>10 Min.</p> <p><i>(Sa loob ng araw ng aplikasyon (sa oras ng opisina))</i></p>	<p>Taxes and Fees Division</p> <p>Final Reviewer</p> <p>City Treasurer</p> <p><i>(Opisyal / Kawani ng Taga-Assess Seksyon ng Market</i></p>
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<p>ang "bayaran ang buwis sa negosyo". ikaw ay ililipat sa pahina ng pagbabayad ng buwis sa negosyo.</p> <p>1.3. Pindutin ang "Magpatuloy sa Pagsusuri ng Buwis sa Negosyo".</p> <p>1.4. Pindutin ang "Submit Online Sales Declaration".</p> <p>1.5. Pumili ng uri ng aplikasyon, alinman sa "Hindi Rehistrado sa BIR" o "Rehistrado sa BIR" at magpatuloy.</p> <p>1.6. Ipasok ang iyong Mayor's Permit Number at SEC/DTI/CDA Number. Pagkatapos, pindutin ang "Susunod".</p> <p>1.7. Ipasok ang lahat ng kinakailangang detalye at i-upload lahat ng kinakailangang dokumento. Pagkatapos, pindutin ang "Magpatuloy".</p> <p>1.8. Ang mensahe ng tagumpay ay ipapakita kasama ang iyong Tracking Number at makakatanggap ka ng isang email na pabatid pagkatapos magsumite ng aplikasyon. Maghintay sa aprubadong email mula sa panghuling tagasuri at panghuling mag-aaprubar.)</p>	<p>1.2. I-encode sa pamamagitan ng sistema ang lahat ng kaugnay na impormasyon mula sa mga na-upload na dokumento at kalkulahin ang buwis ng lungsod at mga regulasyon na bayarin.</p> <p>1.3. Aproba ang tax assessment.</p> <p>2. Aprobasyon ng final reviewer.</p> <p>3. Aprobasyon ng Tesorero ng Lungsod.)</p>	<p>- Uri ng negosyo</p> <p>- Kabuuang benta</p> <p>- Lawak ng establisyement</p>	<p>(10 minuto)</p> <p>(10 minuto)</p>	<p>- Kagawaran ng Buwis at Mga Bayarin)</p> <p>(Panghuling Tagasuri)</p> <p>(Tesorero ng Lungsod)</p>
<p><b>2nd-4th Quarter</b> <b>(Online Application)</b></p>				

<p>1. Log-in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a></p> <p>1.1. Once logged in; click "Pay Business Tax". You will be redirected to Business Tax Payment Page</p> <p>1.2. Click "Proceed with Business Tax Assessment"</p> <p>1.4. Input all the necessary details and your preferred payment term (e.g. quarterly or semi-annual) Then, click "Continue"</p> <p>1.5. Success prompt will be displayed together with your Tracking Number and get an email notification upon submission of application.</p> <p>2.Wait for the approved tax bill via email</p> <p><b>(2nd-4th Quarter</b></p> <p>1. Mag-log in sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>.</p> <p>1.1. Pagkatapos mag-log in, pindutin ang "Bayaran ang Buwis sa Negosyo". Ikaw ay ililipat sa pahina ng pagbabayad ng buwis sa negosyo.</p> <p>1.2. Pindutin ang "Proceed with Business Tax Assessment".</p>	<p>1. Get an applicant in the queue.</p> <p>1.1. Compute the total tax due based on the selected payment term (e.g. quarterly or semi-annual) of the taxpayer then submit for approval</p> <p>1.2. Approve the tax assessment</p> <p><i>(1. Kumuha na aplikante sa queue.</i></p> <p><i>1.1. Kalkulahin ang kabuuang buwis na dapat bayaran batay sa napiling termino ng pagbabayad (halimbawa, quarterly o semi-annual) ng taxpayer at isumite para sa aprobasyon.</i></p> <p><i>1.2. Aprobahan ang tax assessment.)</i></p>	<p>Depends on the ff:</p> <ul style="list-style-type: none"> <li>- line of business</li> <li>- Gross Sales</li> <li>- Area of establishment</li> </ul> <p><i>(Nakadepende sa mga sumusunod:</i></p> <ul style="list-style-type: none"> <li>- Uri ng negosyo</li> <li>- Kabuuang benta</li> <li>- Lawak ng establisyemento)</li> </ul>	<p>Within the day of the application (during office hours)</p> <p><i>(Sa loob ng araw ng aplikasyon (sa oras ng opisina))</i></p>	<p><b>Assessment Clerk / Officer, Market Section</b></p> <p><b>Taxes and Fees Division</b></p> <p><i>(Opisyal / Kawani ng Taga-Assess Seksyon ng Market</i></p> <p><i>- Kagawaran ng Buwis at Mga Bayarin)</i></p>
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<p>1.4. <i>Ipasok ang lahat ng kinakailangang detalye at ang iyong nais na termino ng pagbabayad (halimbawa, quarterly o semi-annual). Pagkatapos, pindutin ang "Magpatuloy".</i></p> <p>1.5. <i>Ang mensahe ng tagumpay ay ipapakita kasama ang iyong Tracking Number at makakatanggap ka ng isang notipikasyon sa iyong email pagkatapos magsumite ng aplikasyon. Maghintay sa aprobadong tax bill sa pamamagitan ng email.)</i></p>				
<b>Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee</b>				
<p><b>Meat Handlers, Market meat vendors, others</b></p> <p>1. Submit original order of payment</p> <p>2. Pay the required amount and receive official receipt</p> <p><b>(Mga Mangangalakal ng Karne, Mga Nagtitinda ng Karne sa Pamilihan, at iba pa</b></p> <p>1. Isumite ang orihinal na talaan ng bayarin.</p> <p>2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)</p>	<p>1. Accept order of payment issued by the City Veterinary Office</p> <p>2. Accept payment and issue official receipt</p> <p> (1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Tanggapan ng Beterinaryo ng Lungsod.</p> <p>2. Ibigay ang opisyal na resibo.)</p>	<p>Based on the amount indicated in the Order of payment</p> <p> (Base sa nakasaad sa talaan ng bayarin)</p>	<p>10 Min.</p> <p> (10 minuto)</p>	<p>Collector, Market Section</p> <p> (Kolektor Sekyon ng Market)</p>
<b>Liquor Permit Fees (Beer, wine, serving/ special permit)</b>				
<b>Corporation &amp; Single Proprietor</b>				

<b>(restaurants/retailer/wholesaler, bar, cocktail lounge, carinderia)</b> 1. Taxpayer submit original order of payment  2. Pay the required amount and receive official receipt  <b>(Korporasyon at Nag-iisang May-ari (restawran/tindahan/nagpapa-imbak, bar, kainan, kainan sa tabi ng kalsada)</b> 1. Isumite ang orihinal na talaan ng bayarin.  2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)	1. Accept order of payment issued by the LLRB  2. Accept payment and issue official receipt         (1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng LLRB.  2. Ibigay ang opisyal na resibo.)	Based on the amount indicated in the Order of payment         (Base sa nakasaad sa talaan ng bayarin)	10 Min.         (10 minuto)	Collector, Market Section         (Kolektor, Sekyon ng Market)
<b>Sealing Fee</b>				
1. Taxpayer submit original order of payment  2. Pay the required amount and receive official receipt  (1. Isumite ang orihinal na talaan ng bayarin.  2. Bayaran ang kinakailangang halaga at tanggapin ang opisyal na resibo.)	1. Accept order of payment issued by the City Treasurer's Office  2. Accept payment and issue official receipt         (1. Tanggapin ang bayad at talaan ng bayarin na inisyu ng Tanggapan ng Tesorero ng Lungsod.  2. Ibigay ang opisyal na resibo.)	Based on the amount indicated in the Order of payment         (Base sa nakasaad sa talaan ng bayarin)	10 Min.         (10 minuto)	Collector, Market Section         (Kolektor, Sekyon ng Market)
<b>TOTAL: (KABUUAN:)</b>			<b>10 Min. (10 minuto)</b>	

## 10. Sealing of Weights & Measures (Pagseselyo ng Timbangan at Sukat)

Quezon City is empowered to levy fees for sealing 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 Quezon City shall first have them sealed and pay the corresponding fee, fixed under an ordinance, to the City Treasurer's Office.

(Ang Lungsod ng Quezon ay may kapangyarihan na magpataw ng bayad para sa pagsaselyo ng mga timbangan at sukat sa mga makatarungang bayad (Seksyon 151 ng LGC). Bawat tao bago gumamit ng mga kasangkapan na ginagamitan ng timbangan at sukat para sa negosyo, serbisyo, komersyo, o iba pang transaksyon sa publiko sa loob ng Lungsod ng Quezon ay dapat munang selyuhan ang mga ito at magbayad ng kaukulang bayad, na itinalaga sa ilalim ng ordinansa, sa Tanggapan ng Tesorero ng Lungsod.)

<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 for Testing/ sealing of weights and measure (ATSWM)		Weights and Measure Unit City Treasurer's Office		
2. Request Letter		Business operator/owner		
3. Weighing scale/instrument for sealing		Business operator/owner		
4. Latest official receipt		Business operator/owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Taxpayer submits request letter and presents the weights and measurement instrument for sealing	1. Accept the request letter and evaluate if the business permit is valid and the latest tax obligation is settled.  1.1. If the apparatus is found to be defective, the ATSWM shall be disapproved.  1.2. Apparatus is in good condition, issue order of payment	Sealing and registration <u>Mechanical</u> PHP 100.00 for 300kgs below and PHP 150.00 for 301 kgs and above  <u>Digital Weighing scale</u> PHP 500.00 fixed	20 Min.	Clerk, Weights and Measures Unit
(1. Ang mga nagbabayad ng buwis ay nagpapasa ng kanilang sulat ng intensyon at nagpapakita ng kasangkapan sa timbang at sukat	(1. Tanggapin ang sulat ng intensyon at suriin kung ang permit ng negosyo ay wasto at ang pinakabagong obligasyon sa buwis ay nabayaran.	(Pagsaselyo at Pagrehistro <u>Mekanikal</u> PHP 100.00 para sa 300kgs pababa at PHP	(20 minuto)	(Kawani Yunit ng Timbang at Sukat)

para sa pagsaselyo.)	<p>1.1. Kung matuklasan na ang kasangkapan ay sira, hindi aaprubahan ng ATSWM.</p> <p>1.2. Ang kasangkapan ay dapat nasa maayos na kondisyon upang maglabas ng talaan ng bayarin.)</p>	<p>150.00 para sa 301 kgs pataas</p> <p><u>Digital na Timbangan</u> PHP 500.00 na (hindi nagbabago))</p>		
<p>2. Accept the order of payment and pay the required amount</p> <p>2.1. Receive an official receipt</p> <p>(2. Tanggapin ang talaan ng bayarin at bayaran ang kinakailangang halaga.</p> <p>2.1. Tanggapin ang opisyal na resibo.)</p>	<p>2. Receive the order of payment and issue an official receipt</p> <p>(2. Tanggapin ang talaan ng bayarin at maglabas ng opisyal na resibo.)</p>		<p>5 Min.</p> <p>(5 minuto)</p>	<p>Collector</p> <p>(Kolektor)</p>
<p>3. Present the official receipt and the weighing instrument for sealing</p> <p>(3. I-present ang opisyal na resibo at ang kasangkapan sa timbang para sa pagsaselyo.</p>	<p>3. Check the official receipt is presented and the permit is fully completed. Initiate the testing of the measuring apparatus. All findings shall be indicated in the application form</p> <p>(3. Tiyakin na ang opisyal na resibo ay isinumite at ang permit ay lubusang natapos. Simulang suriin at subukan ang aparato. Lahat ng mga natuklasan ay dapat nakalagay sa form ng aplikasyon.)</p>		<p>10 Min. depends on the bulk of the transaction</p> <p>(10 minuto Depende sa dami ng transaksyon)</p>	<p>Clerk, Weights and Measures Unit</p> <p>(Kawani Yunit ng Timbang at Sukat)</p>
<b>Walk-In Taxpayer</b>				
<p>1. Taxpayers or vendors present the application form, the weighing scale, and other required documents for verification</p>	<p>1. Accept the application form</p> <p>Check if the weighing scale is in order and determine the business permit (for now) and latest official</p>	<p>Sealing and registration</p> <p><u>Mechanical</u> PHP 100.00 for 300kgs below and</p>	<p>15 Min. for every weighing scale</p>	<p>Clerk, Weights and Measures Unit</p>

<p>receipt for renewal and retirement and determine the expiration date</p> <p>1.1. Issue order of payment</p> <p><i>(1. Ang mga nagbabayad ng buwis o bendor ay nagpapakita ng form ng aplikasyon, timbangan, at iba pang mga kinakailangang dokumento para sa pagpapatunay.)</i></p>	<p>PHP 150.00 for 301kgs and above</p> <p><i>(1. Tanggapin ang form ng aplikasyon. Suriin kung ang timbangan ay nasa maayos na kalagayan at alamin ang permit ng negosyo (sa kasalukuyan) at pinakabagong opisyal na resibo para sa pagpaparehistro at pagreretiro at alamin ang petsa kung kelan ito mawawalan ng bisa.</i></p> <p><i>1.1 Maglabas ng talaan ng bayarin.)</i></p>	<p>(Pagsaselyo at Rehistrasyon</p> <p><u>Mekanikal</u></p> <p>PHP 100.00 para sa 300kgs pababa at PHP 150.00 para sa 301 kgs pataas)</p>	<p>(15 minuto para sa bawat timbangan)</p>	<p>(Kawani Yunit ng Timbang at Sukat)</p>
<p>2. Accept the order of payment and pay the required amount</p> <p><i>(2. Tanggapin ang talaan ng bayarin at bayaran ang kaukulang halaga.)</i></p>	<p>2. Receive the order of payment and issue an official receipt</p> <p><i>(2. Tanggapin ang talaan ng bayarin at maglabas ng opisyal na resibo.)</i></p>		<p>5 Min.</p> <p><i>(5 minuto)</i></p>	<p>Collector</p> <p><i>(Kolektor)</i></p>
<p>3. Present the official receipt and wait while the instrument is for sealing</p> <p>3.1. Receive the sealed weighing scale/ instrument</p> <p><i>(3. Ipakita ang opisyal na resibo at maghintay habang ang kasangkapan sa timbang at sukat ay sineselyohan.</i></p> <p><i>3.1 Tanggapin ang sinelyuhan na</i></p>	<p>3. Check the official receipt and perform the sealing of the weighing scale/ instrument</p> <p>3.1. Return the sealed instrument</p> <p><i>(3. Suriin ang opisyal na resibo at gawin ang pagseselyo ng timbangan/o kagamitang pangsukat.</i></p> <p><i>3.1 Ibabalik ang sinelyuhan na</i></p>		<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p>Clerk Weights and Measures Unit</p> <p><i>(Kawani Yunit ng Timbang at Sukat)</i></p>

<i>kasangkapan sa timbang at sukat.)</i>	<i>kagamitang pang-sukat.)</i>			
<b>For Mobile One-Stop Shop</b>				
1. Taxpayers 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	Sealing and registration <u>Mechanical</u> PHP 100.00 for 300kgs below And PHP 150.00 for 301kgs and above  <u>Digital Weighing scale</u> PHP 500.00 fixed  PHP 50.00 Additional service charge for each instrument	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
<i>(1. Ang mga nagbabayad ng buwis of nagtitinda ay nagpapasa ng aplikasyon, timbangan, at iba pang kinakailangang dokumento para sa pagsusuri.)</i>	<i>(1. Tanggapin ang aplikasyon, iba pang kinakailangang dokumento, at ang timbangan. Simulan ang pagsusuri ng kagamitan. Lahat ng natuklasan ay dapat nakasaad sa aplikasyon.  1.1. Maglabas ng talaan ng bayarin matapos masiguro na nasa maayos na kondisyon ang timbangan.)</i>	<i>(Pagse-selyo at Rehistrasyon Mekanikal: PHP 100.00 para sa 300 kgs pababa PHP 150.00 para sa 301 kgs pataas  Digital na Timbangan: PHP 500.00 (hindi na mababago)  Karagdagang Bayad na Serbisyo: PHP 50.00 para sa bawat kagamitang instrumento)</i>	<i>(Sa pangkaraniwa ng palengke, ang karaniwang tagal ay 6 na oras para sa 100 kagamitang instrumento.  Para sa malalaking palengke tulad ng Farmers, Balintawak, Mega Q-mart, Suki, Susano, at Commonwealth, ang pangkaraniwa ng tagal ay 2 araw para sa 200 kagamitang instrumento.)</i>	<i>(Kawani Yunit ng Timbang at Sukat)</i>

<p>2. Accept the order of payment and pay the required amount</p> <p><i>(2. Tanggapin ang order ng pagbabayad at bayaran ang kinakailangang halaga.)</i></p>	<p>2. Receive the order of payment and issue an official receipt</p> <p><i>(2. Tanggapin ang order ng pagbabayad at maglabas ng opisyal na resibo.)</i></p>			<p>Collector</p> <p><i>(Kolektor)</i></p>
<p>3. Present the official receipt and wait while the instrument is for sealing</p> <p>3.1. Receive the sealed weighing scale/ instrument</p> <p><i>(3. Ipakita ang opisyal na resibo at maghintay habang ang kasangkapan sa timbang at sukat ay sineselyohan.</i></p> <p><i>3.1. Tanggapin ang sinelyuhan na kasangkapan sa timbang at sukat.)</i></p>	<p>3. Check the official receipt and perform the sealing of the weighing scale/ instrument</p> <p>3.1. Return the sealed instrument</p> <p><i>(3. Suriin ang opisyal na resibo at gawin ang pagseselyo ng timbangan/o kagamitang pang-sukat.</i></p> <p><i>3.1. Ibabalik ang sinelyuhan na kagamitang pang-sukat.)</i></p>			<p>Clerk Weights and Measures Unit</p> <p><i>(Kawani Yunit ng Timbang at Sukat)</i></p>

#### Calibration of Gasoline Pumps

<p>1. Taxpayer or gasoline dealer/gasoline station operator sends request letter for calibration of gasoline pumps.</p> <p>2. Random calibration on every gasoline station each quarter.</p> <p><i>(1. Ang nagbabayad ng buwis o dealer ng gasolina o operator ng gasolinahan ay</i></p>	<p>1. Conduct a physical inspection of the gasoline station every quarter for monitoring and checking of gasoline pumps</p> <p><i>(1. Isagawa ang pisikal na inspeksyon ng gasolinahan bawat kwarter para sa</i></p>	<p>PHP 50.00 (calibration fee)</p> <p>PHP 100.00 (Re-testing/ re-sealing fee) per nozzle</p> <p>PHP 100.00 (Renewal of seal) per nozzle</p> <p>PHP 500.00 (Registration per nozzle)</p> <p><i>(PHP 50.00 - Bayad sa Kalibrasyon</i></p>	<p>2 hours (depends on the area/location of the gasoline station)</p> <p><i>(2 oras (depende sa lokasyon ng gasolinahan))</i></p>	<p>Clerk, Weights and Measures Unit</p> <p><i>(Kawani Yunit ng Timbang at Sukat)</i></p>
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<p><i>nagpapadala ng sulat na hinihiling ang kalibrasyon ng mga pump ng gasolina.</i></p> <p><i>2. Bawat kwarter ay pipili ng gasolinahan na i-calibrate)</i></p>	<p><i>pagsubaybay at pagsusuri ng mga pump ng gasolina.)</i></p>	<p>PHP 100.00 - Bayad sa Pagsusuri/ Ulitin ang pagseselyo ng bawat nozzle</p> <p>PHP 100.00 - Bayad sa pagpaparehistr o ng bawat nozzle</p> <p>PHP 500.00 - Bayad sa rehistrasyon bawat nozzle)</p>		
<p><b>TOTAL:</b> <b>(KABUUAN:)</b></p>			<p><b>2 Hours</b> <b>(2 oras)</b></p>	



## 11. Market Raid

(Operasyon sa Pamilihan)

Market Raid is an external service of the City Treasurer's Office conducted to check weighing scales/instruments that are properly sealed or used for illegal purposes by the market vendors.

(Ang Market Raid ay isang serbisyong panlabas ng Tanggapan ng Ingat-Yaman ng Lungsod na isinasagawa upang suriin kung ang mga timbangan o mga kagamitang pangsuksukat ay wastong nase-selyo o ginagamit para sa mga ilegal na layunin ng mga nagtitinda sa palengke.)

<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 use weighing scales 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. The market vendor or owner of the weighing scale must present the instrument for immediate testing	1. Check the weighing scale or instruments presented by using test weights and if it is sealed or not *illegal weighing scales will be confiscated immediately	PHP 500.00 for every instrument seized.  Additional penalties may apply based on the nature of the violation and the amount of arrears	The actual raid lasted 1 Hour	Weights and Measures Unit  <i>Personnel, Examination Division</i>
<i>(1. Ang nagtitinda sa palengke o may-ari ng timbangan ay dapat magpresenta ng instrumento para sa agarang pagsusuri.)</i>	<i>(1. Suriin ang timbangan o mga kagamitang pangsuksukat na ini harap gamit ang mga instrumentong pangsurin at tiyakin kung ito ay selyado o hindi. *Mga ilegal na timbangan ay agad na isasamsam)</i>	<i>(PHP 500.00 para sa bawat instrumentong isinasamsam.  Maaaring magkaroon ng karagdagang multa batay sa kalikasan ng paglabag at halaga ng mga kailangang bayaran na hindi nabayaran.)</i>	<i>(Ang aktuwal na raid ay tumagal ng 1 oras.)</i>	<i>(Yunit ng Timbang at Sukat)  (Personnel Dibisyon ng Pagsusuri)</i>
2. Receive the confiscated weighing scale form indicating the type of	2. Issue confiscation weighing scale form Original copy - Owner			<i>Inspectors, Weights and Measures Unit/</i>

<p>instrument and owner's name</p> <p><i>(2. Tanggapin ang form ng isinasamsam na timbangan na naglalaman ng uri ng instrumento at pangalan ng may-ari.</i></p>	<p>A duplicate attached to the confiscated instrument Triplicate copy - Examination Division</p> <p><i>(2. Maglabas ng form ng pagsasamsam ng timbangan. *Orihinal na kopya - may-ari *Isang kopyang nakalakisap sa isinasamsam na instrumento *Triplicate copy- Examination Division)</i></p>			<p>Examination Division</p> <p><i>(Inspektor Yunit ng Timbang at Sukat / Seksyon ng Pagsusuri)</i></p>
<p>3. Proceed to the City Hall for payment of penalty</p> <p>3.1. Pay the required amount and receive an official receipt</p> <p>3.2. Present the official receipt</p> <p><i>(3. Pumunta sa Munisipyo upang magbayad ng multa.</i></p> <p>3.1. Bayaran ang kaukulang halaga at tanggapin ang opisyal na resibo.</p> <p>3.2. Ipakita ang opisyal na resibo)</p>	<p>3. Check the record of the confiscated weighing scale</p> <p>3.1. Issue order of payment for penalty</p> <p>3.2. Accept the official receipt</p> <p><i>(3. Suriin ang talaan ng isinasamsam na timbangan.</i></p> <p>3.1. Maglabas ng talaan ng bayarin para sa multa.</p> <p>3.2. Tanggapin ang opisyal na resibo.)</p>	<p>Additional penalties may apply based on the nature of the violation and the amount of arrears</p> <p><i>(Maaaring magkaroon ng karagdagang multa batay sa kalikasan ng paglabag at halaga ng mga hindi nabayarang kailangan.)</i></p>		<p>Clerk, Weights and Measures Unit</p> <p>Collector</p> <p><i>(Kawani Yunit ng Timbang at Sukat) (Kolektor)</i></p>
<p>4. Receive the weighing scale sealed</p> <p><i>(4. Tanggapin ang selyadong timbangan)</i></p>	<p>4. Release the confiscated weighing scale sealed to the owner upon presentation of the official receipt</p> <p><i>(4. Ibaba ang selyadong isinasamsam na timbangan sa may-ari kapag nagpakita ito ng opisyal na resibo.)</i></p>			<p>Clerk, Weights and Measures Unit</p> <p><i>(Kawani Yunit ng Timbang at Sukat)</i></p>
<p><b>TOTAL:</b> <b>(KABUUAN:)</b></p>			<p><b>1 Hour</b> <b>(1 oras)</b></p>	

## 12. Examination of Books of Accounts

### (Pagsusuri ng mga 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

(Pagsusuri ng mga Books of Accounts ng mga negosyo sa Lungsod ng Quezon upang matukoy kung tama ang kanilang deklarasyon ng Gross Receipt at kung tama ang kaukulang buwis na kanilang binabayaran.)

<b>Office or Division:</b>	Examination Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Quezon City Treasurer under Sec. 222, SP 91 S-1993			
<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. Serve the Letter of Authority (LOA) with the list of required documents	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
1.1. Taxpayer/ authorized representative present and submit the complete documentary requirements	1.1. Set the schedule of examination			
(1. Tanggapin ang isina publikong Sulat ng Otoridad	(1. Ipadala ang Sulat ng Otoridad (LOA) kasama ang listahan ng mga kinakailangang dokumento at isumite	(Depende sa kakulangan sa buwis batay sa mga isinumiteng dokumento na sinuri)	(Ang pagpapadala ng LOA ay nakabatay sa lokasyon ng negosyo. -Ang pagsusumite ng mga dokumento sa Eksaminador ay sa loob ng 5 araw_	(Eksaminador ng Kita Pangaklatang Pag-aaral)
1.1. Ang Taxpayer/ awtorisadong kinatawan ay magpapakita at magpapasa ng kumpletong dokumentaryong kinakailangan)	1.1. Itakda ang petsa ng pagsusuri)			

2. Request for a schedule of appointment to assigned Revenue Examiner	<p>2. Evaluate and assess the data gathered through audit to determine the deficiency or tax delinquency (if there is any)</p> <p>2.1. Prepare the Data and Assessment form and submit to the respective Supervising Revenue Examiner for review and validation of the examination findings</p> <p>2.2. Upon validation of the examination findings, Supervising Revenue Examiner submit the Data and Assessment form together with the attachments to the Chief of the Examination</p> <p>2.3. The Chief of Examination Division causes the preparation of Notice of Assessment for approval of the City Treasurer</p> <p>2.4. Revenue Examiner inform the taxpayer of the amount of deficiency/tax delinquency upon approval of the Notice of Assessment by the City Treasurer</p> <p>*In case, taxpayer delay the examination for no apparent reason, Revenue Examiner shall report the non-compliance for proper legal action</p> <p>*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>		21 Days	<p><i>Revenue Examiner, Examination Division</i></p> <p><i>Supervising Revenue Examiner, Examination Division</i></p> <p><i>Chief, Examination Division</i></p> <p><i>City Treasurer</i></p> <p><i>Revenue Examiner, Examination Division</i></p>
<i>(2. Magtakda ng skedyul / araw/</i>	<i>(2.Suriing ang nakalap na datos sa mga</i>		<i>(21 araw)</i>	<i>(Eksaminador ng Kita</i>

<p>oras upang makipag ugnayan / diskusyon/ makipag usap sa Revenue Examiner patungkol sa pagsusuring naganap)</p>	<p>dokumentong isinumeti upang malaman kung may kakulangan sa mga buwis na binayaran (kung mayroon kakulangan))</p> <p>2.1 Ihanda ang mga datos at Assessment form at isumite sa Supervising Revenue Examiner upang masuring maigi at maipaliwanag ang pagsusuring ginawa</p> <p>2.2 Pagkatapos ng maiging pagsusuri ng Supervising Revenue Examiner sa Assessment ng Revenue Examiner, ipapasa na ito ang mga dokumento at Assessment sa Hepe ng Examination Division.</p> <p>2.3 Gagawan ng Notice of Assessment ng Hep eng Examination Division ang nasabing kumpanya base sa resulta ng pagsusuri na siyang ipapa aprubahan ng Tesurero ng Lungsod</p> <p>2.4 Pag na aprubahan na ng Tesorero ang Notice of Assessment, maaari ng ipagbigay alam ng Revenue Examiner sa nagbabayad ng buwis o kinatawan ng kompanya ang resulta ng pagsusuri, kung ito'y may kakulangan sa buwis na nabayaran. *Kung maantala ang pagsusuring gagawin ng walang sapat na dahilan, iuulat ito ng Revenue Examiner bilang Non-compliance upang maaksyunang legal ang nasabing kumpanya. *Kung hindi mabayaran ng taxpayer ang kanyang kakulangan / delingkwensyang bayad sa buwis sa loob ng</p>			<p>Pangaklatang Pag-aaral)</p> <p>(Tagapangasiwa ng Eksaminador ng Kita Pangaklatang Pag-aaral)</p> <p>(Pinuno ng Pangaklatang Pag-aaral)</p> <p>(Tesorero ng Lungsod)</p> <p>(Eksaminador ng Kita Pangaklatang Pag-aaral)</p>
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### 13. Application Of Business Retirement Certificate (Pag-Aaplay ng Sertipikasyon ng Pagreretiro ng Negosyo)

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

(Ang Sertipikasyon ng Pagreretiro ng Negosyo ay ibinibigay sa mga negosyanteng kusa o di-kusang nagtigil o nagsara ng kanilang operasyon sa negosyo.)

<b>Office or Division:</b>	Business Retirement Unit-Examination Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All Quezon City Business owners/operators closing their business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Business Retirement Application form with location map originally signed by the owner		Business Retirement Unit
2. Original(latest) tax bill, official receipts (3 yrs) and Original Business Permit (latest)		Business Permit and Licensing Department (Business Permit)
3. Single Proprietorship: Original Affidavit of closure with exact effectivity date of closure <ul style="list-style-type: none"> <li>Partnership: Original Partnership Dissolution with exact effectivity date of closure (original signed by all partners)</li> <li>Corporation: Original Secretary's Certificate or Board Resolution on closure or transfer of business with exact effectivity date of closure</li> </ul>		Business Owner/operator
4. Government issued ID <ul style="list-style-type: none"> <li>Single Proprietorship: Original to be presented and photocopy to be submitted)</li> <li>Partnership: all ID of partners are required</li> <li>Corporation: ID of the president and signatories to the Board of Resolution (original to be presented and photocopy to be submitted)</li> </ul> *Authorization letter from the owner and valid ID of the authorized representative		Business Owner/operator
5. Original Barangay Certificate with exact effectivity date of closure and Official receipt paid from Barangay		Barangay Hall
6. BIR Certificate of Registration (original to be presented and photocopy to be submitted)		BIR
7. Original Certified Breakdown of Sales, if there are two or more line of business, branches & if AFS is consolidated		
8. Proof of business tax payment, tax bill, permit issued by other LGUs where other operations are situated (original to be presented and photocopy to be submitted)		Other LGU's
9. Latest ITR with AFS on or before closure from the last payment of business operation (original to be presented and photocopy to be submitted)		BIR
10. Latest VAT or Percentage Tax Returns (original to be presented and photocopy to be submitted)		BIR
11. Books of Accounts (present upon evaluation/actual inspection and examination)		BIR

12. Special Power of Attorney (SPA)				Owner or client being represented
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Submission of Application (<i>Pagsusumite ng Aplikasyon</i>)</b>				
<p>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</p> <p>1.1. Receive the releasing form and wait for the set appointment with the Revenue Examiner</p> <p>(1. Isumite ang nasagawang form ng pagreretiro ng negosyo kasama ang mapa ng lokasyon na may kumpletong dokumentaryong kinakailangan.) (*Upang maiwasan ang multa, ang aplikasyon ay dapat gawin sa loob ng 20 araw mula sa pagkasara ng negosyo.)</p> <p>(1.1 Tanggapin ang porma ng pagpapalabas at maghintay ng itinakdang appointment sa Eksaminador ng Kita.)</p>	<p>1. Receive the submitted accomplished form with complete documentary requirements</p> <p>1.1. Issue releasing form with tentative date</p> <p>(1. Tanggapin ang isinumiteng nasagawang form na may kumpletong mga kinakailangang dokumento.)</p> <p>(1.1 Ibigay ang porma ng pagpapalabas na may tentatibong petsa.)</p>	<p>None</p> <p>(Wala)</p>	<p>10 Min.</p> <p>(10 minuto)</p>	<p>Receiving Clerk, Business Examination and Retirement Division</p> <p>(Kawani sa Pagtanggap, Pangaklatang Pagsusuri at Pagreretiro ng Negosyo)</p>
<b>TOTAL: (KABUUAN:)</b>		<b>None (Wala)</b>	<b>10 Min. (10 minuto)</b>	
<b>Evaluation/Consultation (<i>Pagsusuri / Pagkonsulta</i>)</b>				
2. Return to the office on scheduled appointment with the	2. Discuss with Business Retirement	None	20 Min.	Examiner, Examination



Revenue Examiner, if applicable.	Applicant issues or concerns, if any.			and Retirement Division <i>Assessment Clerk,</i> Examination and Retirement Division
2.1 Request for the issuance of the Tax Bill.	2.1 Receive the docket for issuance of the Tax Bill.			
(2. Bumalik sa opisina sa itinakdang appointment kasama ang Eksaminador ng Kita, kung kailangan)	(2. Talakayin ang mga isyu o mga alalahanin kasama ang aplikante ng Pagreretiro ng Negosyo, kung mayroon man)	(Wala)	(20 minuto)	(Eksaminador, Pangaklatang Pagsusuri at Pagreretiro ng Negosyo)
(2.1. Hilingin ang paglabas ng Bill ng Buwis)	(2.1. Tanggapin ang dolyar para sa paglabas ng Bill ng Buwis)			(Kawani sa Pagtasa ng Buwis, Pangaklatang Pagsusuri at Pagreretiro ng Negosyo)
	(2.2 Ipabatid sa aplikante na bumalik sa loob ng 3 araw para sa Bill ng Buwis)			
<b>TOTAL:</b> <b>(KABUUAN:)</b>		<b>None</b> <b>(Wala)</b>	<b>20 Min.</b> <b>(20 minuto)</b>	
<b>Issuance of Tax Bill for Payment (Paglabas ng Bill ng Buwis para sa Pagbabayad)</b>				
3. Return to the office to receive the approved tax bill and order of certification fee	3. Issue printed tax bill with approval from City Treasurer	Depends on the ff: - Line of business - Gross sales - Area of business delinquency and/or deficiency taxes - date of closure	5 Min.	<i>Assessment Clerk,</i> Examination and Retirement Division
3.1. Pay the amount due and certification fee	3.1. Accept payment and issue the official receipt		5 Min.	<i>Cashier,</i> Payment Lounge, Examination and Retirement Division
3.2. Submit the original and photocopy of the tax bill, official receipt for taxes paid, and official receipt for certification fee to Clerk	3.2. Receive the documents and prepare the business retirement certificate		5 Min.	
	3.3. Inform the applicant to return within 3 days for the issuance of the signed certification	Certification Fee: P200.00		
(3. Bumalik sa opisina upang tanggapin ang aprobadong bill ng buwis at utos ng	(3. Ibahagi ang naka-print na bill ng buwis na may aprobasyon mula sa	(Depende sa mga sumusunod:	(5 minuto)	(Kawani sa Pagtasa, Pangaklatang Pagsusuri at

<i>bayad para sa sertipikasyon)</i>  <i>(3.1. Bayaran ang halagang dapat at bayad para sa sertipikasyon)</i>  <i>(3.2. Isumite ang orihinal at kopya ng bill ng buwis, opisyal na resibo para sa mga buwis na bayad, at opisyal na resibo para sa bayad ng sertipikasyon sa Kawani)</i>	<i>Tagapangasiwa ng Lungsod)</i>  <i>(3.1. Tanggapin ang bayad at maglabas ng opisyal na resibo)</i>  <i>(3.2. Tanggapin ang mga dokumento at ihanda ang sertipikasyon ng pagreretiro ng negosyo)</i>  <i>(3.3 Abisuhan ang aplikante na bumalik sa loob ng 3 araw para sa paglabas ng lagda ng sertipikasyon)</i>	<i>- Uri ng negosyo</i> <i>-</i> <i>Kabuuang benta</i> <i>- Lugar ng kakulangan sa buwis at/o kakulangan sa buwis</i> <i>- Petsa ng pagsasara</i>  <i>Bayad sa Sertipikasyon: P200.00)</i>	  <i>(5 minuto)</i>    <i>(5 minuto)</i>	<i>Pagreretiro ng Negosyo)</i> <i>(Tanggapan ng Bayad, lugar ng Bayaran, Pangaklatang Pagsusuri at Pagreretiro ng Negosyo)</i>
<b>TOTAL:</b> <b>(KABUUAN:)</b>			<b>15 Min.</b> <b>(15 minuto)</b>	
<b>RELEASE OF CERTIFICATION (PAGLABAS NG SERTIPIKASYON)</b>				
4. Receive the Business Retirement Certificate    <i>(4. Tanggapin ang Sertipikasyon ng Pagreretiro ng Negosyo)</i>	4. Release the Business Retirement Certificate    <i>(4. Ipagkaloob ang Sertipikasyon ng Pagreretiro ng Negosyo)</i>	None    <i>(Wala)</i>	5 Min.    <i>(5 minuto)</i>	<i>Releasing Clerk, Examination and Retirement Division</i>    <i>(Kawani sa Pagpapalabas, Pangaklatang Pagsusuri at Pagreretiro ng Negosyo)</i>
<b>TOTAL:</b> <b>(KABUUAN:)</b>			<b>5 Min.</b> <b>(5 minuto)</b>	

## 14. Issuance Of Real Property Tax Clearance (Walk-In)

*(Paglabas ng Clearance sa Buwis ng Lupa (Personal na Pagdating))*

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

*(Ang Clearance sa Buwis ng Lupa ay inilalabas sa may-ari ng property bilang patunay ng buong pagbabayad ng Buwis ng Lupa sa Lungsod Quezon. Ito ay ibinibigay sa isang lending company, bangko, o personal na gamit.)*

<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			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
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. SPA/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 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
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	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 property (if property is not yet paid for the current year)	PHP 100.00 per Tax Declaration	10 Min.	Receiving Clerk, Tax Clearance Section

<p>(1. Isumite ang punumipirmahang pormularyo ng pag-aaplay at iba pang kinakailangang dokumento sa Ikalawang Palapag ng Tanggapan ng Kabanataan, Seksyon ng Clearance sa Buwis sa Real Estate Division.)</p>	<p>1.2. Print the history of payment of the property 1.3. Issue order of payment</p> <p>(1. Tanggapin ang punumipirmahang pormularyo at suriin ang kumpletong pagkapasa ng mga isinuniteng kinakailangang dokumento at alamin kung ang nagdeklarang may-ari o awtorisadong tao.)</p> <p>(1.1. Suriin at ipaalam sa nagbabayad ng buwis ang pinakabagong bayad na ginawa sa property (kung hindi pa nababayaran ang property para sa kasalukuyang taon).)</p> <p>(1.2. I-print ang kasaysayan ng pagbabayad ng property.)</p> <p>(1.3. Ibigay ang order ng pagbabayad.)</p>	<p>(PHP 100.00 bawat Declara syon ng Buwis)</p>	<p>(10 minuto)</p>	<p>(Kawani sa Pagsasagawa, Seksyon ng Clearance sa Buwis)</p>
<p>2. Accept the order of payment and pay the required amount</p> <p>(2. Tanggapin ang order ng pagbabayad at bayaran ang kinakailangang halaga.)</p>	<p>2. Receive the payment and order of payment</p> <p>2.1. Issue official receipt</p> <p>2.2. Issue claim stub specified the releasing date</p> <p>(2. Tanggapin ang bayad at order ng pagbabayad.)</p> <p>(2.1. Ibigay ang opisyal na resibo.</p> <p>(2.2. Ibigay ang claim stub na nagtatakda ng petsa ng paglabas.)</p>	<p>None</p> <p>(Wala)</p>	<p>5 Min.</p> <p>(5 minuto)</p>	<p>Collector, Tax Clearance Section Receiving Clerk</p> <p>(Kolektor, Seksyon ng Clearance sa Buwis) (Kawani sa Pagsasagawa)</p>
<p>3. Accept the claim stub and return on the specified releasing date</p>	<p>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</p>	<p>None</p>	<p>3 days</p>	<p>Receiving clerk, Tax Clearance Section</p>

(3. <i>Tanggapin ang claim stub at bumalik sa itinakdang petsa ng paglabas.</i> )	<p>number stated in the application form</p> <p>3.1 Printing of Tax Clearance</p> <p>3.2 Approval of the designated officer</p> <p>(3. <i>Suriin ang katayuan ng mga rekord ng pagbabayad ng buwis sa real property at alamin kung mayroong anumang kakulangan sa buwis at ipaalam sa taxpayer sa pamamagitan ng SMS sa contact number na nakasaad sa pormularyo ng aplikasyon.</i>)</p> <p>(3.1 <i>I-print ang Clearance sa Buwis.</i>)</p> <p>(3.2 <i>Aprobahan ng itinalagang opisyal.</i>)</p>	(Wala)	(3 araw)	(Kawani sa Pagsasagawa, Seksyon ng Clearance sa Buwis)
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	None	5 Min.	Releasing Clerk, Tax Clearance Section
(4. <i>Pumunta sa counter ng paglabas sa araw ng paglabas at ipakita ang claim stub.</i> )	(4. <i>Ilabas ang Clearance sa Buwis na may seguridad na tatak at opisyal na resibo ng bayad ng buwis sa clearance.</i> )	(Wala)	(5 minuto)	(Kawani sa Paglabas Seksyon ng Clearance sa Buwis)
<b>TOTAL:</b>  <b>(KABUUAN:)</b>			<b>3 Days and 20 Min.</b> <b>(3 Araw, 20 Minuto)</b>	

**Note:** Application with submitted Previous Tax Clearance filed from 8:00 am to 12:00 noon, Real Property Tax Clearance will be released within the day. However, applications filed beyond 12:00 noon, Real Property Tax Clearance will be released on the following day.

- New application or no attached previous tax clearance – 3 working days
- 10- 30 tax clearance applications – 5 working days
- 31 and more tax clearance applications – 10 working days

**(Pansin:** Ang aplikasyon na may isinumiteng Nakaraang Clearance sa Buwis ay tatanggapin mula 8:00 ng umaga hanggang 12:00 ng tanghali. Ang Clearance sa Buwis ng Lupa ay ilalabas sa loob ng araw. Gayunpaman, ang aplikasyon na isinumite pagkatapos ng 12:00 ng tanghali ay ilalabas ang Clearance sa Buwis ng Lupa kinabukasan.

- Bagong aplikasyon o walang kasamang nakaraang clearance ng buwis - 3 na araw na pantrabaho
- 10 hanggang 30 aplikasyon ng clearance sa buwis - 5 na araw na pantrabaho
- 31 o higit pang aplikasyon ng clearance sa buwis - 10 na araw na pantrabaho)

## 15. Online Application of Real Property Tax Clearance

(Pag-Aaplay ng Clearance sa Buwis ng Lupa sa Online)

<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			
CHECKLIST OF REQUIREMENTS (READABLE SCANNED/ IMAGE)				WHERE TO SECURE
1. Real Property Tax Clearance Online Application (copy, paste, and fill up) Application Request: Tax Clearance <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. SPA/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
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>	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	PHP 100.00 per Tax Declaration	10 Min. or depends on the number of email receive and respond (first come-first serve basis)	Receiving Clerk, Tax Clearance Section
(1. Punan ang online na pormularyo ng aplikasyon at isama	(1. Tanggapin ang punumipirmahang pormularyo at suriin	(PHP 100.00 bawat	(10 minuto o depende sa dami ng mga	(Kawani sa Pagsasagawa,

<p>ang iskaning larawan ng kumpletong mga kinakailangang dokumento. Ipadala ito sa email address: <a href="mailto:realestate.cto@quezoncity.gov.ph">realestate.cto@quezoncity.gov.ph</a>)</p>	<p>ang pagiging kumpleto ng isinuniteng mga kinakailangang dokumento at alamin kung ang nagdeklarang may-ari o awtorisadong tao.)</p> <p>(1.1 Ibigay ang order ng pagbabayad na may detalye kung paano at saan magbayad.)</p>	<p>Declarasyon ng Buwis)</p>	<p>natanggap na email at tugon (batas ng una-una))</p>	<p>Seksyon ng Clearance sa Buwis)</p>
<p>2.Accept the order of payment and pay the required amount</p> <p>(2. Tanggapin ang order ng pagbabayad at bayaran ang kinakailangang halaga.)</p>		<p>None</p> <p>(Wala)</p>		<p>Taxpayer</p> <p>(Nagbabayad ng Buwis)</p>
<p>3.Send the copy of payment (scanned photo/ image) with the order of payment, email address: <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a></p> <p>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</p> <p>3.1. Issue official receipt</p> <p>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 phone call, SMS or email address stated in the application form</p> <p>3.3. Printing of Tax Clearance</p> <p>3.4. Signature/ approval of designated officer</p> <p>3.5. Send the claim stub with confirmation email</p>	<p>None</p>	<p>3 Days (after payment)</p> <p>Acknowledgement email from Miscellaneous Section</p>	<p>Designated online cashier clerk</p> <p>Receiving clerk, Tax Clearance Section</p>

<p>(3. Ipadala ang kopya ng pagbabayad (iskaned na larawan/litrato) kasama ang order ng pagbabayad sa email address:  <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a>  cc:  <a href="mailto:realestate.cto@quezoncity.gov.ph">realestate.cto@quezoncity.gov.ph</a>)</p>	<p>(3. Tanggapin ang kopya ng pagbabayad at order ng pagbabayad.</p> <p>3.1 Ibigay ang opisyal na resibo.</p> <p>3.2 Suriin ang katayuan ng mga rekord ng pagbabayad ng buwis sa real property at alamin kung mayroong anumang kakulangan sa buwis. Magbibigay ng abiso sa taxpayer sa pamamagitan ng tawag, SMS, o email address na nakasaad sa pormularyo ng aplikasyon.</p> <p>3.3 I-print ang Clearance sa Buwis.</p> <p>3.4 Lagda/ aprobasyon ng itinalagang opisyal.</p> <p>3.5. Ipadala ang claim stub kasama ang kumpirmasyon sa email.)</p>	<p>(Wala)</p>	<p>(3 araw (matapos ang pagbabayad))</p> <p>(Email na Pagtanggap mula sa Seksyon ng Pag-aasikaso ng Iba't ibang mga Bagay)</p>	<p>(Tinukoy na Kawani ng Online Cashier)</p> <p>(Kawani sa Pagsasagawa Seksyon ng Clearance sa Buwis)</p>
<p>4. Receive the confirmation email and claim stub with specified release date</p> <p>4.1. Print the confirmation email and claim stub</p> <p>(4. Tanggapin ang kumpirmasyon sa email at claim stub na may tinukoy na petsa ng paglabas.)</p> <p>(4.1. I-print ang kumpirmasyon sa email at claim stub.)</p>		<p>None</p> <p>(Wala)</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	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	None	5 Min.	Receiving Clerk, Tax Clearance Section  Releasing Clerk, Tax Clearance Section
(5. Pumunta sa Ikalawang Palapag, Annex Building, Seksyon ng Real Estate Division, Seksyon ng Clearance sa Buwis. I-presenta ang na-print na kopya ng kumpirmasyon sa email kasama ang claim stub, kopya ng ID ng may-ari, kopya ng ID ng awtorisadong kinatawan, at SPA o Sulat ng Pahintulot sa tinukoy na petsa ng paglabas.)	(5. Tanggapin ang kopya ng kumpirmasyon sa email kasama ang claim stub kasama ang mga kinakailangang dokumento sa paglabas.)  (5.1. Ilabas ang Clearance sa Buwis na may tatak na seguridad at opisyal na resibo ng bayad ng buwis sa clearance.)	(Wala)	(5 minuto)	(Kawani sa Pagsasagawa Seksyon ng Clearance sa Buwis)  (Kawani sa Pagpapalabas Seksyon ng Clearance sa Buwis)
<b>TOTAL:</b>  <b>(KABUUAN:)</b>			<b>3 days, 15 Min.</b> <b>(3 araw, 15 minuto)</b>	

**Note:** Three (3) working days after payment acknowledgement email from Miscellaneous Section.

- For Ten (10) or more Tax Clearance applications - apply directly to the Tax Clearance Office.

**(Pansin:** Tatlong (3) araw na pantrabaho matapos ang pagtanggap ng email na pagtanggap ng bayad mula sa Seksyon ng Miscellaneous.

- Para sa sampu (10) o higit pang aplikasyon ng Clearance sa Buwis - mag-apply nang direkta sa Tanggapan ng Clearance sa Buwis.)

## 16. Assessment and Billing of Real Property Tax

(Pagtataya at Pagsisingil ng Buwis sa Lupa)

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

(Gumagawa ng tamang pagkalkula at pagsisingil ng Buwis sa Lupa bago ito aktwal na bayaran.)

<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 (Kasalukuyang Bayad ng Buwis sa Lupa (RPT))</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. I-presenta ang pinakabagong opisyal na resibo, deklarasyon ng buwis, o titulo  1.1 Tanggapin ang na-print na RPT bill  1.2 Pumunta sa Taxpayer's Payment Lounge para sa pagbabayad)	1. Verify the RPT payment  1.1. Issue printed RPT bill  1.2. Assess and bill the Real property tax due  (1. Tiyakin ang bayad ng RPT  1.1 Ibigay ang na-print na RPT bill  1.2 Tanyahin at singilin ang dapat na Buwis sa Real Property)	As stated in the RPT Bill  (Tulad ng nakasagat sa RPT Bill)	10 Min.  (10 minuto)	Assessment Officer, Real Property Assessment Lounge  (Opisyal ng Pagtataya sa Buwis Sala sa Pagtataya ng Real Property)
<b>TOTAL:</b> (KABUUAN:)			<b>10 Min.</b> (10 minuto)	
<b>Real Property Tax Delinquent (Not included in the Real Properties for Auction)</b> (Delingkwenteng Buwis sa Real Property (Hindi kasama sa mga Real Properties para sa Auction))				

1. Proceed to the 2 <sup>nd</sup> Floor Real Estate Division	1.1. Verify the RPT payment	As stated in the RPT Bill	20 Min.	Assessment Officer
1.1. Present latest official receipt/tax declaration, Statement/ Notice of Delinquency and other requirements *For staggered payment, Proceed to Delinquency Section for installment payment undertaking	1.2. Assess and bill the Real property tax due or as indicated in the agreement		20 Min.	Supervisor, Delinquency Section
1.2. Receive the RPT Bill and pay the required amount	1.3. Countersign the printed RPT Bill by the supervisor			Collector, Delinquency Section
1.4. Accept the RPT bill and payment	1.5. Issue RPT official receipts			
(1. Pumunta sa Ikalawang Palapag ng Real Estate Division	(1.1. Tiyaikin ang bayad ng RPT	(Tulad ng nakasaad sa RPT Bill)	(20 minuto)	(Opisyal ng Pagtataya)
1.1. Ipakita ang pinakabagong opisyal na resibo/ pagdedeclarasyon ng buwis, Pahayag/ Abiso ng Delinquency at iba pang mga kinakailangan *Para sa staggered payment, Pumunta sa Seksyon ng Delinquency para sa pagsasagawa ng installment payment	1.2. Tantiyahin at singilin ang dapat na Buwis sa Real Property o ayon sa nakasaad sa kasunduan		(20 minuto)	(Supervisor, Seksyon ng Delinquency)
1.2 Tanggapin ang RPT Bill at bayaran ang kinakailangang halaga)	1.3. Lagdaan ng pirma ang na-print na RPT Bill ng tagapamahala			(Kolektor Seksyon ng Delinquency)
	1.4. Tanggapin ang RPT bill at bayad			
	1.5. Ibahagi ang mga Opisyal na Resibo ng RPT			
<b>TOTAL:</b> <b>(KABUUAN:)</b>			<b>40 Min.</b> <b>(40 minuto)</b>	
<b>Real Property Tax Delinquent (included in the list of properties to be auctioned in the next public auction)</b> <b>(Delinkwenteng Buwis sa Real Property (kasama sa listahan ng mga ari-arian na isasama sa susunod na pampublikong subasta))</b>				
1. Present the Statement/ Notice of Delinquency, Final Notice of Delinquency or Warrant of Levy	1.1. Verify the notice presented and check for RPT arrears including the publication cost	As stated in the RPT Bill	10 Min.	Assessment Officer

1.2. Receive the RPT Bill and pay the required amount	1.2. Assess and bill the RPT due  1.3. Countersign the printed RPT bill  1.4. Accept the RPT bill and payment  1.5. Issue RPT official receipts		10 Min.	Supervisor, Delinquency Section Collector, Delinquency Section
(1. Ipakita ang Pahayag/ Abiso ng Delinquency, Huling Pahayag ng Delinquency o Warrant ng Levy)	(1. Tiyakin ang pahayag na ipinakita at suriin ang mga naiwangbayarin sa RPT pati na rin ang gastos sa pampublikasyon)	(Tulad ng nakasaa d sa RPT Bill)	(10 minuto)	(Opisyal ng Pagtataya)
(1.2 Tanggapin ang RPT Bill at bayaran ang kinakailangang halaga)	1.2. Tantiyahin at singilin ang dapat na RPT  1.3. Lagdaan ang na-print na RPT bill  1.4. Tanggapin ang RPT bill at bayad  1.5. Ibahagi ang mga Opisyal na Resibo ng RPT)		(10 minuto)	(Supervisor, Seksyon ng Delinquency) (Kolektor, Seksyon ng Delinquency)
<b>TOTAL: (KABUUAN:)</b>			<b>20 Min. (20 minuto)</b>	
<b>Real Property Tax Delinquent (included in the list of properties that were already auctioned and within the Redemption Period) (Delinkwenteng Buwis sa Real Property (kasama sa listahan ng mga ari-arian na na-auction na at nasa Panahon ng Paghahatol))</b>				
1. Present the Notice of Delinquency, Final Notice of Delinquency or warrant of levy (if any)  1.2. Receive the RPT Bill and pay the required amount	1. Verify if the property is within the redemption period and check for RPT arrears, cost of publication and corresponding interest on bid price (if any)  1.2. Assess and bill the RPT due	As stated in the RPT Bill	10 Min.          20 Min.	Assessment Officer          Supervisor, Delinquency Section Collector, Delinquency Section

<p>(1. Ipakita ang Pahayag ng Delinquency, Huling Pahayag ng Delinquency, o Warrant ng Levy (kung meron))</p> <p>(1.2 Tanggapin ang RPT Bill at bayaran ang kinakailangang halaga)</p>	<p>1.3. Countersign the printed RPT bill</p> <p>1.4. Accept the RPT bill and Payment</p> <p>1.5. Issue RPT official receipts</p>	<p>(Tulad ng nakasaad sa RPT Bill)</p>	<p>(10 minuto)</p>	<p>(Opisyal ng Pagtataya)</p>
	<p>(1. Tiyakin kung ang property ay nasa loob ng panahon ng redemption at suriin ang mga naiwang bayarin sa RPT, gastos sa pampublikasyon, at ang katumbas na interes sa presyo ng bid (kung mayroon)</p> <p>1.2 Tantiyahin at singilin ang dapat na RPT</p> <p>1.3 Lagdaan ang na-print na RPT bill</p> <p>1.4 Tanggapin ang RPT bill at bayad</p> <p>1.5 Ibahagi ang mga Opisyal na Resibo ng RPT)</p>		<p>(20 minuto)</p>	<p>(Supervisor, Seksyon ng Delinquency) (Kolektor, Seksyon ng Delinquency)</p>
<p><b>TOTAL:</b> <b>(KABUUAN:)</b></p>			<p><b>30 Min.</b> <b>(30 minuto)</b></p>	
<p><b>Real Property Tax Credit (Double payment, erroneous payment, idle land tax, value reversion, property reclassification) (Kredito sa Buwis sa Real Property (Double na bayad, maling bayad, buwis sa bakanteng lupa, pagbalik ng halaga, reklasipikasyon ng property))</b></p>				
<p>1. Prepare request letter for claim of tax credit specifying the detailed information and submit photocopy of documentary requirements (official receipts, copy of tax declaration, title and SPA with valid government ID, if not declared owner)</p>	<p>1. Accept the request letter and submitted documentary requirements</p>	<p>None</p>	<p>5 Min.</p>	<p>Receiving Clerk, Records Section</p>
	<p>1.1. Forward to Real Estate Division the submitted documentary requirements</p>		<p>20 Min.</p>	<p>Receiving Clerk, Real Estate Division</p>
	<p>1.2. Evaluate the real estate tax payment</p>		<p>7 working days upon receipt</p>	<p>Clerk, Real Estate Division</p>

<p>1.1. Proceed to 3<sup>rd</sup> floor, Records Section, Administrative Division to submit the documentary requirements</p> <p>1.2. Wait for the processing of the submitted documents</p> <p><i>(1. Ihanda ang sulat na humihingi ng kredito sa buwis na naglalaman ng detalyadong impormasyon at isumite ang kopya ng mga kinakailangang dokumento (opisyal na resibo, kopya ng deklarasyon ng buwis, titulo, at SPA kasama ang wastong ID mula sa pamahalaan, kung hindi ang mismong may-ari ang nagdeklara))</i></p> <p><i>(1.1 Pumunta sa ikatlong palapag, Seksyon ng mga Rekord, Seksyon ng Administratibong Divisyon upang isumite ang mga dokumentong kinakailangan)</i></p> <p><i>(1.2 Maghintay para sa proseso ng mga isinumiteng dokumento)</i></p>	<p>and the submitted documentary requirements *if prescriptive period on tax credit has set in, Inform the taxpayer that the request has been denied pursuant to Chapter 9 Sec. 229 of Quezon City Revenue Code as amended</p> <p><i>(1. Tanggapin ang sulat ng kahilingan at isinumiteng mga kinakailangang dokumento</i></p> <p><i>1.1 Ipadala ang isinumiteng mga kinakailangang dokumento sa Seksyon ng Real Estate Division</i></p> <p><i>1.2 Tiyakin ang bayad ng buwis sa real estate at suriin ang mga isinumiteng kinakailangang dokumento</i> *Kung ang preskripsyon ng panahon sa kredito sa buwis ay itinakda na, Ipabatid sa taxpayer na ang kahilingan ay tinanggihan alinsunod sa Kabanata 9 Seksiyon 229 ng Code ng Pagbabayad ng Buwis ng Lungsod Quezon bilang naamyenda)</p>	<p>(Wala)</p>	<p>(5 minuto)</p> <p>(20 minuto)</p> <p>(7 na araw na pantrabaho mula sa pagtanggap)</p>	<p>(Kawani sa Pagsasagawa, Seksyon ng mga Rekord)</p> <p>(Kawani sa Pagsasagawa, Seksyon ng Real Estate Division)</p> <p>(Klerk, Seksyon ng Real Estate Division)</p>
<p>2. Receive a letter or phone call informing the credited tax claim or not</p>	<p>2. Prepare the Tax Credit Application of payment form specifying the detailed tax credit claim information</p>	<p>None</p>		<p>Clerk, Real Estate Division</p>

<p>(2. Tanggapin ang sulat o tawag sa telepono na nagpapaalam kung itinuring ang hinihiling na kredito sa buwis o hindi.)</p>	<p>2.1. Recommending Approval of the assessment form</p> <p>2.2. Approval of the tax credit claim</p> <p>2.3. Encode the credited tax claim on the Real Property Tax Module</p> <p>(2. Ihanda ang pormularyo ng aplikasyon ng Tax Credit Payment na naglalaman ng detalyadong impormasyon sa kahilingan ng kredito sa buwis.</p>	(Wala)		<p>Chief, Real Estate Division</p> <p>City Treasurer</p> <p>Assessment Clerk, Real Estate Division</p>
	<p>2.1. Magrekomenda ng Pagsang-ayon ng pormularyo ng pagtataya.</p> <p>2.2. Pagsang-ayon sa kahilingan ng kredito sa buwis.</p> <p>2.3. Isa-encode ang itinuring na kredito sa buwis sa Modulong Buwis sa Real na Ari-arian.)</p>			<p>(Klerk, Seksyon ng Real Estate)</p> <p>(Punong Kawani, Seksyon ng Real Estate)</p> <p>(Tesorero ng Lungsod)</p> <p>(Klerk sa Pagtataya, Seksyon ng Real Estate)</p>
<p><b>TOTAL:</b></p> <p><b>(KABUUAN:)</b></p>			<p><b>7 days, 25 Min.</b> <b>(7 araw, 25 minuto)</b></p>	

**Note:** Processing period of Real Property Tax Credit depends on the nature of claim or case of transaction provided.

**(Pansin:** Ang panahon ng pagproseso ng Kredito sa Buwis sa Real na Ari-arian ay nakasalalay sa kalikasan ng kahilingan o kaso ng transaksyon na ibinigay.)

## 17. Collection Of Real Property Tax (Walk-In)

(Pagkolekta Ng Buwis Sa Lupa (Walk-In))

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

(Ang pagbabayad ng buwis sa real na ari-arian ay kinokolekta at sinusuri sa pamamagitan ng paglabas ng Kompyuterisadong Opisyal na Resibo.)

<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>
1.Proceed to the Taxpayer's Payment Lounge.  1.1. Present the Computerized Real Property Tax Bill at the assigned Counter flashed on the queuing screen and pays the required amount.  1.2. Receive the computerized Real Property tax official receipts.	1. Accept the approved computerized Real Property Tax Bill and payment.  1.1. Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank's name, check number and date.  1.2. Validate payment and issue computerized Real Property Tax official receipts.	As stated in the Real Property Tax Bill	One tax bill takes 10 Min. to process and it constantly increases depending on the bulk of the tax bills presented by the real property owner	<i>Local Revenue Collection Officer and Taxpayers In the Payment Lounge</i>
<i>(1. Pumunta sa Taxpayer's Payment Lounge.)</i>  <i>(1.1. I-presenta ang Kompyuterisadong Bill ng Buwis sa Real na Ari-arian sa itinakdang Counter na ipinapakita sa screen ng pila at bayaran ang</i>	<i>(1. Tanggapin ang inaprubahang Kompyuterisadong Bill ng Buwis sa Real na Ari-arian at ang bayad.</i>  <i>1.1 Tiyakin ang pagkakaroon ng pagtataya at i-encode ang halaga ng binayad. *Para sa</i>	<i>(Tulad ng nakasaad sa Bill ng Buwis sa Real na Ari-arian)</i>	<i>(Ang pagproseso ng isang bill ng buwis ay umaabot ng 10 minuto at patuloy na lumalaki depende sa dami ng mga bill ng buwis na isinumite ng</i>	<i>(Opisyal ng Lokal na Koleksyon ng Buwis at Mga Nagbabayad ng Buwis Sa Payment Lounge)</i>



<i>kinakailangang halaga.) (1.2 Tanggapin ang Kompyuterisadong Opisyal na Resibo ng Buwis sa Real na Ari-arian.)</i>	<i>bayad sa tseke, i-encode ang halaga, pangalan ng bangko, numero ng tseke, at petsa.  1.2 Suriin ang pagbabayad at maglabas ng Kompyuterisadong Opisyal na Resibo ng Buwis sa Real na Ari-arian)</i>		<i>may-ari ng real na ari-arian.)</i>	
<b>(TOTAL: (KABUUAN:)</b>			<b>10 Min. (10 minuto)</b>	

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

- Payment of taxes made through Personal/Company Checkswill 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
- Real Property Tax Computerized Official Receipts validated can be cancelled on a valid reason within the day it was issued

**(Pansin:** Ang panahon ng pagproseso bawat bill ng buwis ay nakasalalay sa dami ng bill ng buwis na isinumite sa itinalagang kolektor.

- Ang pagbabayad ng buwis sa pamamagitan ng Personal/Company Checks ay ilalabas pagkatapos ng Sampung (10) araw na pantrabaho ng clearing period matapos maipakita ng mga nagbabayad ng Acknowledgment Receipt sa itinalagang guwardiya sa Taxpayers Payment Lounge.
- Ang mga Kompyuterisadong Opisyal na Resibo ng Buwis sa Real na Ari-arian na na-validate ay maaaring kanselahin sa loob ng araw na ito ay inisyu, sakaling mayroong validong dahilan.)

## 18. Collection of Business Tax

(Koleksyon ng Buwis sa Negosyo)

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

(Ang mga pagbabayad ng buwis sa negosyo ay kinokolekta at sinasaliksik sa pamamagitan ng paglabas ng Kompyuterisadong opisyal na resibo.)

<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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Computerized Business Tax Bill (duly approved/signed by City Treasurer or his deputized signatory)			Business Assessment Lounge	
2. Cash/Manager, Cashier and/or Personal/Company Check			Business Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Taxpayer's Payment Lounge  1.1. Present the approved Computerized Business Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount  1.2. Receive the computerized Business tax official receipts  (1. Pumunta sa Taxpayer's Payment Lounge)  (1.1. Ipresenta ang na aprubahang Kompyuterisadong Buwis sa Negosyo Bill sana katalagang Counter	1. Accept the approved computerized Business Tax Bill and payment  1.1. Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date  1.2. Validate payment and issue computerized Business Tax official receipts  (1. Tanggapin ang na aprubahang kompyuterisadong bill ng Buwis sa Negosyo at bayad  1.1. Tiyakin angpagkakaroon ng assessment at	As stated in the Business Tax Bill  (Ayon sa nakasaa d sa Bill ng Buwis sa Negosyo)	1. One tax bill takes 10 Min. to process and it constantly increases depending on the bulk of the tax bills presented by the business owner / authorized representative of the owner  (1. Ang isang bill ng buwis ay tumatagal ng 10 minuto upang iproseso at patuloy na tumatagal depende sa dami ng mga	Local Revenue Collection Officer and Taxpayers In the Payment Lounge  (Opisyales sa Koleksyon ng Lokal na Kita at Mga Nagbabayad ng Buwis Sa Payment Lounge)

<i>na ipinapakita sa queuing screen at bayaran ang kinakailangang halaga)</i>  <i>(1.2. Tanggapin ang kompyuterisadong opisyal na resibo ng buwis sa negosyo)</i>	<i>i-encode anghalagangibinaya d</i> <i>*para sapagbabayad ng tseke, i-encode anghalaga, pangalan ng bangko, numero ng tseke, at petsa</i>  <i>1.2. Patunayan angpagbabayad at mag-isyu ng kompyuterisadong opisyal na resibo ng BuwisaNegosyo)</i>		<i>bill ng buwis na ipinapakita ng may-ari ng negosyo / awtorisadong kinatawan ng may-ari.)</i>	
<b>TOTAL:</b>  <b>(KABUUAN:)</b>			<b>10 Min./ bulk dependent (10 minuto / nakadepende sa dami)</b>	

**Note:** The processing time per tax bill shall depend on the number / bulk of the tax bill presented to the assigned collector.

- Payment of taxes made through Personal / Company Checks shall be released after ten (10) working days upon presenting the Acknowledgment Receipt by the taxpayers to the assigned guard at the Taxpayers' Payment Lounge.

**(Pansin:** Ang oras ng pagproseso bawat bill ng buwis ay magdedepende sa dami ng bill ng buwis na ipinapakita sa itinalagang kolektor.

- Ang pagbabayad ng buwis gamit ang Personal / Company Checks ay ilalabas pagkatapos ng sampung (10) araw na pantrabaho matapos magpakita ng Resibo ng Pagtanggap ang mga nagbabayad ng buwis sa itinalagang guwardiya sa Taxpayers' Payment Lounge.)

## 19. Cancellation Of Business And Real Property Tax Payment (Pagkansela ng Pagbabayad ng Buwis sa Negosyo at/o Buwis sa Lupa)

Validated Business / Real Property Tax Computerized Official Receipts can be cancelled on a valid reason within the day it was issued.

(Ang mga na-validate na Kompyuterisadong Opisyal na Resibo ng Buwis sa Negosyo / Buwis sa Lupa ay maaaring kanselahin sa loob ng araw na ito ay inisyu, sakaling may katanggap tanggap na dahilan.)

<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			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
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
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Taxpayer's Payment Lounge  1.1. Present 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	1. Accept the approved computerized Tax Bill and payment  1.1. Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date  1.2. Validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were double payments, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment.	None or whatever stated in the Tax Bill	One tax bill takes 10 Min. to process and it constantly increases depending on the bulk of the tax bills provided by the owner	<i>Local Revenue Collection Officer, Taxpayers</i> in the Payment Lounge and the <i>Head of the Payment Lounge Section</i>

<p><i>(1. Pumunta sa Taxpayer's Payment Lounge</i></p> <p><i>1.1. I-presenta ang na-aprubahang Kompyuterisadong Buwis na Bill sa itinalagang Counter na ipinapakita sa queuing screen at bayaran ng kinakailangang halaga o tanggapin ang halaga mula sa kanseladong buwis na bill.)</i></p>	<p><i>(1. Tanggapin ang na aprubahang kompyuterisadong Bill ng Buwis at bayad</i></p> <p><i>1.1. Tiyaikin ang pagkakaroon ng assessment at i-encode ang halagang ibinayad *para sa pag babayad ng tseke, i-encode ang halaga, pangalan ng bangko, numero ng tseke, at petsa</i></p> <p><i>1.2. Ang mga na-validate na mga bill ng buwis ay maaaring kanselahin kung ang Taxpayer at ang kolektor ay mayroong na pansin na mayroong dobleng pagbabayad, ang mga ari-arian na binayaran ay hindi kanila, o hindi sapat angpondo ng taxpayer upang bayaran ang buong halaga ng buwis.)</i></p>	<p><i>(Wala o kung anuman ang nakasaad sa Bill ng Buwis.)</i></p>	<p><i>(Ang pagproseso ng isang bill ng buwis ay tumatagal ng 10 minuto at patuloy na lumalaki depende sa dami ng mga bill ng buwis na ibinigay ng may-ari.)</i></p>	<p><i>(Opisyal sa Koleksyon ng Lokal na Kita, Mga Nagbabayad ng Buwis Sa Payment Lounge, at ang Pinuno ng Seksyon ng Payment Lounge)</i></p>
<p><b>TOTAL:</b></p> <p><b>(KABUUAN:)</b></p>		<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>10 Min. / bulk dependent</b> <b>(10 minuto / nakadepende sa dami)</b></p>	

## 20. Collection of Bid Docs

(Pagkolekta ng Dokumento ng Bid)

Bid Docs payments are collected and issued manually through Accountable Form No.51 (AF51) Official Receipts

(Ang mga bayad para sa Bid Docs ay kinokolekta at pinapagtibay gamit ang Accountable Form No.51 (AF51) na Opisyal na resibo.)

<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>
1. Proceed to Taxpayer's Payment Lounge	1. Accept the approved computerized Bid Docs Order of Payment	As stated in the Bid Docs Bill	One tax bill takes 10 Min. to process and it constantly increases depending on the bulk of the tax bills provided by the business owner / bidders / contractors / authorized representative of the owner	Local Revenue Collection Officer and Bidders / Contractors In the Payment Lounge
1.1. Present the approved Computerized Bid Docs Order of Payment and pay the required amount	1.1. Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date			
1.2. Receive the manual issued Accountable Form No.51 (AF51) official receipts	1.2. Manual issue of Accountable Form No.51 (AF51) official receipts			
(1. Pumunta sa Taxpayer's Payment Lounge	(1. Tanggapin ang na aprubahang kompyuterisadong Bid Docs Order of Payment	(Ayon sa nakasagat sa Bill ng Bid Docs)	(Ang pagproseso ng isang bill ng buwis ay tumatagal ng 10 minuto at patuloy na tumatagal depende sa dami ng mga bill ng buwis na ibinigay ng may-ari ng negosyo / mga bidder / mga contractor /	(Opisyal sa Koleksyon ng Lokal na Kita at Mga Bidder / Mga Contractor Sa Payment Lounge)
1.1. Ipresenta ang na aprubahang Kompyuterisadong Bid Docs Order of Payment at bayaran ang kinakailangang halaga	1.1. Tiyakin ang pagkakaroon ng assessment at i-encode ang halagang ibinayad *para sa pagbabayad ng tseke, i-encode ang halaga, pangalan ng bangko, numero ng tseke, at petsa			
1.2. Tanggapin ang inilabas na Accountable Form				

No.51 (AF51) na opisyal na resibo)	1.2. Ibigay sa nagbayad ang Opisyal na Resibo ng Accountable Form No.51 (AF51))		awtorisadong kinatawan ng may-ari.)	
TOTAL:  (KABUUAN:)			10 Min. / bulk dependent (10 minuto / naka depende sa dami)	

## 21. Remittance of Cash Collection

(Pag-Remit ng Kabuuang Koleksyon)

After daily collection, Collectors shall prepare five (5) copies of Report of Collection and Deposits (RCD) and remit / turn over intact all collections (cash, checks and tax credit memos) to the Liquidating Officers at the Cash Division.

(Pagkatapos ng araw ng koleksyon, ang mga Kolektor ay dapat maghanda ng limang (5) kopya ng Ulat ng Koleksyon at Deposito (RCD) at ibigay ang lahat ng koleksyon (salapi, tseke, at mga memo ng kredito ng buwis) samag Liquidating Officer sa 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	None	30 Min. (depending on the bulk of the receipts and order of payment provided by the Collection Officer)	Collection Officer and Verifier, Fiscal Verification Section
(1. Para sa mga gumagamit ng AF51, isumite ang kopyang duplicate ng inilabas na opisyal na resibo kasama ang nakalakip na order ng pagbabayad at ipakita ang Ulat ng Koleksyon at Deposito (RCD).)	(1. Tiyakin ang kawastuhan ng halagang nakolekta batay sa isinumiteng kopya ng inilabas na Opisyal na Resibo at order ng pagbabayad.)	(Wala)	(Ang proseso ay tumatagal ng 30 minuto at patuloy na tumatagal depende sa dami ng mga resibo at order ng pagbabayad naibinigay ng Kolektor)	(Kolektor at Tagasuri)
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	None	5 Min.	Verifier Fiscal, Verification Section
(Tanggapin ang RCD na may unang lagda ng tagasuri)	(2. Lagdaan ang RCD ng opisyal na may pananagutan)	(Wala)	(5 minuto)	(Tagasuri)



	<i>pagkatapos suriin ang kabuuan at kawastuhan ng iniulat na koleksyon)</i>			
3. Proceed to the Cashier for the remittance of collection  3.1. Receive the signed RCD as proof of remittance  <i>(3. Pumunta sa Cashier para i-remit ang koleksyon)</i>  3.1. Tanggapin ang RCD na may lagda ng Cashier bilang katunayan ng pagreremit ng koleksyon)	3. Receive and count the cash/check remitted  3.1. Release the signed RCD  <i>(3. Tanggapin at bilangin ang salapi / tseke na ni-remit)</i>  3.1. Ibigay muli sa kolektor ang RCD na nilagdaan ng kaherong tumanggap ng koleksyon)	None   (Wala)	10 Min.   (10 minuto)	<i>Collection Officer and Liquidating Officer, Cash Division</i>   <i>(Opisyal na Kolektor at Tagatanggap ng Pandomulasa Cash Division)</i>
<b>TOTAL:</b> <b>(KABUUAN:)</b>			<b>45 Min.</b> <b>(45 minuto)</b>	

## 22. Recording of Daily Transactions in Cash Books

(Pagtala ng Araw-Araw na mga Transaksyon sa mga Cash Book)

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.

(Ang Tesurero ay dapat panatilihin ang talaan na ito upang bantayan ang sa lansang pera sa bangko sa tiyak na petsa. Lahat ng transaksyon para sa araw ay dapat na agad na mairekord.)

<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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cash books of different fund accounts (e.g. General Fund, Trust Fund and other special accounts).			Cash Book Locker	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	1. Validate first the series of check number if its correspond with the previous checks that had prepared At the end of the day, prepare a summary of all checks issued for the day.	None	10 Min.	Cashier/ Accountable officer
1.1. Recording of RCD's.	1.1. Record the summary report that is prepared indicating the total amount of collections that are deposited in the different bank accounts.		20 Min.	Cashier/ Accountable officer/
1.2. Recordings of Fund transfer made, Banks request to debits, and other Journal Vouchers that need adjustments.	1.2. Examine the validity of the transactions that needed some adjustments or corrections.		10 Min.	Cashier/ Accountable officer
1.3. Recordings of accounts that are terminated or Interest that needs to be rolled over.	1.3. Validate the summary of bank accounts, notice to terminates and period contracts, decision are being made whether to terminate of roll-over the interest		10 Min.	Cashier/ Accountable officer
		(Wala)	(10 minuto)	(Kahera /

<p><i>(1. Pagkatapos na ihanda ang mga tseke, dapat itong rekordahan sa cash books na nagpapahayag ng halaga nito, ang pinagkakautangan, petsa ng mga tseke, at ang katugmang sanggunian o numero ng T.V.</i></p> <p>1.1. Pag-rekord ng mga RCD</p> <p>1.2. Rekord ng mga Paglilipat ng Pondo, Hiling ng mga Bangko na Debitsuhan, at iba pang Journal Vouchers na nangangailangan ng mga pagtutuwid</p> <p>1.3. Pag-rekord ng mga account na tinatapos o Interes na kailangang i-roll over.)</p>	<p><i>(1. Unahin munang patunayan kung ang serye ng numero ng tseke ay tugma sa mga naunang tseke na naipaghanda. Sa pag wawakas ng araw, ihanda ang buod ng lahat ng mga tseke na inisyu para sa araw.</i></p> <p>1.1. Ilagay sa talaan ang buod ng ulat na inihanda na nagpapakita ng kabuuang halaga ng mga koleksiyon na ini-deposito sa iba't ibang bank account.</p> <p>1.2. Tingnan ang bisa ng mga transaksyon na nangangailangan ng mga pag-aayos o koreksyon</p> <p>1.3. Patunayan ang buod ng mga bank account, abiso sa mga tinatapos at mga kontrata sa panahon, nagaganap na desisyon kung dapat itong tapusin o i-roll-over ang nakuha na interes para sa partikular na panahon.)</p>		<p>(20 minuto)</p> <p>(10 minuto)</p> <p>(10 minuto)</p>	<p>Opisyal na may pananagutan)</p> <p>(Kahera / Opisyal na may pananagutan)</p> <p>(Kahera / Opisyal na may pananagutan)</p> <p>(Kahera / Opisyal na may pananagutan)</p>
<p><b>TOTAL:</b> <b>(KABUUAN:)</b></p>		<p><b>None</b> <b>(Wala)</b></p>	<p><b>50 Min.</b> <b>(50 minuto)</b></p>	

## 23. Releasing of Checks Prepared

(Pagpapalabas ng mga Pinaghandaang Tseke)

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.

(Ang mga tseke na pinayagan at pumirma ng iba't ibang tagapirma ay inilalabas. Ang mga Opisyal na resibo mula sa iba't ibang kontratista o supplier ng Pamahalaang Lungsod ay mahigpit na kinakailangan.)

<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>
1.Proceed to the Cash Division's accountable officers.	1. Verify the particulars indicated in the official receipt.	None	10 Min.	Cashier/ Accountable officer
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.	1.1. Verify the date of the check if it is still not yet stale.  1.2. Secure the representative's signature on the cashier's book indicating the date the checks are released and claimed.			
(1. Magtungo sa mga opisyal na may pananagutan ng Cash Division	(1. Tiyakin ang mga detalyeng nakalagay sa opisyal na resibo.	(Wala)	(10 minuto)	(Kahera / Opisyal na may pananagutan)
1.1. Iharap at isulat sa opisyal na resibo ang mga detalye ng mga tseke, kung saan ito nakuha, ang petsa at iba pang mahahalagang detalye na kinakailangan.)	1.1. Tiyakin ang petsa ng tseke kung hindi pa ito lumampas sa petsa ng pagkaluma.  1.2. Kumuha ng lagda ng kinatawan sa aklat ng kahera na nagpapahiwatig ng petsa kung kailan inilabas at inangkin ang tseke.)			
<b>Total: (Kabuuang:)</b>		<b>None (Wala)</b>	<b>10 Min. (10 minuto)</b>	

## 24. Releasing of Financial Assistance for the Bereaved Family of Deceased Senior Citizen

*(Paglabas ng Tulong Pinansyal para sa Pamilyang Naulila ng Yumaong 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.

*(Ang Welfare Assistance para sa Benepisyo sa Pagkamatay ng isang residente ng Quezon City ay isang programa para sa tulong pinansiyal ng pamahalaang lungsod para sa mga pamilyang naiwan ng mga senior citizen sa lungsod alinsunod sa City Ordinance SP-2544, serye ng 2016. Ang aplikasyon para sa tulong pinansiyal na ito ay dapat isumite sa loob ng tatlong (3) buwan PAGKARAAN ng pagkamatay ng Senior Citizen na residente ng QC.)*

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Quezon City's bereaved family of deceased senior citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished claim stub from the Office of the Senior Citizen Affair (OSCA)			Office of the Senior Citizen Affair	
2. Original OSCA ID of the deceased senior citizen and the I.D of the person processing the application				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Division's window number 1 to 5.	1. Accept the approved claim stub and verify the validity of the documents presented.	None	10 Min.	Cashier/ Paymaster
2. Presents claim a stub from the OSCA after they submit those documents required by the said department.	2. Verify if the name of the beneficiary is indicated in the payroll register.	(Wala)	(10 minuto)	(Kahera/ Tagapagbayad ng sahod)
(1. Magtungo sa mga bintana ng Cash Division mula numero 1 hanggang 5.	3. Release the cash to the authorized representative.			
2. Ipakitap ang claim stub mula sa OSCA matapos isumite ang mga kinakailangang dokumento ayon sa nasabing departamento.)	(1. Tanggapin ang aprubadong claim stub at tiyakin ang bisa ng mga dokumento.			
	2. Tiyakin kung nakalagay ang pangalan ng benepisyaryo sa rehistro ng suweldo.			
	3. Ibigay ang pera sa awtorisadong kinatawan.)			
TOTAL: (KABUUAN:)		None (Wala)	10 Min. (10 minuto)	

## 25. Releasing of Quezon City Living Centenarian Recognition Awards and Benefits

*(Pagpapalabas ng Parangal at Benepisyo para sa mga Nakatira sa Lungsod Quezon na nasa Edad na Sentenaryo)*

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

*(Ang mga lehitimong residente ng lungsod na may edad na 100 taon o higit pa ay makatatanggap ng mga benepisyo na nagkakahalaga ng PHP 100,000.00 (isang beses), buwanang allowance na PHP 1,000.00, at taunang regalo sa kaarawan na nagkakahalaga ng PHP 1,000.00 mula sa mga paymaster ng cash division.)*

<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 100-year-old and above			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly-accomplished claim stub from Office of the Senior citizen affair OSCA.			Office of the Senior Citizens Affair	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Division's window number 1 to 5.	1. Accept the approved claim stub and verify the validity of the documents.	None	10 Min.	Cashier/ Paymaster
2. Presents claim stub from the OSCA after they submitted those documents required by the said department.	2. Verify if the name of the beneficiary is indicated in the payroll register			
	3. Release the cash to the authorized representative.			
<i>(1. Magtungo sa mga bintana ng Cash Division mula numero 1 hanggang 5.</i>	<i>(1. Tanggapin ang aprubadong claim stub at tiyakin ang bisa ng mga dokumento</i>	<i>(Wala)</i>	<i>(10 minuto)</i>	<i>(Kahera/ Tagapagbayad ng sahod)</i>
<i>2. Ipakita ang claim stub mula sa OSCA matapos isumite ang mga kinakailangang dokumento ayon sa nasabing departamento.)</i>	<i>2. Tiyaikin kung nakalagay ang pangalan ng benepisyaryo sa rehistro ng sahod.</i>			
	<i>3. Ibigay ang pera sa awtorisadong kinatawan.)</i>			
<b>TOTAL: (KABUUAN:)</b>		<b>None (Wala)</b>	<b>10 Min. (10 minuto)</b>	

## 26. Releasing of Salaries of Contractual and/or Job Order Employees That Has No ATM Cards Yet

*(Paglabas ng Sahod ng mga Kontraktual at/o Empleyado na may Job Order na Wala Pang ATM Card)*

Those new employees of certain departments of the Quezon City hall that have no issued ATM cards should proceed to the cash division's paymasters to get their salaries.

*(Ang mga bagong empleyado ng tiyak na departamento sa Quezon City Hall na walang inisyung ATM card ay dapat lumapit sa mga paymaster ng cash division upang makuha ang kanilang mga sahod.)*

<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		
		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 Cash Division's window number 1 to 5.	1. Accept the required documents (Government issued I.D.).	None	10 Min.	Cashier/ Paymaster
2. Presents their 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.			
<i>(1. Magtungo sa mga bintana ng Cash Division mula numero 1 hanggang 5.</i>	<i>(1. Tanggapin ang mga kinakailangang dokumento (Government issued I.D.).</i>	<i>(Wala)</i>	<i>(10 minuto)</i>	<i>(Kahera/ Tagapagbayad ng sahod)</i>
<i>2. Ipakita ang kanilang government issued I.D.)</i>	<i>2. Tiyakin kung nakalagay ang pangalan ng benepisyaryo sa rehistro ng sahod.</i>			
	<i>3. Ibigay ang pera sa empleyado mismo.)</i>			
<b>TOTAL: (KABUUAN:)</b>		<b>None (Wala)</b>	<b>10 Min. (10 minuto)</b>	

## 27. Releasing of Check as Financial Assistance to the Deceased Government Officials

*(Paglabas ng Tseke Bilang Tulong Pinansyal sa mga Yumaong Opisyal ng Gobyerno)*

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 Quezon City 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.

*(Ang programang ito ay nagbibigay ng agarang tulong sa mga indibidwal at/o pamilya na nasa sitwasyon ng krisis o may mga suliranin sa ekonomiya dulot ng sakit/o ospitalisasyon sa pamamagitan ng pagbili ng mga gamot na hindi agad na makukuha sa Botika ng Kagawaran ng Kalusugan ng lungsod Quezon, at/o kamatayan ng isang miyembro ng pamilya sa pamamagitan ng pagpapalawig ng Guarantee Letters sa mga puntod sa loob ng Lungsod upang bawasan ang gastos sa serbisyo ng libing.)*

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Quezon City government official's families or representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certified true copy of Death Certificate reflecting Quezon City address.			Social Services Development Department	
2. Duly notarized original copy of Funeral Contract.				
3. Certificate of Indigency from the barangay				
4. Valid Government I.D. of Representative				
5. Valid Government I.D. of Deceased				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cash Division's paymaster or cashier.	1. Accept the approved claim stub and verify the validity of the I.D's presented.	None	10 Min.	Cashier/ Paymaster
2. Presents valid I.D of the deceased official.	2. Verify if the name of the beneficiary is indicated in check and voucher.	(Wala)	(10 minuto)	(Kahera/ Tagapagbayad ng sahod)
3. Present Government I.D of the representative	3. Release the check to the authorized representative.			
(1. Pumunta sa paymaster o cashier ng Cash Division	(1. Tanggapin ang aprubadong claim stub at tiyakin ang bisa ng mga ipinakita na I.D.			
2. Ipakita ang bisa ng I.D ng yumaong opisyal.	2. Tiyakin kung ang pangalan ng benepisyaryo ay nakalagay sa tseke at voucher.			
3. Ipakita ang government I.D ng kinatawan.)	3. Ibigay ang tseke sa awtorisadong kinatawan.)			
TOTAL: (KABUUAN:)		None (Wala)	10 Min. (10 minuto)	



## 28. Releasing of Financial Burial Assistance

*(Paglabas ng Tulong Pinansyal para sa Libing)*

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.

*(Ang programang ito ay nagbibigay ng agarang tulong sa mga indibidwal, at/o kamatayan ng isang miyembro ng pamilya sa pamamagitan ng pagpapalawig ng mga Liham ng Garantiya sa mga puntod sa loob ng Lungsod upang bawasan ang gastos sa serbisyo ng libing.)*

<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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certified true copy of Death Certificate reflecting Quezon City address.			Social Services Development Department	
2. Duly notarized original copy of Funeral Contract.				
3. Certificate of Indigency from the barangay.				
4. Valid Government I.D. of Representative.				
5. Valid Government I.D. of Deceased.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Division's window number 1 to 5.	1. Accept the approved claim stub and verify the validity of the documents.	None	10 Min.	Cashier/ Paymaster
2. Presents claim stub from the SSDD after they submitted those documents required by the said department.	2. Verify if the name of the beneficiary is indicated in the payroll register.			
	3. Release the cash to the authorized representative.			
<i>(1. Pumunta sa mga bintana ng Cash Division mula numero 1 hanggang 5.</i>	<i>(1. Tanggapin ang aprubadong claim stub at tiyakin ang bisa ng mga dokumento.</i>	<i>(Wala)</i>	<i>(10 minuto)</i>	<i>(Kahera/ Tagapagbayad ng sahod)</i>
<i>2. Ipakita ang claim stub mula sa SSDD matapos isumite ang mga kinakailangang dokumento ayon sa nasabing departamento.)</i>	<i>2. Tiyakin kung nakalagay ang pangalan ng benepisyaryo sa rehistro ng sahod.</i>			
	<i>3. Ibigay ang pera sa awtorisadong kinatawan.)</i>			
<b>TOTAL:</b> <b>(KABUUAN:)</b>		<b>None</b> <b>(Wala)</b>	<b>10 Min.</b> <b>(10 minuto)</b>	

## 29. Releasing of Barangay Shares from Real Property Tax (RPT) And Community Tax Collections (CTC)

*(Paglabas ng Bahagi ng Barangay Mula sa Buwis sa Ari-Arian (RPT) at Koleksyon ng Buwis ng Komunidad (CTC))*

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

*(Ang lahat ng Barangay ay may karapatang tumanggap ng kanilang bahagi mula sa CTC at RPT sa kada tatlong buwan bilang isa sa kanilang pinagmumulan ng kita.)*

<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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official receipt or the Accountable forms No. 51.			Barangay officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Barangay treasurer or representative should proceed to the Cash division on a scheduled date per district to claim their checks and bring their official receipt.	1. The paymaster should verify if the barangay is entitled and listed in the payroll prepared by the City Accounting Department.	None	10 Min.	Cashier/ Paymaster
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)	2. Make sure to advise the recipient to put his/her signature sign in the payroll and voucher for documentation.			
<i>(1. Ang tresurero ng barangay o kinatawan ay dapat pumunta sa Cash Division sa isang nakatakdang petsa kada distrito upang kunin ang kanilang mga tseke at dalhin ang kanilang opisyal na resibo.</i>	<i>(1. Dapat tiyakin ng paymaster kung ang barangay ay karapat-dapat at nasa listahan sa payroll na inihanda ng City Accounting Department</i>	<i>(Wala)</i>	<i>(10 minuto)</i>	<i>(Kahera/ Tagapagbayad ng sahod)</i>
<i>2. Ang opisyal ay dapat magtakda sa O.R. ng mga detalyeng nakalagay sa tseke at mga voucher (halimbawa, nagbabayad, petsa ng tseke, halaga na matatanggap, at iba pa.)</i>	<i>2. Tiyaikin na paalalahanan ang tatanggap na lagyan ng kanyang pirma sa payroll at voucher para sa dokumentasyon.)</i>			
<b>TOTAL: (KABUUAN:)</b>			<b>10 Min. (10 minuto)</b>	

### 30. Collection of Payment from Beneficiaries of Socialized Housing Project (Pagkolekta ng Bayad Mula sa mga Benepisyaryo ng Proyektong Pabahay sa Sosyalisasyon)

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

(Ang Seksyon ng Pangangasiwa at Pagsusuri ng Account ay naglalabas ng order ng pagbabayad sa mga benepisyaryo ng Programang Pabahay sa mga Mamamayan na siyang magbabayad ng kanilang buwanang amortisasyon.)

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Beneficiaries of Socialized Housing Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of payment.		Housing Community Development and Resettlement Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Division Window 1 or inside the office premise.  				

### 31. Online Payment Processing of New Business (Pagproseso ng Bayad Online para sa Bagong Negosyo)

<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  <i>Mga nagbabayad ng buwis na nagnanais magtayo ng negosyo sa Lungsod Quezon</i>			
<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 to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Create an account using Gmail, Facebook or email address.  (1. Magparehistro sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Lumikha ng account gamit ang Gmail, Facebook, o email address.)	1. None	None  (Wala)	3 Min.  (3 minuto)	Taxpayer  (Nagbabayad ng buwis)
2. Login to your QCeServices account.  2.1. Click the Business One Stop Shop.  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.  (2. Mag-login sa iyong QCeServices account.	2. None	None  (Wala)	20 Min.  (20 minuto)	Taxpayer  (Nagbabayad ng buwis)

<p>2.1. I-click ang Business One Stop Shop.</p> <p>2.2. I-click ang Submit Application Online.</p> <p>2.3. I-click ang New pagkatapos Proceed.</p> <p>2.4. Punan ang online na aplikasyon at i-upload ang mga kinakailangang requirements.</p> <p>2.5. I-click ang Save.</p> <p>2.6. I-click ang Submit.)</p>				
<p>3. Receive email/text confirmation or access QCeServices account for the order of payment / assessment availability.</p> <p>(3. Tumanggap ng email/text na kumpirmasyon o i-access ang QCeServices account para sa pagkakaroon ng pagtatakda ng buwis.)</p>	<p>3. Evaluation of application Approve the location</p> <p>(3. Pagsusuri ng aplikasyon. Aprubahan ang lokasyon.)</p>	<p>None</p> <p>(Wala)</p>	<p>30 Min. or more depending on the evaluations of ancillary clearances</p> <p>(30 minuto o higit pa depende sa mga pagsusuri ng mga ancillary clearance)</p>	<p>BPLD Evaluator</p> <p>ZAU Approver</p> <p>(Tagasuri ng BPLD</p> <p>Taga-apruba ng ZAU)</p>
<p>Login to QCeServices.</p> <p>4. Click QC Pay Easy. Choose a payment method.</p> <p>4.1. Gcash E-wallet.</p> <p>a. Login to your account and transfer payment.</p> <p>b. If it says "electronic Official Receipt (eOR)-ready," you will immediately receive your eOR after payment, and it will also be sent to your email.</p> <p>4.2. Maya E-wallet</p> <p>a. Login to your account and transfer payment.</p> <p>4.3. Credit/Debit Card.</p> <p>a. Fill up card details and transfer payment.</p> <p>4.4. Paygate (Pesonet Banks).</p>	<p>4. None</p>	<p>As stated in the online billing statement plus convenience fee, if any.</p>	<p>10 Min.</p>	<p>Taxpayer</p>

<p>a. Select and login to your bank account and transfer payment.</p> <p>4.5. For Landbank.</p> <p>a. Login to your account and transfer payment.</p> <p><i>(Mag-login sa QCeServices.</i></p> <p><i>4. I-click ang QC Pay Easy.</i></p> <p><i>Pumili ng paraang pagbabayad.</i></p> <p>4.1. Gcash E-wallet.</p> <p>a. Mag-login sa iyong account at ilipat ang bayad.</p> <p>b. Kung merong nakalagay na electronic Official Receipt (eOR)-ready, makakarisisib ka agad ng iyong eOR pagkabayad at maglalagay din sa iyong email.</p> <p>4.2. Maya E-wallet.</p> <p>a. Mag-login sa iyong account at ilipat ang bayad.</p> <p>4.3. Credit/Debit Card.</p> <p>a. Punan ang mga detalye ng card at ilipat ang bayad.</p> <p>4.4. Paygate (Pesonet Banks).</p> <p>a. Pumili at mag-login sa iyong bank account at ilipat ang bayad.</p> <p>4.5. Landbank.</p> <p>a. Mag-login sa iyong account at ilipat ang bayad.)</p>				
		(Ayon sa nakasaad sa online na billing statement kasama ang convenience fee, kung mayroon.)	(10 minuto)	(Nagbabayad ng buwis)
<p>5. Receive the new business permit, certificates/clearances and physical official receipts to be delivered to your business address.</p>	<p>5. Verify the payment, validate tax bill, issue Official Receipt (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD). Deliver items to business owners.</p>	None	3 Days or more depending on the number of days payment remittance was received	Payment Verifier, Collection Officer, OR Transmitter Delivery Agent

<i>(5. Tanggapin ang business permit, mga sertipiko/clearance, at pisikal na opisyal na resibo na ipapadala sa iyong address ng negosyo.)</i>	<i>(5. I-verify ang bayad, i-validate ang buwis na singil, maglabas ng Opisyal na Resibo (OR), at ipasa ang OR sa Kagawaran ng Permit at Licensiyang Pangnegosyo (BPLD). Ihatid ang mga kagamitan sa may-ari ng negosyo.)</i>	<i>(Wala)</i>	<i>(3 araw o higit pa depende sa bilang ng araw na natanggap ang pagpapadala ng bayad.)</i>	<i>(Verifier ng Bayad, Opisyal ng Koleksyon, Tagapaghatid ng OR Ahente ng Paghahatid)</i>
<b>TOTAL:</b>  <b>(KABUUAN:)</b>			<b>3 Days, 1 Hour, and 3 Min.</b> <b>(3 araw, 1 oras, at 3 minuto)</b>	

**32. Online Payment Processing of Annual Business Tax (Renewal)**  
*(Pagpaproseso ng Online na Pagbabayad ng Taunang Buwis sa Negosyo*  
*(Pagpaparenew))*

[illegible]



<p>2.2. I-click ang Proceed with Business Tax Assessment.</p> <p>2.3. I-click ang Submit Online Sales Declaration.</p> <p>2.4. Punan ang online na aplikasyon at i-upload ang mga kinakailangang dokumento.</p> <p>2.5. I-click ang Save.</p> <p>2.6. I-click ang Submit.)</p>				
<p>3. Receive email/text confirmation or access qceservices account for tax assessment availability.</p> <p>(3. Tumanggap ng email/text na kumpirmasyon o i-access ang QCeServices account para sa pagkakaroon ng pagtatakda ng buwis.)</p>	<p>3. Evaluation of application.</p> <p>Assessment of Business Tax.</p> <p>Approval of assessment.</p> <p>(3. Pagsusuri ng aplikasyon.</p> <p>Pagtatakda ng Buwis sa Negosyo.</p> <p>Pag-apruba ng pagtatakda.)</p>	<p>None</p> <p>(Wala)</p>	<p>30 Min. or it varies depending on the evaluation process</p> <p>(30 minuto o maaaring magbago depende sa proseso ng pagsusuri.)</p>	<p>Evaluator</p> <p>Assessment Clerk</p> <p>Final Evaluator Treasurer</p> <p>(Tagapagsuri</p> <p>Klerk ng Pagtatakda</p> <p>Panghuling Tagapagsuri Ingat-Yaman)</p>
<p>Login to QCeServices.</p> <p>4. Click QC Pay Easy. Choose a payment method.</p> <p>4.1. Gcash E-wallet.</p> <p>a. Login to your account and transfer payment.</p> <p>b. If it says "electronic Official Receipt (eOR)-ready," you will immediately receive your eOR after payment, and it will also be sent to your email.</p> <p>4.2. Maya E-wallet</p> <p>a. Login to your account and transfer payment.</p>	<p>4. None</p>	<p>As stated in the online billing statement plus convenience fee, if any.</p>	<p>10 Min.</p>	<p>Taxpayer</p>

<p>4.3. Credit/Debit Card. a. Fill up card details and transfer payment.</p> <p>4.4. Paygate (Pesonet Banks). a. Select and login to your bank account and transfer payment.</p> <p>4.5. For Landbank. a. Login to your account and transfer payment.</p> <p><i>(Mag-login sa QCeServices. 4. I-click ang QC Pay Easy. Pumili ng paraang pagbabayad.</i></p> <p>4.1. Gcash E-wallet. a. Mag-login sa iyong account at ilipat ang bayad. b. Kung merong nakalagay na electronic Official Receipt (eOR)-ready, makakarisib ka agad ng iyong eOR pagkabayad at maglalagay din sa iyong email.</p> <p>4.2. Maya E-wallet. a. Mag-login sa iyong account at ilipat ang bayad.</p> <p>4.3. Credit/Debit Card. a. Punan ang mga detalye ng card at ilipat ang bayad.</p> <p>4.4. Paygate (Pesonet Banks). a. Pumili at mag-login sa iyong bank account at ilipat ang bayad.</p> <p>4.5. Landbank. a. Mag-login sa iyong account at ilipat ang bayad.)</p>		<p><i>(Ayon sa nakasaad sa online na billing statement kasama ang convenience fee, kung mayroon.)</i></p>	<p><i>(10 minuto)</i></p>	<p><i>(Nagbabayad ng buwis)</i></p>
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<p>5. Receive the business permit, certificates/ clearances and the physical official receipts to be delivered to your business address.</p> <p><i>(5. Tanggapin ang business permit, mga sertipiko/clearance, at pisikal na opisyal na resibo na ipapadala sa iyong address ng negosyo.)</i></p>	<p>5. Verify the payment, validate tax bill, issue Official Receipt (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD). Deliver items to business owners.</p> <p><i>(5. I-verify ang bayad, i-validate ang buwis na singil, maglabas ng Opisyal na Resibo (OR), at ipasa ang OR sa Kagawaran ng Permit at Licensiyang Pangnegosyo (BPLD). Ihatid ang mga kagamitan sa may-ari ng negosyo.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 days or more depending on the number of days payment remittance was received</p> <p><i>(3 araw o higit pa depende sa bilang ng araw na natanggap ang pagpapadala ng bayad.)</i></p>	<p><i>Payment Verifier, Collection Officer, OR Transmitter, Delivery Agent</i></p> <p><i>(Verifier ng Bayad, Opisyal ng Koleksyon, Tagapaghatid ng OR, Ahente ng Paghahatid)</i></p>
<p><b>TOTAL:</b></p> <p><b><i>(KABUUAN:)</i></b></p>			<p><b>3 days, 1 hour, 3 Min.</b></p> <p><b><i>(3 araw, 1 oras, 3 minuto)</i></b></p>	

### 33. Online Payment Processing of Occupational Permit (Pagproseso ng Online na Pagbabayad ng Permit sa Hanapbuhay)

<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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity.gov.ph. Create an account using Gmail, facebook ID or email address.  (1. Magparehistro sa qceservices.quezoncity.gov.ph. Lumikha ng account gamit ang Gmail, Facebook, o email address.)	1. None	None  (Wala)	3 Min.  (3 minuto)	Taxpayer  (Nagbabayad ng Buwis)
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 the necessary requirements.  2.5. Click Continue/Save.  2.6. Click Submit.  (2. Mag-login sa iyong QCeServices account.	2. None	None  (Wala)	10 Min.  (10 minuto)	Taxpayer  (Nagbabayad ng buwis)

<p>2.1. I-click ang Occupational (Work) Permit.</p> <p>2.2. I-click ang Submit Online Application.</p> <p>2.3. I-click ang Proceed.</p> <p>2.4. Punan ang online na aplikasyon at i-upload ang mga kinakailangang requirements.</p> <p>2.5. I-click ang Continue/Save.</p> <p>2.6. I-click ang Submit.)</p>				
<p>3. Receive email/text confirmation or access QCeServices account for the order of payment / assessment availability.</p> <p>(3. Tumanggap ng email/text na kumpirmasyon o i-access ang QCeServices account para sa pagkakaroon ng pagtatakda ng buwis.)</p>	<p>3. Evaluation of application</p> <p>(3. Pagsusuri ng aplikasyon.)</p>		<p>10 Min. or more depending on the evaluations of receive per day</p> <p>(10 minuto o higit pa depende sa bilang ng mga pagsusuri na natatanggap bawat araw)</p>	<p>BPLD Evaluator</p> <p>(Tagasuri ng BPLD)</p>
<p>Login to QCeServices.</p> <p>4. Click QC Pay Easy. Choose a payment method.</p> <p>4.1. Gcash E-wallet.</p> <p>a. Login to your account and transfer payment.</p> <p>b. If it says "electronic Official Receipt (eOR)-ready," you will immediately receive your eOR after payment, and it will also be sent to your email.</p> <p>4.2. Maya E-wallet</p> <p>a. Login to your account and transfer payment.</p> <p>4.3. Credit/Debit Card.</p>		<p>As stated in the online Billing statement inclusive of convenience fee, if any</p>	<p>10 Min.</p>	<p>Taxpayer</p>

<p>a. Fill up card details and transfer payment.</p> <p>4.4. Paygate (Pesonet Banks).</p> <p>a. Select and login to your bank account and transfer payment.</p> <p>4.5. For Landbank.</p> <p>a. Login to your account and transfer payment.</p> <p><i>(Mag-login sa QCeServices.</i>  <i>4. I-click ang QC Pay Easy.</i>  <i>Pumili ng paraang pagbabayad.</i></p> <p>4.1. Gcash E-wallet.</p> <p>a. Mag-login sa iyong account at ilipat ang bayad.</p> <p>b. Kung merong nakalagay na electronic Official Receipt (eOR)-ready, makakarisisib ka agad ng iyong eOR pagkabayad at maglalagay din sa iyong email.</p> <p>4.2. Maya E-wallet.</p> <p>a. Mag-login sa iyong account at ilipat ang bayad.</p> <p>4.3. Credit/Debit Card.</p> <p>a. Punan ang mga detalye ng card at ilipat ang bayad.</p> <p>4.4. Paygate (Pesonet Banks).</p> <p>a. Pumili at mag-login sa iyong bank account at ilipat ang bayad.</p> <p>4.5. Landbank.</p> <p>a. Mag-login sa iyong account at ilipat ang bayad.)</p>				
		(Ayon sa nakasaa d sa online na billing statemen t kasama ang convenience fee, kung mayroon .)	(10 minuto)	(Nagbabayad ng buwis)
5. Pick-up the original Official Receipt (OR) at	5. Verify the payment, validate	None	3 days or more	Payment Verifier

Business Permit and Licensing Dept. (BPLD).	tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD)		depending on the number of days payment remittance was received	Collection Officer OR Transmitter
<i>(5. Kuhain ang orihinal na Opisyal na Resibo (OR) sa Kagawaran ng Permit at Lisensiyang Pangnegosyo (BPLD).)</i>	<i>(5. I-verify ang bayad, i-validate ang buwis na singil, maglabas ng Opisyal na Resibo (OR), at ipasa ang OR sa BPLD.)</i>	<i>(Wala)</i>	<i>(3 araw o higit pa depende sa bilang ng araw na natanggap ang pagpapadala ng bayad.)</i>	<i>(Verifier ng Bayad, Opisyal ng Koleksyon, Tagapaghatid ng OR)</i>
<b>TOTAL:</b>  <b>(KABUUAN:)</b>			<b>3 Days and 33 Min.</b> <b>(3 araw at 33 minuto)</b>	

### 34. Online Payment Processing of Liquor Permit (Pagproseso ng Online na Pagbabayad ng Permit sa Alak)

<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		
<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  (1. Magparehistro sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Lumikha ng account gamit ang Gmail, Facebook, o email address.)	1. None	None  (Wala)	3 Min.  (3 minuto)	Taxpayer  (Nagbabayad ng buwis)
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  (2. Mag-login sa iyong QCeServices account.  2.1. I-click ang Business One Stop Shop.  2.2. I-click ang Menu pagkatapos Liquor Permit Application.	2. None	None  (Wala)	10 Min.  (10 minuto)	Taxpayer  (Nagbabayad ng buwis)



<p>2.3. <i>I-click ang Apply for Liquor Permit.</i></p> <p>2.4. <i>Punan ang online na aplikasyon at i-upload ang mga kinakailangang requirements.</i></p> <p>2.5. <i>I-click ang Continue/Save.</i></p> <p>2.6. <i>I-click ang Submit</i></p>				
<p>3. Receive email/text confirmation or access QCeServices account for the order of payment/assessment availability</p> <p><i>(3. Tanggapin ang kumpirmasyon sa email/text o i-access ang account sa QCeServices para sapagkakaroon ng order ng pagbabayad o pagtatakda.)</i></p>	<p>3. Evaluation of application</p> <p><i>(3. Pagsusuri ng aplikasyon)</i></p>		<p>10 Min. or more depending on the number of evaluations receive per day</p> <p><i>(10 minuto o higit pa depende sa bilang ng mga pagsusuri na natatanggap bawat araw)</i></p>	<p>BPLD Evaluator</p> <p><i>(Tagasuri ng BPLD)</i></p>
<p>Login to QCeServices.</p> <p>4. Click QC Pay Easy. Choose a payment method.</p> <p>4.1. Gcash E-wallet.</p> <p>a. Login to your account and transfer payment.</p> <p>4.2. Maya E-wallet</p> <p>a. Login to your account and transfer payment.</p> <p>4.3. Credit/Debit Card.</p> <p>a. Fill up card details and transfer payment.</p> <p>4.4. Paygate (Pesonet Banks).</p> <p>a. Select and login to your bank account and transfer payment.</p> <p>4.5. Landbank.</p> <p>a. Login to your account and transfer payment.</p> <p><i>(Mag-login sa QCeServices. 4. I-click ang QC Pay Easy. Pumili ng paraang pagbabayad.)</i></p>	<p>4. None</p>	<p>As stated in the online Billing statement inclusive of convenience fee, if any</p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p>Taxpayer</p> <p><i>(Nagbabayad ng buwis)</i></p>

<p>4.1. Gcash E-wallet. a. Mag-login sa iyong account at ilipat ang bayad.</p> <p>4.2. Maya E-wallet. a. Mag-login sa iyong account at ilipat ang bayad.</p> <p>4.3. Credit/Debit Card. a. Punan ang mga detalye ng card at ilipat ang bayad.</p> <p>4.4. Paygate (Pesonet Banks). a. Pumili at mag-login sa iyong bank account at ilipat ang bayad.</p> <p>4.5. Landbank. a. Mag-login sa iyong account at ilipat ang bayad.</p>		(Ayon sa nakasaa d sa online na billing statement kasama ang convenience fee, kung mayroon )		
<p>5. Pick-up the original Official Receipt (OR) at Business Permit and Licensing Dept. (BPLD)</p> <p>(5. Kuhain ang orihinal na Opisyal na Resibo (OR) sa Kagawaran ng Permit at Licensiyang Pangnegosyo (BPLD).)</p>	<p>5. Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD)</p> <p>(5. I-verify ang bayad, i-validate ang buwis na singil, maglabas ng Opisyal na Resibo (OR), at ipasa ang OR sa BPLD.)</p>	<p>None</p> <p>(Wala)</p>	<p>3 days or more depending on the number of days payment remittance was received</p> <p>(3 araw o higit pa depende sa bilang ng araw na natanggap ang pagpapadala ng bayad.)</p>	<p>Payment Verifier, Collection Officer, OR Transmitter</p> <p>(Verifier ng Bayad, Opisyal ng Koleksyon, Tagapaghatid ng OR)</p>
<p><b>TOTAL:</b></p> <p><b>(KABUUAN:)</b></p>			<p><b>3 Days and 33 Min.</b></p> <p><b>(3 araw at 33 minuto)</b></p>	

### 35. Online Payment Processing of Real Property Tax (Pagproseso ng Online na Pagbabayad ng Buwis sa Lupa)

<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		Taxpayer's previous Official Receipt / Tax Bill City Assessor's Department - Tax Declaration		
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 <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Create an account using Gmail, Facebook or email address.  (1. Magparehistro sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Lumikha ng account gamit ang Gmail, Facebook, o email address.)	1. None	None  (Wala)	3 Min.  (3 minuto)	Taxpayer  (Nagbabayad ng buwis)
2. Login to your account.  2.1. Click the RPT Payment (Amilyar).  2.2. Read and follow the instructions.  2.3. Search the Tax Declaration No. (TDN).  2.4. Verify the owner's name.  2.5. If multiple TDNs entry a. Click Add to Cart then repeat 2.3 to 2.5. b. Click My Cart.  2.6. Click Proceed to Payment.  2.7. Click Yes to verify the total amount to be paid.  (2. Mag-login sa iyong account.  2.1. I-click ang RPT Payment (Amilyar).	2. None	None  (Wala)	5 Min.  (5 minuto)	Taxpayer  (Nagbabayad ng buwis)

<p>2.2. Basahin at sundan ang mga tagubilin.</p> <p>2.3. Hanapin ang Tax Declaration No. (TDN).</p> <p>2.4. Tiyakin ang pangalan ng may-ari.</p> <p>2.5. Kung maraming TDNs na naitala,</p> <p>a. I-click ang Add to Cart at ulitin ang 2.3 hanggang 2.5.</p> <p>b. I-click ang My Cart.</p> <p>2.6. I-click ang Proceed to Payment.</p> <p>2.7. I-click ang Yes upang tiyakin ang kabuuang halaga na babayaran.</p>				
<p>3. Choose a payment method.</p> <p>3.1. Gcash E-wallet.</p> <p>a. Login to your account and transfer payment.</p> <p>3.2. Maya E-wallet</p> <p>a. Login to your account and transfer payment.</p> <p>3.3. Credit/Debit Card.</p> <p>a. Fill up card details and transfer payment.</p> <p>3.4. Paygate (Pesonet Banks).</p> <p>a. Select and login to your bank account and transfer payment.</p> <p>3.5. Landbank.</p> <p>a. Login to your account and transfer payment.</p> <p>(3. Pumili ng paraang pagbabayad.</p> <p>3.1 Gcash E-wallet.</p> <p>a. Mag-login sa iyong account at ilipat ang pagbabayad.</p>	<p>3. None</p>	<p>As stated in the online Billing statement inclusive of convenience fee, if any</p> <p>(Tulad ng nakasaa d sa online billing statement plus</p>	<p>10 Min.</p> <p>(10 minuto)</p>	<p>Taxpayer</p> <p>(Nagbabayad ng buwis)</p>

<p>3.2. <i>Maya E-wallet</i> a. <i>Mag-login sa iyong account at ilipat ang pagbabayad.</i></p> <p>3.3. <i>Credit/Debit Card.</i> a. <i>Punan ang mga detalye ng card at ilipat ang pagbabayad.</i></p> <p>3.4. <i>Paygate (Pesonet Banks).</i> a. <i>Pumili at mag-login sa iyong bank account at ilipat ang pagbabayad.</i></p> <p>3.5. <i>Landbank.</i> a. <i>Mag-login sa iyong account at ilipat ang bayad.</i></p>		convenience fee, kung meron man.)		
<p>4. Receive the photo of computerized Official Receipt (OR) thru email.</p> <p>(4. <i>Tanggapin ang larawan ng computerized Official Receipt (OR) sa pamamagitan ng email.</i>)</p>	<p>4. Verify the payment thru Landbank Statement Inquiry</p> <p>Validate tax bill and issue Official Receipt</p> <p>Upload photo of Official Receipt</p> <p>(4. <i>Tiyakin ang pagbabayad sa pamamagitan ng Landbank Statement Inquiry.</i></p> <p><i>Tiyakin ang buwis na bayarin at maglabas ng OR.</i></p> <p><i>I-upload ang larawan ng OR.)</i></p>	<p>None (</p> <p>Wala)</p>	<p>2 days or more depending on the number of days payment remittance was received</p> <p>(2 araw o higit pa depende sa bilang ng araw ng pagtanggap ng remittance ng bayad.)</p>	<p><i>Payment Verifier, Collection Officer, OR Transmitter</i></p> <p>(<i>Tagatikay ng Bayad Opisyal ng Pagkolekta Taga-upload ng OR</i>)</p>
<p>5. Pick-up the original OR at the City Treasurer's Office, 3<sup>rd</sup> Floor, Online Payment Group (present valid ID and photo/digital copy of OR as reference. If via a representative, present a valid ID and authorization letter or</p>	<p>5. Release the original Computerized Official Receipt</p>	None	10 Min.	OR Releaser

<p>email the name of the representative.</p> <p><i>(5. Kunin ang orihinal na OR sa City Treasurer's Office, 3rd Floor, Online Payment Group (ipakita ang wastong ID at larawan/digital na kopya ng OR bilang sanggunian. Kung sa pamamagitan ng kinatawan, ipakita ang wastong ID at liham ng awtorisasyon o mag-email ng pangalan ng kinatawan.)</i></p>	<p><i>(5. Ilabas ang orihinal na OR.)</i></p>	<p><i>(Wala)</i></p>	<p><i>(10 minuto)</i></p>	<p><i>(Tagapaglabas ng OR)</i></p>
<p><b>TOTAL:</b></p> <p><b><i>(KABUUAN:)</i></b></p>			<p><b>2 Days and 28 Min.</b></p> <p><b><i>(2 araw at 28 minuto)</i></b></p>	

### 36. Online Payment Processing of Building Permit

(Pagproseso ng Bayad sa Online para sa Permit ng Gusali)

<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 <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Create an account using Gmail, Facebook or email address.  (1. Magparehistro sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Lumikha ng account gamit ang Gmail, Facebook, o email address.)	1. None	None  (Wala)	5 Min.  (5 minuto)	Taxpayer  (Nagbabayad ng buwis)
2. Login to your 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.  (2. Mag-login sa iyong QCeServices account.  2.1. I-click ang Building Permit: One-Stop-Shop.  2.2. I-click ang Permit Applications.  2.3. Punan ang mga detalye ng aplikasyon.	2. None	None  (Wala)	15 Min.  (15 minuto)	Taxpayer  (Nagbabayad ng buwis)

2.4. Kumpletuhin ang mga detalye ng aplikasyon hanggang sa makatanggap ng Order of Payment.)				
3. Transfer/deposit payment to <b>Land Bank of the Philippines</b> account: Account Name: <b>QCG Settlement Mother Account</b> Account No. <b>1722102300</b> Bank Address: LBP Quezon City Hall Account Type: Corporate  (3. Ilipat/magdeposito ng bayad sa account ng Land Bank of the Philippines: Pangalan ng Account: QCG Settlement Mother Account Numero ng Account: 1722102300 Address ng Bangko: LBP Quezon City Hall Uri ng Account: Korporasyon)	3. None	None	10 Min.	Taxpayer
		(Wala)	(10 minuto)	(Nagbabayad ng buwis)
4. Email the photo of Order of Payment and the successful proof of payment to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a>  (4. I-email ang larawan ng Order of Payment at ang patunay ng matagumpay na pagbabayad sa <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a> )	4. None	None	5 Min.	Taxpayer
		(Wala)	(5 minuto)	(Nagbabayad ng buwis)
5. Receive the photo of Official Receipt (OR) thru email.  (5. Tanggapin ang larawan ng Opisyal na Resibo (OR) sa pamamagitan ng email.)	5. Verify the payment. Issue OR. Upload photo of OR.  (5. I-verify ang bayad, maglabas ng Opisyal na Resibo Mag-upload ng larawan ng OR.)	None	2 days or more depending on the number of days payment remittance was received	Payment Verifier, Collection Officer, OR Uploader
		(Wala)	(2 araw o higit pa depende sa bilang ng araw na natanggap ang pagpapadala ng bayad.)	(Verifier ng Bayad Opisyal ng Koleksyon Tagapag-upload ng OR)
6. Pick-up the original OR at the City Treasurer's Office, 3 <sup>rd</sup>	6. Release the original OR.	None	5 Min.	OR Releaser



<p>Floor, Online Payment Group (present valid ID and photo/digital copy of OR as reference. If via a representative, present a valid ID and authorization letter or email the name of the representative.</p> <p><i>(6. Kunin ang orihinal na OR sa Tanggapan ng Ingat-Yaman, Ikatlong Palapag, Online Payment Group (ipakita ang wastong ID at larawan/digital na kopya ng OR bilang sanggunian. Kung sa pamamagitan ng kinatawan, ipakita ang wastong ID at sulat ng awtorisasyon o i-email ang pangalan ng kinatawan.))</i></p>	<p><i>(6. Ilabas ang orihinal na OR.)</i></p>	<p><i>(Wala)</i></p>	<p><i>(5 minuto)</i></p>	<p><i>(Tagapaglabas ng Opisyal na Resibo (OR))</i></p>
<p><b>TOTAL:</b> <b>(KABUUAN:)</b></p>	<p><b>None</b> <b>(Wala)</b></p>	<p><b>2 Days and 40 Min.</b> <b>(2 araw at 40 minuto)</b></p>		

### 37. Online Payment Processing of Professional Tax Receipt (PTR)

(Pagproseso ng Online na Pagbabayad ng Resibong Buwis ng Propesyonal (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 <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a>  <i>(1. I-email ang larawan ng PRC / IBP ID at huling bayad sa <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a>)</i>	1. None	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	Taxpayer  <i>(Nagbabayad ng buwis)</i>
2. Receive an email reply with the amount to be paid and instruction on how to pay online.  <i>(2. Tanggapin ang tugon sa email na may kasamang halagang dapat bayaran at tagubiling kung paano magbayad online.)</i>	2. Email the amount due and Quezon City Landbank account details.  <i>(2. I-email ang halagang dapat bayaran at mga detalye ng account sa Landbank ng Quezon City.)</i>	PHP 300.00 annual tax Plus 75 (surcharge fee) and plus 2% penalty each month after January 31  <i>(PHP 300 buwis taun-taon. Dagdag 75 (singil na pagsalag) at dagdag 2% multa bawat buwan pagkatapos ng Enero 31.)</i>	10 Min. Or more depending on the number of emails received per day  <i>(10 minuto o higit pa depende sa bilang ng mga pagsusuri na natatanggap bawat araw)</i>	Email sender  <i>(Nagpapadala ng email)</i>
3. Transfer/ Deposit payment to <b>Landbank of the Phils.</b> Account:	3. None	None	10 Min.	Taxpayer

Account name: <b>QCG Settlement Mother Account</b> Account No. <b>1722102300</b> Bank Address: LBP Quezon CityHall Account Type: Corporate  (3. Ilipat/magdeposito ng bayad sa account ng Land Bank of the Philippines: Pangalan ng Account: QCG Settlement Mother Account Numero ng Account: 1722102300 Address ng Bangko: LBP Quezon City Hall Uri ng Account: Korporasyon)		(Wala)	(10 minuto)	(Nagbabayad ng buwis)
4.Email the photo of confirm proof of payment to <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a>  (4. I-email ang larawan ng patunay ng pagbabayad sa <a href="mailto:misc taxpayment.cto@quezoncity.gov.ph">misc taxpayment.cto@quezoncity.gov.ph</a> )	4. None	None  (Wala)	3 Min.  (3 minuto)	Taxpayer  (Nagbabayad ng buwis)
5.Receive the photo of Official Receipt (OR) thru email  (5. Tanggapin ang larawan ng Opisyal na Resibo (OR) sa pamamagitan ng email.)	5. Verify the payment Issue Official Receipt Upload photo of Official Receipt  (5. I-verify ang bayad, maglabas ng Opisyal na Resibo (OR) Mag-upload ng larawan ng OR.	None  (Wala)	2 days or more depending on the number of days payment remittance was received  (2 araw o higit pa depende sa bilang ng araw na natanggap ang pagpapadala ng bayad.	Payment Verifier Collection Officer OR Uploader  (Verifier ng Bayad, Opisyal ng Koleksyon, Tagapag-upload ng OR)
6. Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 <sup>rd</sup> Floor, Online Payment Group (present	6. Release the original Official Receipt	None	5 Min.	OR Releaser

<p>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><i>(6. Kunin ang orihinal na OR sa Tanggapan ng Ingat-Yaman, Ikatlong Palapag, Online Payment Group (ipakita ang wastong ID at larawan/digital na kopya ng OR bilang sanggunian. Kung sa pamamagitan ng kinatawan, ipakita ang wastong ID at sulat ng awtorisasyon o i-email ang pangalan ng kinatawan.)</i></p>	<p><i>(6. Ilabas ang orihinal na OR.)</i></p>	<p><i>(Wala)</i></p>	<p><i>(5 minuto)</i></p>	<p><i>(Tagapaglabas ng resibo)</i></p>
<p><b>TOTAL:</b></p> <p><b><i>(KABUUAN:)</i></b></p>			<p><b>2 Days and 33 Min.</b></p> <p><b><i>(2 araw at 33 minuto)</i></b></p>	

### 38. Online Payment Processing of Health Certificate (Proseso ng Pagbabayad Online para sa 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 or email address.  (1. Magparehistro sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Lumikha ng account gamit ang Gmail, Facebook, o email address.)	1. None	None  (Wala)	5 Min.  (5 minuto)	Taxpayer  (Nagbabayad ng buwis)
2. Login to your QCeServices account.  2.1. Click the 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.  (2. Mag-login sa iyong QCeServices account.  2.1. I-click ang Health Certificate & Sanitary Permit.  2.2. I-click ang Health Certificate.	2. None	None  (Wala)	15 Min.  (15 minuto)	Taxpayer  (Nagbabayad ng buwis)

<p>2.3. Punan ang mga detalye ng aplikasyon.</p> <p>2.4. I-click ang Apply for Health Certificate.</p> <p>2.5. Kumpletuhin ang mga detalye ng aplikasyon hanggang sa makatanggap ng Order of Payment.)</p>				
<p>3. Transfer/deposit payment to <b>Land Bank of the Philippines</b> account: Account Name: <b>QCG Settlement Mother Account</b> Account No. <b>1722102300</b> Bank Address: LBP Quezon City Hall Account Type: Corporate</p> <p>(3. Ilipat/magdeposito ng bayad sa account ng Land Bank of the Philippines: Pangalan ng Account: QCG Settlement Mother Account Numero ng Account: 1722102300 Address ng Bangko: LBP Quezon City Hall Uri ng Account: Korporasyon)</p>	3. None	None	10 Min.	Taxpayer
		(Wala)	(10 minuto)	(Nagbabayad ng buwis)
<p>4. Email the photo of Order of Payment and the successful proof of payment to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a></p> <p>(4. I-email ang larawan ng Order of Payment at ang patunay ng matagumpay na pagbabayad sa <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a>)</p>	4. None	None	5 Min.	Taxpayer
		(Wala)	(5 minuto)	(Nagbabayad ng buwis)
<p>5. Receive the photo of Official Receipt (OR) thru email.</p>	<p>5. Verify the payment. Issue OR. Upload photo of OR.</p>	None	2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader
		(Wala)		

<i>(5. Tanggapin ang larawan ng Opisyal na Resibo (OR) sa pamamagitan ng email.)</i>	<i>(5. I-verify ang bayad, maglabas ng Opisyal na Resibo Mag-upload ng larawan ng OR.)</i>		<i>(2 araw o higit pa depende sa bilang ng araw na natanggap ang pagpapadala ng bayad.)</i>	<i>(Verifier ng Bayad Opisyal ng Koleksyon Tagapag-upload ng OR)</i>
6. Pick-up the original OR at the City Treasurer's Office, 3 <sup>rd</sup> Floor, Online Payment Group (present valid ID and photo/digital copy of OR as reference. If via a representative, present valid ID and authorization letter or email the name of the representative.	6. Release the original OR.	None	5 Min.	OR Releaser
<i>(6. Kunin ang orihinal na OR sa Tanggapan ng Ingat-Yaman, Ikatlong Palapag, Online Payment Group (ipakita ang wastong ID at larawan/digital na kopya ng OR bilang sanggunian. Kung sa pamamagitan ng kinatawan, ipakita ang wastong ID at sulat ng awtorisasyon o i-email ang pangalan ng kinatawan.))</i>	<i>(6. Ilabas ang orihinal na OR.)</i>	<i>(Wala)</i>	<i>(5 minuto)</i>	<i>(Tagapaglabas ng Opisyal na Resibo (OR))</i>
<b>TOTAL:</b> <b>(KABUUAN:)</b>		<b>None</b> <b>(Wala)</b>	<b>2 Days and 40 Min.</b> <b>(2 araw, 40 minuto)</b>	

### 39. Online Payment Processing of Sanitary Permit (Pagproseso ng Online na Pagbabayad ng 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 or email address.  (1. Magparehistro sa <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> . Lumikha ng account gamit ang Gmail, Facebook, o email address.)	1. None	None  (Wala)	5 Min.  (5 minuto)	Taxpayer  (Nagbabayad ng buwis)
2. Login to your QCeServices account.  2.1. Click the 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.  (2. Mag-login sa iyong QCeServices account.  2.1. I-click ang Health Certificate & Sanitary Permit.  2.2. I-click ang Health Certificate.  2.3. Punan ang mga detalye ng aplikasyon.	2. None	None  (Wala)	15 Min.  (15 minuto)	Taxpayer  (Nagbabayad ng buwis)



2.4. I-click ang Apply for a Health Certificate.				
2.5. Kumpletuhin ang mga detalye ng aplikasyon hanggang sa makatanggap ng Order of Payment.)				
3. Transfer/deposit payment to <b>Land Bank of the Philippines</b> account: Account Name: <b>QCG Settlement Mother Account</b> Account No. <b>1722102300</b> Bank Address: LBP Quezon City Hall Account Type: Corporate  (3. Ilipat/magdeposito ng bayad sa account ng Land Bank of the Philippines: Pangalan ng Account: QCG Settlement Mother Account Numero ng Account: 1722102300 Address ng Bangko: LBP Quezon City Hall Uri ng Account: Korporasyon)	3. None	None  (Wala)	10 Min.  (10 minuto)	Taxpayer  (Nagbabayad ng buwis)
4. Email the photo of Order of Payment and the successful proof of payment to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a>  (4. I-email ang larawan ng Order of Payment at ang patunay ng matagumpay na pagbabayad sa <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a> )	4. None	None  (Wala)	5 Min.  (5 minuto)	Taxpayer  (Nagbabayad ng buwis)
5. Receive the photo of Official Receipt (OR) thru email.  (5. Tanggapin ang larawan ng Opisyal na Resibo (OR) sa pamamagitan ng email.)	5. Verify the payment. Issue OR. Upload photo of OR.  (5. I-verify ang bayad, maglabas ng Opisyal na Resibo	None  (Wala)	2 days or more depending on the number of days payment remittance was received  (2 araw o higit pa depende sa bilang ng araw na natanggap ang remittance ng pagbabayad.)	Payment Verifier, Collection Officer, OR Uploader  (Tagapag-beripika ng Bayad, Collection Officer, Nag-uupload ng OR)

	<i>Mag-upload ng larawan ng OR.)</i>			
6. Pick-up the original OR at the City Treasurer's Office, 3 <sup>rd</sup> Floor, Online Payment Group (present valid ID and photo/digital copy of OR as reference. If via representative, present valid ID and authorization letter or email the name of the representative.	6. Release the original Official Receipt	None	5 Min.	OR Releaser
<i>(6. Kunin ang orihinal na OR sa Tanggapan ng Ingat-Yaman, Ikatlong Palapag, Online Payment Group (ipakita ang wastong ID at larawan/digital na kopya ng OR bilang sanggunian. Kung sa pamamagitan ng kinatawan, ipakita ang wastong ID at sulat ng awtorisasyon o i-email ang pangalan ng kinatawan.))</i>	<i>(6. I-release ang orihinal na Opisyal na Resibo.)</i>	<i>(Wala)</i>	<i>(5 minuto)</i>	<i>(Tagapagpalabas ng OR)</i>
<b>TOTAL:</b> <b>(KABUUAN:)</b>		<b>None</b> <b>(Wala)</b>	<b>2 Days and 40 Min.</b> <b>(2 araw at 40 minuto)</b>	

## 40. Collection of Amusement Tax

*(Koleksyon ng Buwis sa Libangan)*

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)

*(Ang Lungsod Quezon ay maaaring magpataw ng buwis sa libangan na kolektado mula sa mga may ari, lessee o operator ng mga sinehan, concert halls, sirkos, palakasan sa boksing at iba pang lugar ng libangan. (Seksyon 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 (<i>Pagparehistro ng mga Tiket</i>)</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 ticket	1. Evaluate the submitted documentary requirements with accuracy of the specified no. of registered tickets sold and total gross sales amount  1.1. Issue printed tax bill	Local Artist (concert) 5% Local Films (exempted) Foreign Artist (concert) 10% Foreign Films 10% Cockfight 10% Other amusement places/ activities 10%	20 Min.	Amusement TEAM Unit personnel
<i>(Konsiyerto at Teatro 1. Ipagpakita ang nasagawa nang form ng pagpaparehistro kasama ang kopya ng espesyal na permit sa negosyo, opisyal na resibo (OR), kopya ng resibo ng cash bond, resibo ng invoice ng</i>	<i>(1. Tiyakin ang tamang isinumiteng mga dokumentaryong kinakailangan kasama ang wastong bilang ng mga tiket na naibenta at kabuuang halaga ng kita</i>	<i>(Artista ng Lokal (konsiyerto) - 5% Pelikulang Lokal (ekswempto) Artistamulasaib angbansa (konsiyerto) - 10% DayuhangPelikula - 10% Sugal</i>	<i>(20 minuto)</i>	<i>(Personel ng yunit ng Amusement Team)</i>

<i>printer, at halimbawa ng tiket.)</i>	<i>1.1. Ipagkaloob ang na-print na buwis na resibo.)</i>	<i>ng Sabong - 10% Iba pang mgalugar/pangy ayari ng libangan - 10%)</i>		
2. Receive tax bill and pay the required amount  2.1. Receive the official receipt and registered tickets  (2. <i>Tanggapin ang buwis na bill at bayaran ang kinakailangang halaga.</i>  2.1. <i>Tanggapin ang opisyal na resibo at mga rehistradong tiket.)</i>	2. Accept tax bill and payment  2.1. Issue official receipt  (2. <i>Tanggapin ang buwis na bill at ang bayad.</i>  2.1. <i>Ibigay ang opisyal na resibo.)</i>		30 Min.  (30 minuto)	Collector  (Maningil)
<b>TOTAL:</b> <b>(KABUUAN:)</b>			<b>50 Min.</b> <b>(50 minuto)</b>	
<b>Issuance of Cashbond for New Promoters/New Production Agency (Paglabas ng Cashbond para sa mga bagong promoter/ bagong ahensya ng produksyon)</b>				
1. Secure Special Permit from BPLD for the event/concerts  2. Issue Order of Payment  (1. <i>Kumuha ng Espesyalna Permit mulasa BPLD para samgakaganapan/kon siyerto</i>  2. <i>Ipaglabas ang Utos ng Pagbabayad)</i>	1 Evaluate the documents  2. Pay the required amount and issue official receipts  (1. <i>Suriin ang mga dokumento</i>  2. <i>Bayaran ang kinakailangang halaga at maglabas ng opisyal na resibo.)</i>	None  (Wala)	15 Min.  30 Min.  (15 minuto)  (30 minuto)	Amusement TEAM Unit personnel  Collector  (Kawani ng Yunit ng Amusement)  (Kolektor)
<b>Registration of Tickets for Regular Amusement Establishment (Cinema, Night Clubs) (Rehistrasyon ng mga Tiket para sa Karaniwan Establisyimento ng Libangan (Sineman, mga Klub sa Gabi))</b>				
1. Present accomplished registration form, current business permit and official receipts (OR) sample tickets and printers invoice ticket	1. Evaluate the completeness of the submitted documentary requirements with accuracy of the accomplished registration form	None  (Wala)	1 Day  (1 araw)	Amusement TEAM Unit personnel

(1. I-present ang nasagawang form ng rehistrasyon, kasalukuyang permit sa negosyo at mga opisyal na resibo (OR), mga halimbawang tiket at resibo mula sa printer ng tiket.)	(1. Tantiyahin ang kumpletong pagsumite ng mga kinakailangang dokumento, kasama ang wastong nasagawang form ng rehistrasyon.)			(Kawani ng Yunit ng Amusement)
<b>TOTAL:</b>  <b>(KABUUAN:)</b>			<b>1 Day and 45 Min.</b> <b>(1 araw, 45 minuto)</b>	
<b>Issuance of Amusement Tax Exemption (Paglabas ng Eksensiyon sa Buwis sa Libangan)</b>				
1. Submit endorsement letter from Mayor's Office, request letter indicating the purpose and beneficiary <u>For Corporation:</u> <ul style="list-style-type: none"> <li>- Secretary's Certificate</li> <li>- SEC Registration</li> </ul> <u>For Single Proprietorship</u> <ul style="list-style-type: none"> <li>- DTI Registration</li> <li>- Proof of existence, programs and activities of the organization</li> </ul>	1. Prepare tax exemption letter for approval of the City Mayor (subject for evaluation and completeness of the submitted requirements)  1.1. Evaluate the authenticity of declared beneficiaries and the purpose for which the proceeds should be utilized	None	3 Days	Amusement TEAM Unit personnel  City Mayor
(1. Isumite ang liham ng pag-eendorso mula sa Tanggapan ng Mayor, liham ng hiling na nagpapakita ng layunin at tagatanggap.  <u>Para sa Korporasyon:</u> <ul style="list-style-type: none"> <li>- Sertipiko ng Kalihim</li> <li>- Rehistrasyon sa SEC</li> </ul> <u>Para sa May-ari ng Negosyo:</u> <ul style="list-style-type: none"> <li>- Rehistrasyon sa DTI</li> <li>- Patunay ng pagkakaroon</li> </ul>	(1. Ilagay sa ayos ang lihim ng eksensiyon sa buwis para sa pag apruba ng Alkalde ng Lungsod (para sa pagsusuri at kabuuan ng mga isinuniteng kinakailangang dokumento)  1.1. Tantiyahin ang katunayan ng mga deklaradong tagatanggap at ang layunin para sa paggamit ng mga nakolekta)	(Wala)	(3 araw)	(Kawani ng Yunit ng Amusement)  (Alkalde ng Lungsod)

ng mga programa at aktibidad ng organisasyon)				
<b>TOTAL: (KABUUAN:)</b>		<b>None (Wala)</b>	<b>3 Days (3 araw)</b>	
<b>Amusement Tax Return (Pagbabalik ng Buwis sa Libangan)</b>				
1. If special screening (one-time transaction), unsold tickets shall be surrendered to Amusement TEAM Unit  (1. Kapag espesyal na pagpapalabas (isang beses na transaksyon), ang mga tiket na hindi nabenta ay dapat isuko sa Yunit ng Amusement TEAM.)	1.Assessment of amusement tax Compute and prepare tax bill for approval and for payment of amusement tax  (1. Pagsusuri ng buwis sa Libangan Kalkulahin at ihanda ang buwis na bill para sa aprobasyon at para sa pagbabayad ng buwis sa libangan.)	None  (Wala)	20 Min.  (20 minuto)	Amusement TEAM Unit personnel  (Kawani ng Yunit ng Amusement)
2. Receive tax bill and pay the required amount  2.1. Receive the official receipt  (2. Tanggapin ang buwis na bill at bayaran ang kinakailangang halaga  2.1. Tanggapin ang opisyal na resibo)	2.Accept tax bill and payment  2.1 Issue official receipt  (2. Tanggapin ang buwis na bill at ang bayad  2.1. Ibigay ang opisyal na resibo)	None  (Wala)	30 Min.  (30 minuto)	Collector  (Maniningil)
<b>TOTAL: (KABUUAN:)</b>		<b>None (Wala)</b>	<b>50 Min. (50 minuto)</b>	
<b>Inspection of Amusement Places (Pagsusuri sa mga Lugar ng Libangan)</b>				
1. Present the latest business permit , official receipt and receipt of paid monthly amusement tax	1. Present notice of inspection and mission order  1.1. Check the presented business permit and official receipts		Depends on the area/ location of establishment to be inspected and availability of the documents to be presented	Inspectors, Amusement TEAM Unit

<p><i>(1. Ipakita ang pinakabagong permit sa negosyo, opisyal na resibo, at resibo ng bayad ng buwanang buwis sa pampayabangan.)</i></p>	<p><i>(1. Ipakita ang abiso ng pagsusuri at order ng misyon. 1.1. Suriin ang ipinakitang permit sa negosyo at opisyal na resibo.)</i></p>		<p><i>(Tama, ang mga hakbang na ito ay maaaring baguhin depende sa lokasyon ng establisyemento na sumailalim sa pagsusuri at sa kung available ang mga dokumento na ipapakita.)</i></p>	<p><i>(Mga Inspector, Yunit ng Amusement TEAM)</i></p>
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## 41. Issuance of Accountable Forms (Paglalabas ng mga 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)

(Ang bawat opisyal ng lokal na pamahalaan na ang mga tungkulin ay nagpapahintulot o nangangailangan ng pag-aari ng pondo, ari-arian, o mga formularyo ng pananagutan ay dapat na saklawan ng isang fidelity bond, at ang naturang opisyal ay dapat na maging may pananagutan at responsableng pangalagaan ang nabanggit na mga pondo at ari-arian o mga formularyo ng pananagutan at ang kanilang ligtasang pag-iimbak ay dapat na sumunod sa mga probisyon ng batas. (Seksyon 305 (f), LGC; Seksyon 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 (Tesorero ng Barangay/SK)</b>				
1. Present duly approved RIS and submit complete documentary requirements  (1. Ipakita ang wastong-aprubadong RIS at isumite ang kumpletong dokumentaryong kinakailangan.	1. Accept approved RIS and evaluate the completeness of the submitted documents  1.1. Check the fidelity bond effectivity date of the accountable officer  (1. Tanggapin ang naaprubahang RIS at suriin ang kabuuang kumpletong dokumento na isinumite.	None  (Wala)	5 Min.  (5 minuto)	Head, Accountable Forms Unit City Treasurer's Office  (Punong Kawani, yunit ng mga Formularyong Pananagutan



	<i>1.1. Suriin ang petsa ng epektibong bisa ng fidelity bond ng opisyal na may pananagutan.)</i>			<i>Tanggapan ng Ingat-Yaman ng Lungsod)</i>
2. Pay the cost of accountable form requested and receive official receipt  2.1 Photocopy of official receipt (1 copy) to be submitted to the releasing area  (2. Bayaran ang halaga ng accountable form at tanggapin ang opisyal na resibo.  2.1 Kumuha ng kopya ng opisyal na resibo (1 kopya) na isusumite sa lugar ng pagpapalabas.)	2. Accept payment and issue official receipt  2.1 Provide the approved RIS to the releasing custodian to prepare and process the requested accountable form  (2. Tanggapin ang bayad at maglabas ng opisyal na resibo.  2.1. Ibigay ang naaprubahang RIS sa tagapag-ingat na maglalabas upang ihanda at iproseso ang hinihinging accountable form.)	Depend s on the prevailin g price indicate d in the Purchas e Order  (Nakaba tay sa kasaluku yang presyo na nakasaa d sa Purchas e Order.)	10 Min.  5 Min.  (10 minuto)  (5 minuto)	Collector, Verification Section Releasing clerk, Accountable Forms Unit  (Tagakolekta Seksyon ng Pag-verify) (Klerk ng Pagpapalabas Yunit ng Accountable Form)
3. Proceed to releasing area of AF and sign the receiving log-book of accountable forms  3.1. Check the quantity and serial number of booklet/pad purchase and received copy of approved RIS  (3. Pumunta sa lugar ng pagpapalabas ng mga AF at lagdaan ang talaan ng pagtanggap ng mga accountable form  3.1 Suriin ang dami at serial number ng booklet/pad na binili at ang nakatanggap na kopya ng naaprubahang RIS.)	3. Release the requested Accountable form  3.1. Consolidate the RIS with attached photocopy of Official Receipt  (3. Ipalabas ang hinihinging accountable form  3.1. Itala ang RIS kasama ang kalakip na kopya ng opisyal na resibo.)	None  (Wala)	20 Min.  (20 minuto)	Releasing Clerk, Accountable Forms Unit  (Klerk sa pagpapalabas Yunit ng accountable form)
<b>TOTAL: KABUUAN:)</b>			<b>40 Min. (40 minuto)</b>	

<b>Bonded Accountable Officers/City Collectors (Mga Nakasaklaw na Mga Opisyal ng Pananagutan/ Tagakolekta ng Lungsod)</b>				
<p>1. Submit duly approved RIS which indicated the quantity of un-issued Accountable Form</p> <p><i>(1. Isumite ang wastong-aprubadong RIS na nagpapakita ng dami ng hindi pa nagagamit na accountable form)</i></p>	<p>1. Accept the approved RIS and check the fidelity bond effectivity date of the accountable officer</p> <p><i>(1. Tanggapin ang naaprubahang RIS at suriin ang petsa ng epektibong bisa ng fidelity bond ng opisyal na may pananagutan.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Releasing Clerk, Accountable Forms Unit</i></p> <p><i>(Klerk sa pagpapalabas Yunit ng accountable form)</i></p>
<p>2. Wait for the preparation of the requested accountable form</p> <p><i>(2. Maghintay sa paghahanda ng hinihinging accountable form)</i></p>	<p>2. Prepare and process the requested accountable form</p> <p><i>(2. Ihanda at iproseso ang hinihinging accountable form)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>10 Min.</p> <p><i>(10 minuto)</i></p>	<p><i>Releasing Clerk, Accountable Forms Unit</i></p> <p><i>(Klerk sa pagpapalabas Yunit ng accountable form)</i></p>
<p>3. Receive the accountable forms upon checking the quantity and serial numbers of booklet/pad</p> <p>3.1. Sign the receiving log-book, portion of RIS and receive copy of the approved RIS</p> <p><i>(3. Tanggapin ang mga accountable form matapos suriin ang dami at serial number ng booklet/pad.</i></p> <p><i>3.1 Lagdaan ang talaan ng pagtanggap, bahagi ng RIS, at tanggapin ang kopya ng naaprubahang RIS.)</i></p>	<p>3. Release the requested accountable form and require to sign the receiving log-book and portion of the RIS</p> <p>3.1. Encode the serial numbers of received booklet by the accountable officer thru the existing system</p> <p><i>(3. Ipalabas ang hinihinging accountable form at hilingin na lagdaan ang talaan ng pagtanggap at bahagi ng RIS.</i></p> <p><i>3.1 I-encode ang mga serial number ng natanggap na booklet ng opisyal na may pananagutan sa umiiral na sistema.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>20 Min.</p> <p><i>(20 minuto)</i></p>	<p><i>Releasing Clerk, Accountable Forms Unit</i></p> <p><i>(Klerk sa pagpapalabas Yunit ng accountable form)</i></p>
<b>TOTAL: (KABUUAN:)</b>		<b>None (Wala)</b>	<b>40 Min. (40 minuto)</b>	

## 42. Receiving of Incoming Correspondence (Pagtanggap ng Dumating na Korespondensiya)

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

(Ang pagtanggap at/o pagpapalaganap ng mga opisyal na dokumento tulad ng mga memorandum, sulat o korespondensiya mula sa iba pang mga Opisina/ Ahensya na may layuning impormasyon, pagsunod, o pag-angkin mula sa humiling ng serbisyo sa Tanggapan ng Ingat-Yaman ng Lungsod.)

<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. Accept and stamp the receiving copy and other attached documents by the Records Section (provided with Control number)	None	5 Min.	Receiving clerk, Records Section
1.1. Receive the stamped copy (with date and control number) as prove of received of the Records Section (*For follow-up, receive a stub indicated the telephone number of this Office with name of personnel )	1.1. Provide the received copy (stamped) to the taxpayer /or requesting party (if applicable, the stub indicated the name of person and telephone number )			
(1. Ipakita ang sulat sa Seksyon ng Talaan, lugar ng pagtanggap na may mga kalakip na dokumento upang patunayan ang iyong hinihingi o kahilingan.	(1. Tanggapin at tatakang ang kopya ng pagtanggap at iba pang mga kalakip na dokumento ng Seksyon ng Talaan (may ibinigay na Numero ng Kontrol).	(Wala)	(5 minuto)	(Klerk sa Pagtanggap Seksyon ng mga Talaan)
1.1. Tanggapin ang naka-tatak na kopya (may petsa at numero	1.1 Ibigay ang kopya ng tinanggap			

<i>ng kontrol) bilang patunay na tinanggap ng Seksyon ng Talaan. (*Para sa pagsunod, tanggapin ang isang stub na nagpapakita ng telepono ng Tanggapan na ito kasama ang pangalan ng tauhan))</i>	<i>(natatakang) sa mamamayan /o humihiling ng serbisyo (kung mayroon, ang stub ay nagpapakita ng pangalan ng tao at numero ng telepono).)</i>			
	<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>2.2. Release the letter to appropriate personnel for proper action or for dissemination</p> <p><i>(2. Magrehistro sa talaan at sa umiiral na sistema ang natanggap na sulat/memorandum at ikabit ang routing slip.</i></p> <p><i>2.1. Tukuyin kung kanino itatangi ang sulat.</i></p> <p><i>2.2. Ipalabas ang sulat sa angkop na tauhan para sa tamang aksyon o pagpapalaganap.)</i></p>	<p>None</p> <p>(Wala)</p>	<p>10 Min.</p> <p>5 Min.</p> <p>(10 minuto)</p> <p>(5 minuto)</p>	<p><i>Receiving clerk, Records Section</i></p> <p><i>Chief, Records Section</i></p> <p><i>Releasing Clerk, Records Section</i></p> <p><i>(Klerk sa pagtanggap Seksyon ng mga Talaan)</i></p> <p><i>(Punong Kawani Seksyon ng mga Talaan)</i></p> <p><i>(Klerk sa Pagpapalabas, Seksyon ng mga Talaan)</i></p>
<b>Online</b>				
<p>1. Send the request letter to official email address of City Treasurer's Office <a href="mailto:admin.cto@quezoncity.gov.ph">admin.cto@quezoncity.gov.ph</a></p> <p><i>(1. Ipadala ang sulat na hiling sa opisyal na</i></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> <p><i>(1. I-print ang sulat na na-email</i></p>	<p>None</p> <p>(Wala)</p>	<p>5 Min.</p> <p>(5 minuto)</p>	<p><i>Receiving Clerk</i></p> <p><i>(Klerk sa pagtanggap)</i></p>

<i>email address ng Tanggapan ng Ingat Yaman ng Lungsod sa <u>admin.cto@quezoncity.gov.ph.</u></i>	<i>1.1. Tumanggap ng kumpirmasyon sa email na sulat mula sa mamamayan at magbigay ng numero ng kontrol ng hiling na sulat)</i>			
2. None	<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><i>(2. Magrehistro sa talaan at sa umiiral na sistema at ikabit ang routing slip.</i></p> <p><i>2.1. Tukuyin kung kanino itatangi ang sulat.</i></p> <p><i>2.2. Ipalabas ang sulat sa angkop na tauhan para sa tamang aksyon o pagpapalaganap.</i></p>	<p>None</p> <p>(Wala)</p>	<p>10 Min.</p> <p>5 Min.</p> <p>(10 minuto)</p> <p>(5 minuto)</p>	<p><i>Receiving clerk</i></p> <p><i>Chief, Records Section</i></p> <p><i>Releasing Clerk, Records Section</i></p> <p><i>(Klerk sa pagtanggap, Seksyon ng mga Talaan)</i></p> <p><i>(Punong Kawani Seksyon ng mga Talaan)</i></p> <p><i>(Klerk sa Pagpapalabas Seksyon ng mga Talaan)</i></p>
<b>TOTAL: (KABUUAN:)</b>		<b>None (Wala)</b>	<b>20 Min. (20 minuto)</b>	

### 43. Online Application/Renewal of Fidelity Bond

(Online Pagsusumite/Pagpapalit ng Fidelity Bond)

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

(Ang aplikasyon/pagpaparenew ng fidelity bond ay isinasagawa 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  <i>(1. Isumite ang lahat ng mga kinakailangang dokumento sa Seksyon ng Personnel, Administrative Division.)</i>	1. Encode Special Disbursing Officer (SDO) personal information and upload the same to the Online Fidelity Bonding System for the release of Computerized Form 27A.  <i>(1. I-encode ang personal na impormasyon ng SDO at i-upload ito sa Online Fidelity Bonding System para sa paglabas ng Computerized Form 27A.)</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	Personnel Officer  <i>(Opisyal ng Personel)</i>
2. Sign and notarize Computerized Form 27A and attach a 2x2 picture.  <i>(2. Lagdaan at pa-notaryuhin ang Computerized Form 27A at ikabit ang 2x2 larawan.)</i>	2. Send BTR scan copy of the accomplished and notarized Fidelity Bond Application Form (FBAF) and other requirements via Bureau of Treasury (BTr) email.  <i>(2. Ipadala ang scan kopya ng fully accomplished at notaryadong Fidelity Bond Application Form (FBAF) at iba pang mga kinakailangang</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	Personnel Officer  <i>(Opisyal ng Personel)</i>

	<i>dokumento sa pamamagitan ng email ng BTR.)</i>			
	2. BTR will send copy of Authority to Accept Payment (ATAP)  <i>(2.1. Ipadadala ng BTr ang kopya ng Otoridad sa Pagtanggap ng Bayad (ATAP).)</i>		1 Day  <i>(1 araw)</i>	<i>Personnel Officer</i>  <i>(Opisyal ng Personel)</i>
	2.2. SDO will accomplish Landbank On-Collection Receipt and will post payment at the LBP over the counter.  <i>(2.2. Ang SDO ay gagawa ng Landbank On-Collection Receipt at magpapaskil ng pagbabayad sa Landbank sa counter.)</i>		1 Day  <i>(1 araw)</i>	<i>Personnel Officer</i>  <i>(Opisyal ng Personel)</i>
	2.3. Upload copy of LBP On-Collection Receipt via BTR email  <i>(2.3. I-upload ang kopya ng LBP On-Collection Receipt sa pamamagitan ng email ng BTR.)</i>		5 Min.  <i>(5 minuto)</i>	<i>Personnel Officer</i>  <i>(Opisyal ng Personel)</i>
	2.4 BTR will issue Letter of Confirmation  <i>(2.4 Ipagbibigay ng BTr ng Liham ng Kumpirmasyon.)</i>		1 Day  <i>(1 araw)</i>	<i>BTR Officer</i>  <i>(Opisyal ng BTR)</i>
<b>TOTAL:</b>  <b><i>(KABUUAN:)</i></b>		<b>None</b>  <b><i>(Wala)</i></b>	<b>3 Days &amp; 15 Min.</b> <b><i>(3 araw &amp; 15 minuto)</i></b>	

# CITY VETERINARY DEPARTMENT

## External Services

### 1. 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>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vaccination Card		Any Private Veterinary Clinic or free anti-Rabies vaccine from Quezon City Veterinary Department		
2. Identification Card		Any Government Issued ID		
3. Photo of Impounded Animal		Personal copy provided by the pet owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Identify impounded animal(s)	1. Assist in the identification of impounded animals	None	5 Min.	<i>City Pound Personnel</i>
2. Payment	2. Collection of payment	PHP 500.00 per day	2 Min.	<i>Office Clerk</i>
3. Secure a Gate pass to Enter the City Pound	3. Issue a Gate pass for the pet owner/s as they redeem their pet(s)	None	1 Min.	<i>Receiving Clerk</i>
4. Redeem animal at the City Pound	4. Release impounded animal to the owner	None	5 Min.	<i>City Pound Personnel</i>
<b>TOTAL:</b>		<b>PHP 500.00</b>	<b>13 Min.</b>	



## 2. Surrender / Pick-up of Animals

Animals that are sick, of old age, vicious or dangerous that are surrendered and picked up by the City Pound Truck shall be charged with five hundred Pesos (Php 500.00) regardless of the number of animals surrendered. The Department shall keep records of all animals surrendered, including the names and addresses of pet owners as well as the circumstance that led to the surrender of the animals.

<b>Office or Division:</b>	City Pound Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Surrender / Pick-up Form		City Veterinary Department		
2. 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>
1. Fill up Surrender / Pickup Form	1. Interview and receive the accomplished Surrender / Pickup Form from the client	None	5 Min.	<i>Receiving Clerk</i>
2. Payment	2. Collection of payment	PHP 500.00	1 Min.	<i>Office Clerk</i>
3. Wait for the scheduled pick-up of the surrendered animal	3. Schedule the date and time of pick-up of the surrendered animal	None	Within the week	<i>City Pound Personnel</i>
<b>TOTAL:</b>		<b>PHP 500.00</b>		

### 3. 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>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Meat Handlers ID Form			City Veterinary Department	
2. 2 pcs. 1x1 ID Picture			Provided by the applicant	
3. Completion of Meat Handlers and Butcher's Seminar			City Veterinary Department	
4. 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>
1. Submit complete requirements	1. Received and evaluate required documents	None	2 Min.	<i>Receiving Clerk</i>
2. Payment	2. Collection of payment	PHP 200.00	1 Min.	<i>Office Clerk</i>
3. Attend Meat Handlers and Butchers Seminar	3. Conducts Seminar to the client regarding proper handling of meat	None	30 Min.	<i>Office Clerk</i>
4. Claim Meat Handlers ID	4. Issuance of Meat Handlers ID	None	2 Min.	<i>Releasing Staff</i>
<b>TOTAL:</b>		<b>PHP 200.00</b>	<b>35 Min.</b>	

## 4. Meat Transport Vehicle Sticker

All vehicles that deliver meat and meat products are required to secure a Meat Transport Vehicle Sticker.

<b>Office or Division:</b>	Food Hygiene and Regulatory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Meat Transport Vehicle that deliver meat and meat products to and from, and with the City.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Meat Transport Vehicle Form			City Veterinary Department	
2. LTO Registration			Land Transportation Office	
3. Picture of the Vehicle (Front, Side, Back, Inside)			Provided by the 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 complete requirements	1. Receive and evaluate required documents	None	2 Min.	<i>Receiving Clerk</i>
2. Payment	2. Collection of payment	PHP 500.00	1 Min.	<i>Office Clerk</i>
3. Claim Meat Transport Vehicle Sticker	3. Issuance of Meat Transport Vehicle Sticker	None	2 Min.	<i>Releasing Staff</i>
<b>TOTAL:</b>		<b>PHP 500.00</b>	<b>5 Min.</b>	

## 5. 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.

### a. Meat Related Establishment

<b>Office or Division:</b>	Food Hygiene and Regulatory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<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>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Veterinary Clearance Form		City Veterinary Department/ QC Website		
2. Veterinary Clearance Inspection Form		City Veterinary Department		
3. Meat Handlers ID		City Veterinary Department		
4. Old Veterinary Clearance (Renewal)		City Veterinary Department		
5. Business Permit		Business Permit and Licensing Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit photocopy of Business Permit or Tax Bill	1. Receive and evaluate required documents and issue order of payment	None	2 Min.	<i>Clerk</i>
2. Issue order of payment to be paid at the Treasurers Department (Miscellaneous)	2. Collection of payment	PHP 200.00	-	<i>Cashier</i>
3. Submit official receipt	3. Received and evaluate official receipt	None	1 Min.	<i>Clerk</i>
3. Claim Veterinary Clearance	3. Release the Veterinary Clearance	None	2 Min.	<i>Clerk</i>
<b>TOTAL:</b>		<b>PHP 200.00</b>	<b>5 Min.</b>	

**b. Veterinary Clinics / Hospital / Grooming Center / Pet Shops / Pet Boarding / Pet Café / Poultry Shops**

<b>Office or Division:</b>	Animal Care and Disease Control Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Veterinary Clinics, Hospital, Grooming Center, Pet Shops, Pet Boarding, Pet Café, Poultry Shops			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Veterinary Clearance Form		City Veterinary Department/ QC Website		
2. DTI/SEC Registration		DTI		
3. Barangay Clearance		Barangay		
4. Business permit and/or Tax bill		Business permit and Licensing Department, City Treasurer's office		
5. PRC License and PTR of Veterinarian		PRC		
6. Identification Card		Any Government Issued ID		
7. Old Veterinary Clearance (Renewal)		City Veterinary Department		
8. Advisory Letter		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>
1. Submit photocopy of Business Permit or Tax Bill	1. Receive and evaluate required documents and issue order of payment	None	2 Min.	<i>Clerk</i>
2. Issue order of payment to be paid at the Treasurers Department (Miscellaneous)	2. Collection of payment	PHP 200.00	1 Min.	<i>Cashier</i>
3. Submit official receipt	3. Received and evaluate official receipt	None	1 Min.	<i>Clerk</i>
4. Claim Veterinary Clearance	4. Issuance of Veterinary Clearance	None	2 Min.	<i>Clerk</i>
<b>TOTAL:</b>		<b>PHP 200.00</b>	<b>6 Min.</b>	

## 6. 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>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Veterinary Health Certificate Form		City Veterinary Department		
2. Identification card		Any government issued ID		
3. Vaccination Record		Any Private Veterinary Clinic or availment of free anti-Rabies vaccine from Quezon City Veterinary Department		
4. The Animal shall be vaccinated not more than 1 year, but not less than 14 days		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. Submit complete requirements	1. Receive and evaluate required documents	None	2 Min.	<i>Receiving Clerk</i>
2. Payment	2. Collects Payment	PHP 50.00/ per animal	1 Min.	<i>Office Clerk</i>
3. Claim Veterinary Health Certificate	3. Issuance of Veterinary Health Certificate	None	2 Min.	<i>Releasing Staff</i>
<b>TOTAL:</b>		<b>PHP 50.00/ per animal</b>	<b>5 Min.</b>	

## 7. 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>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All residents of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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>
1. Bring dogs / cats for anti-rabies vaccination	1. Render Assistance	None	1 Min.	<i>Receiving Clerk</i>
2. Fill-up the record book	2. Check / Verify the record book	None	1 Min.	<i>Receiving Clerk</i>
3. Submit dogs / cats for registration and dog tagging	3. Interview the pet owner about the health condition of the animal	None	5 Min.	<i>Veterinarian</i>
4. Wait until the dog is registered and tagged	4. Inject Anti-Rabies Vaccine	None	1 Min.	<i>Veterinarian</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Min.</b>	

## 8. 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>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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>
1. Fill up Registration Form	1. Check / Verify the Registration Form	None	1 Min.	<i>Receiving Clerk</i>
2. Bring dog/ cat to the Veterinarian in charge	2. The Veterinarian will interview the pet owner about the health condition of the animal. If the dog/cat is physically fit, the Veterinarian will weigh, inject anesthetics and conduct the surgery	None	30 Min.	<i>Veterinarian</i>
3. Wait until the dog/ cat is spayed/ neutered	3. Issue prescriptions and ensure that the dog/cat in safe condition	None	10 Min.	<i>Veterinarian</i>
<b>TOTAL:</b>		<b>None</b>	<b>41 Min.</b>	



## 9. 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>	Quezon City Animal Care and Adoption Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card		Any Government Issued ID		
2. Pet Crate/Cage		Provided by the person who will adopt a pet		
3. Collar/Harness/Leash				
4. 1x1 ID Picture				
5. Photo of the house (inside & outside)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Choose an animal at the Animal Care and Adoption Center	1. Assess, evaluate, and determine the person’s capability and fitness to adopt the animal	None	5 Min.	<i>City Pound Veterinarian/ Pound Keeper</i>
2. Fill up the adoption form at the City Pound	2. Receive adoption form filled up by applicant and submitted to City Pound Veterinarian for final assessment	None	3 Min.	<i>City Pound Veterinarian/ Pound Keeper</i>
3. Payment of adoption fee	3. Collection of payment	PHP 500.00	1 Min.	<i>Office Clerk</i>
4. Claim Animal Adopted	4. Release of the animal along with the legal documents pertaining to its adoption	None	5 Min.	<i>City Pound Personnel</i>
<b>TOTAL:</b>		<b>PHP 500.00</b>	<b>14 Min.</b>	

## 10. 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.

### a. Post-Abattoir (Market): Local Meat

<b>Office or Division:</b>	Food Hygiene and Regulatory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Market			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Meat Inspection Certificate (MIC)		National Meat Inspection Service and City Veterinary Department		
2. Meat Handlers ID		City Veterinary Department		
3. Veterinary Clearance		City Veterinary Department		
4. 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>
1. Bring carcass meat to single entry loading bay	1. Receive carcass meat	None	1 Min./ head	<i>Meat Inspector</i>
3\2. Present Meat Inspection Certificate	2. Inspect and evaluate Meat inspection Certificate	None	1 Min./ head	<i>Meat Inspector</i>
3. Wait for the counter checking of meat	3. Counter check carcass meat	None	1 Min./ head	<i>Meat Inspector</i>
<b>TOTAL:</b>		<b>None</b>		

**b. Post-Abattoir (Market): Imported Meat**

<b>Office or Division:</b>	Food Hygiene and Regulatory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Market			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Meat Inspection (COMI)		National Meat Inspection Service and City Veterinary Department		
2. Meat Handlers ID		City Veterinary Department		
3. Veterinary Clearance		City Veterinary Department		
4. 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>
1. Bring carcass meat to single entry loading bay	1. Receive carcass meat	None	1 Min./ head	<i>Meat Inspector</i>
2. Present Meat Inspection Certificate	2. Inspect and evaluate Meat inspection Certificate	None	1 Min./ head	<i>Meat Inspector</i>
3. Wait for the counter checking of meat	3. Counter check carcass meat	None	1 Min./ head	<i>Meat Inspector</i>
<b>TOTAL:</b>		<b>None</b>		

### c. 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-borne 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>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Slaughterhouse			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Shipping Permit		Bureau of Animal Industry		
2. Veterinary Health Certificate		City Health Department		
3. Meat Handlers ID		City Veterinary Department		
4. Meat Transport Vehicle Sticker		City Veterinary Department		
5. Veterinary Clearance		City Veterinary Department		
6. African Swine Fever Free Status		Bureau of Animal Industry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Shipping Permit and Health Certificate	1. Receive live animals and ask for the shipping permit and health certificate	None	1 Min. / head	<i>Meat Inspector</i>
2. Present animal for Ante-Mortem Examination	2. Ante-Mortem Examination of animal	Ante-Mortem Fee/ Permit Fee	3 Min. / head	<i>Meat Inspector</i>
3. Present slaughtered animal for Post Mortem Examination	3. Post-Mortem Examination of Slaughtered Animal	Post-Mortem Fee/ Slaughter fee for public consumption	5 Min. / head	<i>Meat Inspector</i>
4. Present slaughtered animal for marking	4. Marking of the slaughtered animal	None	1 Min. / head	<i>Meat Inspector</i>
5. Ask and receive Meat Inspection Certificate	5. Issuance of Meat Inspection Certificate	None	15 Sec. / head	<i>Meat Inspector</i>
<b>TOTAL:</b>				

# CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY DEPARTMENT

## External Services

### 1. General Inquiries, Requests for Orientations, Partnerships, and Other Communications (Simple - Physical Communication)

<b>Office or Division:</b>	Climate Change and Environmental Sustainability Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	7:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. For physical receiving of Letter Request, Communications: 2 Copies a. 1 for CCESD (Original) b. 1 for client (Photocopy)			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>
For Physical receiving at the Office:  1. File request at the Receiving Desk of the Department	1.1. Receiving Clerk to stamp receive the document and give feedback as to when they can follow-up	None	1 Min.	<i>Receiving Clerk</i>
	1.2. Receiving Clerk to route the document to the Office of the Head for instructions		5 Min.	<i>Receiving Clerk</i>
	1.3. Office of the Head to give instructions to the concerned Division/ Section		1 Day	<i>City Government Department Head III</i>  <i>City Government Assistant Department Head III</i>
	1.4. Division/ Section to coordinate with the requesting party		Not more than 2 Days	<i>Division / Section Chief</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	

## 2. General Inquiries, Requests for Orientations, Partnerships, and Other Communications (Complex - Physical Communication)

<b>Office or Division:</b>	Climate Change and Environmental Sustainability Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	7:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. For physical receiving of Letter Request, Communications: 2 Copies a. 1 for CCESD (Original) b. 1 for client (Photocopy)			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>
For Physical receiving at the Office:  1. File request at the Receiving Desk of the Department	1.1. Receiving Clerk to stamp receive the document and give feedback as to when they can follow-up	None	1 Min.	<i>Receiving Clerk</i>
	1.2. Receiving Clerk to route the document to the Office of the Head for instructions		5 Min.	<i>Receiving Clerk</i>
	1.3. Office of the Head to give instructions to the concerned Division/ Section		1 Day	<i>City Government Department Head III</i>  <i>City Government Assistant Department Head III</i>
	1.4. Division/ Section to coordinate with the requesting party		Not more than 6 Days	<i>Division / Section Chief</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Days</b>	

### 3. General Inquiries, Request for Orientations, Partnership and Other Communications (Highly Technical - Physical Communication)

<b>Office or Division:</b>	Climate Change and Environmental Sustainability Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	7:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. For physical receiving of Letter Request, Communications: 2 Copies a. 1 for CCESD (Original) b. 1 for client (Photocopy)			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>
For Physical receiving at the Office:  1. File request at the Receiving Desk of the Department	1.1. Receiving Clerk to stamp receive the document and give feedback as to when they can follow-up	None	1 Min.	<i>Receiving Clerk</i>
	1.2. Receiving Clerk to route the document to the Office of the Head for instructions		5 Min.	<i>Receiving Clerk</i>
	1.3. Office of the Head to give instructions to the concerned Division/ Section		1 Day	<i>City Government Department Head III</i>  <i>City Government Assistant Department Head III</i>
	1.4. Division/ Section to coordinate with the requesting party		Not more than 19 Days	<i>Division / Section Chief</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Days</b>	

#### 4. General Inquiries, Request for Orientations, Partnership and Other Communications (Simple - Email)

<b>Office or Division:</b>	Climate Change and Environmental Sustainability Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	7:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. For emails, please send to: <a href="mailto:climatechange@quezoncity.gov.ph">climatechange@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>
For Physical receiving at the Office:  1. Client will send letter or communication through email <a href="mailto:climatechange@quezoncity.gov.ph">climatechange@quezoncity.gov.ph</a>	1.1. Office of the Head will acknowledge receipt of email and provide feedback as to whom the task has been assigned to	None	1 Day	<i>City Government Department Head III</i>  <i>Admin Officer II (Receiving Clerk)</i>
	1.2. Office of the Head will give instructions to the concerned Division/ Section via email		1 Day	<i>City Government Department Head III</i>
	1.3. Division/ Section to coordinate with the requesting party		1 Day	<i>Division / Section Chief</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	



## 5. General Inquiries, Request for Orientations, Partnership and Other Communications (Complex - Email)

<b>Office or Division:</b>	Climate Change and Environmental Sustainability Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	7:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. For emails, please send to: <a href="mailto:climatechange@quezoncity.gov.ph">climatechange@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>
For Physical receiving at the Office:  1. Client will send letter or communication through email <a href="mailto:climatechange@quezoncity.gov.ph">climatechange@quezoncity.gov.ph</a>	1.1. Office of the Head will acknowledge receipt of email and provide feedback as to whom the task has been assigned to	None	1 Day	<i>City Government Department Head III</i>  <i>Admin Officer II (Receiving Clerk)</i>
	1.2. Office of the Head will give instructions to the concerned Division/ Section via email		1 Day	<i>City Government Department Head III</i>
	1.3. Division/ Section to coordinate with the requesting party		5 Day	<i>Division / Section Chief</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Days</b>	

## 6. General Inquiries, Request for Orientations, Partnership and Other Communications (Highly Technical - Email)

<b>Office or Division:</b>	Climate Change and Environmental Sustainability Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>Operating Hours:</b>	7:00 AM to 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. For emails, please send to: <a href="mailto:climatechange@quezoncity.gov.ph">climatechange@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>
For Physical receiving at the Office:  1. Client will send letter or communication through email <a href="mailto:climatechange@quezoncity.gov.ph">climatechange@quezoncity.gov.ph</a>	1.1. Office of the Head will acknowledge receipt of email and provide feedback as to whom the task has been assigned to	None	1 Day	<i>City Government Department Head III</i>  <i>Admin Officer II (Receiving Clerk)</i>
	1.2. Office of the Head will give instructions to the concerned Division/ Section via email		1 Day	<i>City Government Department Head III</i>
	1.3. Division/ Section to coordinate with the requesting party		18 Day	<i>Division / Section Chief</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Days</b>	

# DEPARTMENT OF THE BUILDING OFFICIAL

## External Services

### 1. 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>

#### a. Construction Related Permits And Other Permits

##### A. Ancillary Permits

1. Mechanical Permit
2. Sanitary / Plumbing Permit
3. Electronics Permit
4. Electrical Wiring Permit
5. Sign Permit

##### B. Accessory Permits

1. Fencing Permit
2. Repair Permit
3. Demolition Permit
4. Renovation Permit
5. Excavation Permit
6. Temporary Sidewalk Enclosure
7. Ground Preparation and Excavation Permit
8. Installation of Accelerograph
9. Structural Signboard / Billboard Permit

ISSUANCE OF CONSTRUCTION PERMITS	
Office or Division:	Permit Applications are processed in collaboration with the following: <ol style="list-style-type: none"><li>1. DBO thru Permit Processing Divisions 1 to 6, Non-DPD, Signboard and Utilities Division (SUD);</li><li>2. Zoning Administration Unit (ZAU); and</li><li>3. Bureau of Fire Protection (BFP)</li></ol>
Classification:	Simple, Complex, and Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	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).
<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></p> <p>For further inquiries, applicants may call the Department through 8988-4242 local 8905, 8916.</p>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>FOR CONSTRUCTION PERMIT APPLICATIONS (Proposed)</b>	
<b><u>BASIC REQUIREMENTS:</u></b> <ol style="list-style-type: none"> <li>1. A private design/building professional who is registered with QC E-services</li> <li>2. Pre Evaluation (Non-Technical Evaluation of Documentary Requirements)</li> <li>3. Confirmed Online Appointment</li> <li>4. Duly accomplished Unified Building Permit Application Form</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); create an account and log in.</p>
<b><u>OTHER BASIC REQUIREMENTS: LEGAL:</u></b> <ol style="list-style-type: none"> <li>1. 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>2. Additional legal documents showing the right to build when the applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</li> <li>3. Duly accomplished and notarized Affidavits.</li> </ol> <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>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 through the applicant's QC eservices account as part of the printable forms/ affidavits.</p>
<b><u>TECHNICAL:</u></b> <ol style="list-style-type: none"> <li>1. Building plans (with wet sign &amp; seal of private design professional)</li> <li>2. Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ol> <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>	<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>
<b>CONSTRUCTION RELATED PERMITS AND OTHER PERMITS</b>	
<b>FOR DEMOLITION PERMIT APPLICATIONS (STAND ALONE)</b>	

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. A private design/building professional who is registered with QC E-services</li> <li>2. Pre Evaluation (Non-Technical Evaluation of Documentary Requirements)</li> <li>3. Confirmed Online Appointment</li> <li>4. Duly accomplished Unified Building Permit Application Form</li> </ol>	<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> <ol style="list-style-type: none"> <li>1. 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>2. Additional legal documents 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> <li>3. Duly accomplished and notarized Affidavits.</li> </ol> <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>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.</p> <p>To be submitted by the applicant as part of printable forms/Affidavits.</p>
<ol style="list-style-type: none"> <li>4. Real property tax declarations (lot and building)</li> </ol>	<p>Office of the City Assessor</p>
<ol style="list-style-type: none"> <li>5. Real property tax certification/clearance (lot and building)</li> </ol>	<p>City Treasurer's Office</p>
<ol style="list-style-type: none"> <li>6. Barangay Clearance for Demolition Works</li> </ol>	<p>Barangay Hall having territorial jurisdiction</p>
<ol style="list-style-type: none"> <li>7. Supporting Technical Documents (with wet sign and seal of the Private Professional)</li> </ol>	<p>To be submitted by the applicant as per Generated Checklist via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
<p align="center"><b>FOR GROUND PREPARATION AND EXCAVATION PERMIT APPLICATIONS (STAND ALONE)</b></p>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. A private design/building professional who is registered with QC E-services</li> <li>2. Pre Evaluation (Non-Technical Evaluation of Documentary Requirements)</li> <li>3. Confirmed Online Appointment</li> <li>4. Duly accomplished Unified Building Permit Application Form</li> </ol>	<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> <ol style="list-style-type: none"> <li>1. Proof of ownership and/or right to build on property: Certified True Copy of Transfer Certificate of Title (TCT), if applicant is the</li> </ol>	<p>To be submitted by the applicant. Land Registration Authority for the Certified True Copy Transfer Certificate of Title</p>

<p>registered owner.</p> <p>2. Additional legal documents 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><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>	To be submitted by the applicant.
<p><b><u>TECHNICAL:</u></b></p> <p>1. Building plans (with wet sign &amp; seal of private design professional)</p> <p>2. Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</p> <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>	<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>3. Cash bond (Section 304, Paragraph 4, NBCP)</p>	To be paid by the applicant.
<b>FOR REPAIR AND RENOVATION PERMIT APPLICATIONS</b>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. A private design/building professional who is registered with QC E-services</p> <p>2. Pre Evaluation (Non-Technical Evaluation of Documentary Requirements)</p> <p>3. Confirmed Online Appointment</p> <p>4. Duly accomplished Unified Building 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>5. Copy of previous building plans (as approved), if repair or renovation works involve structural members.</p> <p>***When neither previous permits, certificates or approved plans are available, submit a Request for Building Inspection with the Annual Building Inspection Division (ABID) to secure a Building Renovation Clearance.</p>	<p>To be submitted by the applicant. If the 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>1. Design Layout showing extent of repair (with wet sign &amp; seal of private design professional)</p> <p>2. Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</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>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>	
<b>FOR FENCING PERMIT APPLICATIONS</b>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. A private design/building professional who is registered with QC E-services</li> <li>2. Pre Evaluation (Non-Technical Evaluation of Documentary Requirements)</li> <li>3. Confirmed Online Appointment</li> <li>4. Duly accomplished Unified Building Permit Application Form</li> </ol>	<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> <ol style="list-style-type: none"> <li>1. 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>2. Additional legal documents 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> <li>3. Duly accomplished and notarized Affidavits.</li> </ol> <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>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.</p> <p>To be submitted by the applicant.</p>
<p><b><u>TECHNICAL:</u></b></p> <ol style="list-style-type: none"> <li>1. Building Plans (with wet sign &amp; seal of private design professional)</li> <li>2. Lot plan (indicating the length of the fence, location and width of the gate/ opening)</li> <li>3. Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online. Structural Analysis if fence is more than 1.80 M High.</li> </ol> <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>	<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>

**FOR STAND-ALONE: SANITARY/PLUMBING PERMIT; MECHANICAL PERMIT; and**



ELECTRONICS PERMIT APPLICATIONS	
<b><u>BASIC REQUIREMENTS:</u></b> <ol style="list-style-type: none"> <li>Confirmed Online Appointment</li> <li>A private design/building professional who is registered with QC E-services</li> <li>Duly accomplished Unified Building Permit Application Form</li> </ol>	Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); <u>create an account and log in.</u>
<b><u>TECHNICAL:</u></b> <ol style="list-style-type: none"> <li>Building Plans (with wet sign &amp; seal of private design professional)</li> <li>Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ol> <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>	To be submitted by the applicant.  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>
FOR TEMPORARY SIDEWALK ENCLOSURE PERMIT APPLICATIONS	
<b><u>BASIC REQUIREMENTS:</u></b> <ol style="list-style-type: none"> <li>Confirmed Online Appointment</li> <li>A private design/building professional who is registered with QC E-services</li> <li>Duly accomplished Permit Application Form</li> <li>Barangay Clearance</li> <li>MMDA Clearance for National Roads, for sidewalk enclosure and/or road canopy</li> </ol>	Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); <u>create an account and log in.</u>  Barangay Hall having territorial jurisdiction MMDA
<b><u>TECHNICAL:</u></b> <ol style="list-style-type: none"> <li>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)</li> <li>Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ol> <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>	To be submitted by the applicant.  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>
FOR PERMIT TO INSTALL ACCELEROGRAPH	
<b><u>BASIC REQUIREMENTS:</u></b> <ol style="list-style-type: none"> <li>Confirmed Online Appointment</li> <li>A private design/building professional who is registered with QC E-services</li> <li>Duly accomplished Permit Application Form.</li> </ol>	Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); <u>create an account and log in.</u>
<b><u>TECHNICAL:</u></b>	



<ol style="list-style-type: none"> <li>1. Equipment specifications (with wet sign and seal of private professional)– one to one correspondence (Supplier)</li> <li>2. Structural Plans indicating the actual location of the accelerogram units (with wet sign and seal of private professional)</li> <li>3. 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)</li> <li>4. Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ol> <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>	<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>To be submitted by the applicant.</p> <p>To be submitted by the applicant.</p>
<b>FOR SIGN PERMIT (NEW / RENEWAL: BUSINESS SIGN (GROUND SIGN), BILLBOARD – WALL MOUNTED / WALL STICKER / ROOF MOUNTED)</b>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Sign Permit Application Form</li> </ol>	<p>Visit <a href="https://qceservices.quezoncity.gov.ph/">(https://qceservices.quezoncity.gov.ph/)</a>; create an account and log in.</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>	
<b>FOR EXCAVATION PERMIT (UTILITIES)</b>	
<b>FOR EXCAVATION PERMIT/ CLEARANCE (COMPLEX – PROJECT BASIS)</b> <b>New Applications</b>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Excavation Permit Application Form.</li> </ol>	<p>Visit <a href="https://qceservices.quezoncity.gov.ph/">(https://qceservices.quezoncity.gov.ph/)</a>; create an account and log in.</p>
<b>FOR EXCAVATION PERMIT/ CLEARANCE (SIMPLE)</b> <b>(Individual New Water Connection – Maynilad / Manila Water only; Pole Installation / Erection – Meralco only)</b>	
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Excavation Permit Application Form</li> </ol>	<p>Visit <a href="https://qceservices.quezoncity.gov.ph/">(https://qceservices.quezoncity.gov.ph/)</a>; create an account and log in.</p>
<b>FOR EXCAVATION PERMIT/ CLEARANCE – Request for Extension</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 Excavation Permit Application Form				
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
<b>How to Register as Professional</b>				
1. Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); create an account and log in.  Click on the “Building Permit One-Stop-Shop” and choose “Professional Registration”. Select your profession you want to register and upload your updated PRC and PTR.  <i>Note: Please advise your Private Design/ Building Professional to likewise create their own QCE- services account in order to proceed to tagging of professionals and encoding of technical details.</i>	1. None	None	Real time	<i>Applicant</i>
<b>How to file your application</b>				
1. Applicant will pay Initiatory / Filing / Inspection fees required.  On the appointment date, submit complete documentary requirements at the drop-off terminals/ kiosk located at the ground floor- Receiving Section.	1. N/A	For Building Permit Applications: Payment amounting Php 200.00 intended for filing/ initiation fees for each Department	Real Time	<i>Applicant and City Treasury Office</i>

		namely Zoning Administrati on Unit – Locational Clearance and Bureau of Fire Protection with a total of Php 400.00		
2. On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor- Receiving Section.	2. N/A	For Building Permit Applications: Payment amounting Php 200.00 intended for		
	2.1. Check for completeness of documents as per Generated Checklist. <ul style="list-style-type: none"> <li>• Simple Applications</li> <li>• Complex Applications</li> <li>• Highly Technical Applications</li> </ul>	filing/ initiation fees for each Department namely Zoning Administration Unit – Locational Clearance and Bureau of Fire Protection with a total of Php 400.00	30 Min. checking by receiving officer of the completeness of the documentary requirements as per generated checklist – including scanning and uploading of documents and plans for digital permit evaluation  (40 mins. to 60 mins.) for Simple Applications  (1hr. to 3 hrs.) for Complex and Highly technical applications.	<i>Receiving Officer</i> will transmit application documents to the Legal Evaluator.

	2.2. Inform the applicant, through electronic mail, if submitted documents are with deficiencies.			
	2.3. <i>Internal Process (verification and evaluation):</i> <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>		3 working days (Day 1 to Day 3) for simple applications,  7 working days (Day 1 to Day 7) for complex applications.  20 working days (Day 1 to Day 7) for highly technical applications.	Processing Division
<b>How to submit your application for Pre-Evaluation</b>				
1. Uploading encoding of Technical Details by your assigned Professional.	1. None	None		<i>Applicant</i>
2. Generate your Checklist of Requirements	2. None	None		
3. Download necessary forms and Affidavits.	3. None	None		
4. Upload Duly Accomplished Application forms.	4. None	None		
5. Upload requirements indicated in the Generated Checklist of Requirements	5. None	None		
6. Submit for Pre-Evaluation	6. None	None		
7. None	7.1. Check the uploaded requirements for completeness.	None		Receiving Section
	7.2. Issue Letter of Instruction (LOI) if the requirement is incomplete/incorrect			

How to follow up your application				
1. Log in to QC E-services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.  Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>  Or join Viber Community with QR Code posted in the lobby.  Or send us a Personal Message via Facebook Page with QR Code posted on the lobby.	1.1. If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.	None		
	1.2. If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.			
	1.3. If the application has no deficiency in DBO but has a pending evaluation with ZAU / BFP a Notice of Information (NOI) will be sent to the applicant and the private professional via registered email address.		Real Time	Central Communications Unit (CCU)/ EODB Unit
	1.4. 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.		Real Time	EODB Unit
<b>After 3 (simple permit applications) -7 (complex permit applications) -20 (highly technical permit applications) working days:</b>				
1. If the application has NO deficiencies, the applicant will receive a scanned copy of the Order of Payment via registered email	1. Claim the Order of Payment (O.P.).	None	Real Time	Releasing Staff, Releasing Section

address.				
2. If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.	2. Release the application documents to the applicant together with the Letter of Instruction (LOI).	None	5 Min.	EODB Unit at Window 1- EODB Unit located at the ground floor.
3. 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.	3.1. <i>Internal Process</i> : Evaluate corrected documents if compliant to the NBCP and other referral codes.	None		Processing Division/ Central Communications Unit/ EODB Unit
	3.2. If approved, applicants will receive a scanned copy of the Order of Payment via registered email address.			
	3.3. If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/ private professional.			
4. Pay at the Cashier of the City Treasurer's Office co-located at Windows 10, DBO Releasing Section or at City Treasurer's Office Payment Counter: Counter 3 – Signboard & Building Permit Fees  Counter 8 – Electrical Fees	4. Issue the official receipt	Refer to the Schedule of Fees		Cashier of the Quezon City Treasurer's Office Windows 10, DBO Releasing Section or at City Treasurer's Office Payment Counter: Counter 3 – Signboard & Building Permit Fees  Counter 8 – Electrical Fees
5. Return O.R. of payment.	5. Encode O.R.;		Real Time	<i>Applicant</i>

	<i>Internal Process:</i> Print the Approved Permits and release the approved documents to the applicant.		30 Min.	<i>Releasing Staff,</i> Releasing Section
6. Release printed Permits to the Applicant.  **Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.	6. <i>Internal process:</i> 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,</i> Releasing Section
<b>TOTAL:</b>		<b>None</b>	If application documents are compliant to the NBCP and other referral codes: <ul style="list-style-type: none"> <li>• <b>3 Working Days for simple application</b></li> <li>• <b>7 Working Days for complex application</b></li> <li>• <b>20 Working Days for complex application</b></li> </ul>	

## b. 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

1. Construction Activity Control Pollution Prevention System
2. Energy Efficiency Plan
3. Water Use Reduction System Involving Water Efficient Fixtures
4. Material Segregation Facility
5. Designate Smoking Area
6. 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 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
  - iii. Natural Ventilation



- iv. 55-year Electric Consumption Reduction Plan
  - v. Renewable Energy Use
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

ISSUANCE OF GREEN BUILDING PRELIMINARY CERTIFICATE	
<b>Office or Division:</b>	Permit Processing Division for Districts 1 to 6 Climate Change and Environmental Sustainability Department (CCSED) Zoning and Administration Unit (ZAU) City Treasurer's Office (CTO) City Assessor's Office (CAO) City Health Department (CHD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business
<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>	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>  For further inquiries, applicant may call the Department through 8988-4242 local 8905,8916
CHECKLIST OF REQUIREMENTS	
1. Green Building Preliminary Certificate Application Form	Applicant (send a request via email at <a href="mailto:dbo.quezoncity.gov.ph">dbo.quezoncity.gov.ph</a> )
2. PRC IDs & PTRs of Private Professionals	
3. 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)				
4. Supporting Technical documents (with wet signed & seal of Private Professional)				
5. Elective Features/Requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>How to set an appointment online</b>				
1. Send request via email at <a href="mailto:dbo.quezoncity.gov.ph">dbo.quezoncity.gov.ph</a>	1. Verify and recommend appointment slots available	None	Real Time	<i>Communications Officer</i>
<b>How to file your application</b>				
1. On the appointment date, present an appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	1.1. Check for Completeness of documents.	None	30 Min. checking by receiving officer of the completeness of the requirements as per generated checklist	<i>Receiving Officer</i>
	1.2. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).			
	1.3. <i>Internal Process:</i>  a. Verification and Evaluation  b. Evaluation and approval of other Departments/ Offices		9 Working Days (Day 2 to Day 10) for complex  11 Working Days (Day 11 to Day 21) for complex	<i>DPD Evaluators, Admin Division, and the City Building Official</i>  DBO, ZAU, BFP, CCESD, CHD, CTO
<b>How to follow up your application (after 10 working days)</b>				
1. Through telephone call at <b>8988 4242 local 8905 / 8916</b>  <b>or</b>  Through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	1. <i>Internal Process:</i>  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 Department's concern.	None	Real Time	<i>Communications Officer</i>
<b>How to get your Green Building Preliminary Certificate (after 20 working days)</b>				
1. Present the follow-up slip, a valid ID and a notarized authorization letter (if representative) to the Releasing Staff at Releasing Area and claim the certificate.	1. Release the certificate	None	20 Working Days	<i>Releasing Staff, Releasing Area</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Working Days</b>	

REVALIDATION OF BUILDING PERMIT				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter for Revalidation			To be submitted by the applicant	
2. Original Permit Issued including Locational Clearance and Fire Safety Evaluation Certificate (FSEC)				
3. Copy of Approved Plan (Site Development Plan and Architectural Plan)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
How to send your request				
1. Submit letter through electronic mail at <a href="mailto:dbo.quezoncity.gov.ph">dbo.quezoncity.gov.ph</a>	1. Acknowledges receipt of letter.	None	Real Time	Communications Officer
How to submit your requirements				
2. Submit complete documentary requirements at the Administrative Division.	2. Check for completeness of documents as per Checklist of requirements.	None	1 Working Day	Administrative Officer
Internal Process				
3. None	3.1. Forward the building plans and documents to Receiving Section for new building permit number under revalidation	None	2 Working Days	Administrative Officer
	3.2. Provide new building permit application number			Receiving Officer
	3.3. Endorsed to Zoning Administration Unit (ZAU) for update of Locational Clearance and issuance of Order of Payment			Administrative Officer
TOTAL:		None	3 Working Days	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
After the issuance of revalidated Location Clearance and Order of Payment from ZAU				
4. None	4.1. Internal Process: Received Locational Clearance from ZAU	None	1 Working Day	Administrative Officer
	4.2. Forwarded to Billing for new Order of Payment Approval of City Building Official		1 Working Day	Billing Officer
5. Releasing of Order of Payment	5. None	None	30 Min.	Releasing Officer

6. Payment of Order of Payment at the Cashier of the City Treasurer's Office	6. None	None	None	<i>Cashier of the Quezon City Treasurer's Office at Windows 13 or 14</i>
7. Return O.R. of payment to Releasing Officer at Window-10	7.1. Encode O.R.;	None	Real Time	<i>Releasing Staff, Releasing Section</i>
	7.2. <i>Internal Process:</i> Print the Approved Permits and release the approved documents to the applicant.			
8. Release printed Permits to the applicant.	8. None	None	Real Time	<i>Releasing Staff, Releasing Section</i>
<b>TOTAL:</b>			<b>2 Working Days and 30 Min.</b>	

<b>AMENDATORY BUILDING PERMIT</b>				
<b>Office or Division:</b>	Permit Applications are processed in collaboration with the following: 1. DBO thru Permit Processing Divisions 1 to 6, Non-DPD, Signboard and Utilities Division (SUD); 2. Zoning Administration Unit (ZAU); and 3. Bureau of Fire Protection (BFP)			
<b>Classification:</b>	Simple, Complex, and Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality changes to the building plans (as approved), for a building/structure or any person thereof the jurisdiction within the Quezon City shall apply for an Amendatory Building Permit.			
<b>Documentary requirements:</b>	1. As-built plans (with wet sign and seal of private professionals) 2. Filled-up Unified Application Forms 3. Supporting Technical Documents (with wet sign and seal of private professionals)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>How to file your application</b>				
1. Submit complete Documentary requirements at the drop-off terminals/ kiosk located at Receiving Section, Ground Floor, or Window 1 Ease of Doing Business (EODB) Unit	1.1. N/A	Filing Fee for ZAU and BFP	Real Time	<i>Receiving Officer will transmit application documents to the Legal Evaluator.</i>
	1.2. <i>Internal Process (verification and evaluation):</i> • (Day 1 to Day 3) for Simple Applications		3 Working Days (Day 1 to Day 3) for simple applications	Processing Division

	<ul style="list-style-type: none"><li>• (Day 1 to Day 7) for Complex Applications</li><li>• (Day 1 to Day 20) for Highly Technical Applications</li></ul>		7 Working Days (Day 1 to Day 7) for complex applications  20 Working Days (Day 1 to Day 7) for complex applications.	
<b>How to follow up your application</b>				
2. Log in to QC E-services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.  Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>  Or join Viber Community with QR Code posted on the lobby.  Or send us a Personal Message via Facebook Page with QR Code posted on the lobby.	2.1. If application has NO Deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.	None	Real Time	Central Communications Unit (CCU)/ EODB Unit
	2.2. If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.			
	2.3. If the application has no deficiency in DBO but has a pending evaluation with ZAU / BFP a Notice of Information (NOI) will be sent to the applicant and the private professional via registered email address.			
	2.4. 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.		Real Time	EODB Unit
<b>After 3 (simple permit applications) - 7 (complex permit applications) - 20 (highly technical permit applications) Working Days:</b>				
3. If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email	3. Claim the Order of Payment (O.P.).	None	Real Time	Releasing Staff, Releasing Section.

address				
4. If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.	4. Release the application documents to the applicant together with the Letter of Instruction (LOI).		5 Min.	EODB Unit at Window 1- EODB Unit located at the ground floor.
5. 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.	5.1. <i>Internal Process:</i> Evaluate corrected documents if compliant to the NBCP and other referral codes.			Processing Division/ Central Communications Unit/EODB Unit
	5.2. If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.			
	5.3. If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/private professional.			
6. Pay at the Cashier of the City Treasurer's Office co-located at Windows 10, DBO Releasing Section or at City Treasurer's Office Payment Counter: Counter 3 – Signboard & Building Permit Fees  Counter 8 – Electrical Fees	6. Issue the official receipt	Refer to the Schedule of Fees		Cashier of the Quezon City Treasurer's Office at Windows 10, DBO Releasing Section or at City Treasurer's Office, Payment Counter: Counter 3 – Signboard & Building Permit Fees  Counter 8 – Electrical Fees)
7. Return O.R. of payment.	7.1. Encode O.R.;	None	Real Time	<i>Applicant</i>
	7.2. <i>Internal Process:</i> Print the Approved Permits and release the Approved documents to the applicant.	None	30 Min.	<i>Releasing Staff, Releasing Section.</i>
8. Release printed Permits to the applicant.	8. <i>Internal process:</i> Scanned copies of the building plans as basis for the Permit will be sent to		Real Time  If application documents are	<i>Releasing Staff, Releasing Section.</i>

<p><b><i>**Printed Permits will be delivered to the applicant if unclaimed within three (3) Working Days from issuance.</i></b></p>	<p>the applicant's registered email address.</p>		<p>compliant to the NBCP and other referral codes:</p> <p>(3 Working Days for simple application)</p> <p>(7 Working Days for complex application)</p> <p>(20 Working Days for complex application)</p>	
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p>If application documents are compliant to the NBCP and other referral codes:</p> <ul style="list-style-type: none"> <li>• <b>3 Working Days for simple application</b></li> <li>• <b>7 Working Days for complex application</b></li> <li>• <b>20 Working Days for complex application</b></li> </ul>	

## 2. Issuance of Final Certificates (Certificate of Occupancy, Certificate of Use/Certificate to Operate)

A certificate of occupancy or certificate of use/certificate to operate 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>	Permit Applications are processed in collaboration with the following: 1. DBO thru Permit Processing Divisions 1 to 6, Non-DPD; 2. Zoning Administration Unit (ZAU); and 3. Bureau of Fire Protection (BFP)
<b>Classification:</b>	Simple, Complex, and Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
<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.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Basic Requirements:</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> ); create an account and log in.
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		
4. Duly accomplished and notarized Affidavits.		To be submitted by the applicant. Affidavits are provided by the applicant's QC E-services account as part of the printable forms/ affidavits.
<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>		
<b>For Certificates Of Final Electrical Inspection</b>		
<b>Basic Requirements:</b>		
1. Confirmed Online Appointment	2. A private design/ building professional who is registered with QC E-services 3. Duly accomplished Permit Application Form	Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); create an account and log in.
2. A private design/ building professional who is registered with QC E-services		
3. Duly accomplished Permit Application Form		
4. Copy of previous building plans (if repair or renovation works involves structural		To be submitted by the applicant



members)	<p>If the applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division.</p> <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>1. 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>	1. N/A	None	Real Time	<i>Applicant</i>
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#### **How to file your application**

<p>2. Applicants will pay Initiatory/filing /inspection fees required.</p> <p>On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor- Receiving Section.</p>	2.1. None	Payment amount will be assessed by Bureau of Fire Protection intended for fire inspection fee.	Real Time	<i>Applicant, Bureau of Fire Protection and City Treasury Office</i>
	2.2. None	None	Real-Time	<i>Applicant</i>
	2.3. Check for completeness of documents as per Generated Checklist.	None	30 Min. checking by receiving officer of the completeness of the documentary requirements as per generated checklist	<i>Receiving Officer will transmit application documents to the Legal Evaluator.</i>
	Inform applicant, through electronic mail, if submitted documents are with deficiencies.			
	2.4. <i>Internal Process</i>	None	3 Working Days (Day 1 to Day	Processing Division

	<p>(Verification and Evaluation):</p> <p>(Day 1 to Day 3) for Simple Applications</p> <p>(Day 1 to Day 7) for Complex Applications</p> <p>(Day 1 to Day 20) for Highly Technical Applications</p>		<p>3) for simple applications,</p> <p>7 Dorking Days (Day 1 to Day 7) for complex applications.</p> <p>20 Dorking Days (Day 1 to Day 7) for complex applications.</p>	
<b>How to follow up your application</b>				
<p>3. 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 in the lobby.</p> <p>or send us a Personal Message via Facebook Page with QR Code posted on the lobby.</p>	3.1. If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.	None	Real Time	Central Communications Unit (CCU)/ EODB Unit
	3.2. If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.			
	3.3. If the application has no deficiency in DBO but has a pending evaluation with BFP a Notice of Information (NOI) will be sent to the applicant and the private professional via registered email address.			
	3.4. When the		Real Time	EODB Unit

	applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will submit at Window 1- EODB Unit located at the ground floor.			
<b>After 3 (simple permit applications) - 7 (complex permit applications) - 20 (highly technical permit applications) Working Days:</b>				
4. If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.	4. Claim the Order of Payment (O.P.).	None	Real Time	<i>Releasing Staff, Releasing Section.</i>
5. If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.	5. Release the application documents to the applicant together with the Letter of Instruction (LOI).	None	5 Min.	EODB Unit at Window 1- EODB Unit located at the ground floor.
6. 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.	6.1. <i>Internal Process:</i> Evaluate corrected documents if compliant to the NBCP and other referral codes.	None		Processing Division/ Central Communications Unit/ EODB Unit
	6.2. If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.			
	6.3. If the documents are still deficient, another Letter of Instruction (LOI)			

	will be sent to the applicant/ private professional.			
7. Pay at the Cashier of the City Treasurer's Office at Windows 10, DBO Releasing Section or at City Treasurer's Office Payment Counter: Counter 3 – Signboard & Building Permit Fees  Counter 8 – Electrical Fees	7. Issue the official receipt	Refer to the Schedule of Fees		<i>Cashier</i> of the Quezon City Treasurer's Office at Windows 10, DBO Releasing Section or at City Treasurer's Office Payment Counter: Counter 3 – Signboard & Building Permit Fees  Counter 8 – Electrical Fees
8. Return O.R. of payment.	8.1. Encode O.R.;	None	Real Time	<i>Applicant</i>
	8.2. <i>Internal Process</i> : Print the Approved Permits and release the approved documents to the applicant.		30 Min.	<i>Releasing Staff, Releasing Section</i>
9. Release printed Permits to the applicant.  <i>**Printed Permits will be delivered to the applicant if unclaimed within three (3) Working Days from issuance.</i>	9. None	None	Real Time	<i>Releasing Staff, Releasing Section</i>
<b>TOTAL:</b>		<b>None</b>	If application documents are compliant to the NBCP and other referral codes: <ul style="list-style-type: none"> <li>● <b>3 Working Days for application</b></li> <li>● <b>7 Working Days for complex application</b></li> <li>● <b>20 Working Days for complex application</b></li> </ul>	

FOR ISSUANCE OF GREEN BUILDING FINAL CERTIFICATE				
1. Green Building Final Certificate Application form		Applicant ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )		
2. PRC IDs & PTRs		Applicant		
3. 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.		
4. Supporting technical documents (signed & sealed)		Applicant ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )		
5. Letter request for Composite Inspection		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>How to set an appointment online</b>				
1. 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.	1.1. Verify and recommend appointment slots available on the system.	None	Real Time	<i>Communications Officer</i>
<b>How to file your application</b>				
1. On the appointment date, present appointment slip and submit complete application documents together with the letter request for composite inspection at the Receiving Area.	1.1. Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).	None		<i>Receiving Officer and Communications Officer</i>
	1.2. <i>Internal Process:</i> a. Evaluation of submitted documents  b. Coordination with other Departments / Offices in relation to Composite Inspection		3 Working Days  Real Time	<i>DPD-Inspector, DPD Chief, and the City Building Official; DBO, CPDO, BFP, CCESD, CHD, CTO</i>
<b>How to follow up your application (after 3 Working Days)</b>				
1. Through telephone call at <b>8988 4242 local 8905 / 8916</b>  Through our official website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>  Through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>  <b>Or</b>	1. <i>Internal Process:</i> Update applicant as to the response of other Departments/ Offices  <b>Note:</b> This Department is done with its internal process, however, the inspection is subject to the availability of the Departments concerned.	None	Real Time	<i>Communications Officer</i>

Through text: STATUS<space> Departments APPLICATION NUMBER and send to <b>09509035771</b>				
<b>How to get your Green Building Final Certificate (after 20 Working Days):</b>				
1. Set appointment date and present follow-up slip, valid ID, authorization letter (if representative).	1. Release the Green Building Final Certificate		45 Min.	<i>Releasing Staff, Releasing Area.</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Working Days</b>	

### 3. Issuance of Certificates of Building Maintenance 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.

- Annual Building Inspection Certificate
- Certificate of Annual Electrical Inspection
- Certificate to Operate Machineries
- Annual Certificate of Operations of Existing Electronics Equipment/Device
- Certificate of Annual Plumbing/Sanitary Inspection

<b>Office or Division:</b>	Annual Building Inspection Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government
<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>	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> .  For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916, 8910

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Building/ Structure / Electrical / Mechanical / Electronics / Plumbing / Sanitary				
1. Request for inspection Form (completely filled-up)			Applicant ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )	
2. Photocopy of Certificate of Occupancy			Applicant	
3. Certificate of Structural Stability (for buildings 15 years old and older)			Applicant	
4. Structural Stability Assessment Report (signed and sealed)			Applicant	
5. Notarized Joint Certification: Building Owner / Administrative and Person In- Charge of Maintenance (Civil / Structural / Electrical / Mechanical / Electronics / Sanitary Engineers and Master Plumber)			Applicant	
6. Photocopy of updated Fire Safety Inspection Certificate			Applicant	
7. Preventive Maintenance Report and Electrical Insulation Resistance Test Result			Applicant	
8. Certification of Existing Condition of Electrical Installation (from a licensed electrical practitioner)			Applicant	
9. Previous Mechanical Permit or Certificate			Applicant	
10. Certification & Test Result from service provider/ installers of Elevator, Escalator, Boiler, Pressure Vessel, Tower Crane, if applicable			Applicant	
11. Safety & Health Committee; Records of Safety Activities; Monthly Meetings, if applicable			Applicant	
12. Occupational Safety and Health Officer			Applicant	
13. Photocopy of Electronics Permits & Certificate			Applicant	
14. Photocopy of Plumbing/Sanitary & Certificate			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESS	PERSON

		BE PAID	ING TIME	RESPONSIBLE
How to file your application				
1. Request an Inspection through email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a> <a href="http://ov.ph">ov.ph</a>	1.1. Routing of request to the concerned Division	None	Real Time	<i>Communications Officer</i>
	1.2. <i>Internal process:</i> Preparation of Mission Order and Inspection Template		Within 15 Working Days	BMCD Technical Inspector Team, Senior Engineers, Encoders and BMCD Chief
	1.3. Conduct annual inspection, evaluate the inspection report and issue the order of payment (OP).			
How to get your OP (after fifteen (15) working days):				
1. Set an appointment through telephone call at 8988-4242 local 8905/8916/8910  Proceed to the Building Maintenance Compliance Division and get the OP from the BMCD Staff, or wait for the BMCD Technical Inspector to deliver your OP.  ***The applicant has an option to either personally claim the OP or delivered to them to an agreed location through a private courier	1. Release the OP.	None	5 Min.	<i>BMCD Staff</i>  <i>BMCD Technical Inspector</i>  <i>Officer of the Day</i>
2. Pay the Annual Inspection Fee at the City Treasurer's Office	2. Receive payment and issue Official Receipt (OR).	None	Real Time	<i>Cashier, City Treasurer's Office</i>
3. Set an appointment through telephone call at 8988-4242 local 8905/8916/8910  Submit a copy of the OR and the documentary requirements to the BMCD Officer of the Day (O.D.) or to a BMCD Staff and come back after 7 working days to get your certificates.	3.1. Receive the copy of the OR and the documentary requirements, and forward to BMCD Senior Engineers for processing.	None	5 Min.	<i>BMCD O.D. or BMCD Staff</i>
	3.2. <i>Internal Process:</i> Processing of the certificates of annual inspections		5 Working Days	<i>BMCD Senior Engineers, BMCD Chief and the City Building Official</i>
How to get your annual inspection certificates (7 working days after the submission of copy of the OR and required documents stated above):				
1. Set an appointment through telephone call at	1. Release the certificates		5 Min.	<i>BMCD Staff</i>



<b>8988-4242 local 8905/8916.</b> Go back to BMCD and get your annual inspection certificates from the BMCD Staff				
<b>TOTAL:</b>		<b>None</b>	<b>Within 20 Working Days</b>	

#### 4. Issuance of Certificates of Record

<b>Office or Division:</b>	Administrative Division			
<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, including any agency or instrumentality of the government who requires certification of permit records issued by this department.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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>How to file a request</b>				
1. Submit request letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a> .	1.1. Forward acknowledgement receipt to client/requestee.	None	Real Time	<i>Communications Officer</i>
	1.2. <i>Internal Process:</i> a. Verify system records. b. Instruct client/requestee regarding the payment details. c. Submit certificate through mail.	None	3 Days	<i>Communications Officer, IT Officer</i>
<b>How to follow up your request (after 3 Working Days)</b>				
1. Through telephone call at 988 4242 local 8905 / 8916 or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	1. Update applicant as to the status of the communication	None	Real Time	<i>Communications Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days from receipt of letter request</b>	

## 5. 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>	G2C – Government to Citizen G2B – Government to Business			
<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>	
1. 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>How to file a request</b>				
1. Submit request letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a> .	1. Forward acknowledgement receipt to client/requestee.	None	Real Time	<i>Communications Officer</i>
<b>Internal Process:</b>				
1. None	1. 1st Letter Reply Complaint for Inspection  Mission Order	None	1 Working Day	<i>Legal Staff / Clerical Staff</i>
	2. Conducts Ocular Inspection as instructed.  Prepares inspection report	None	7 Working Days	<i>Inspection Unit (IAD Inspectors)</i>
	3. Reviews and approves report  Transmit to Administrative Division to Certification	None	1 Working Day	<i>Inspection Unit Chief</i>
	4. Certification from Admin Division (2011-Present)	None	1 Working Day	<i>Communications Officer</i>
	5. CDO/ Position Paper  Necessary Order	None	6 Working Days	<i>Legal Staff / Clerical Staff</i>
	6. IAD Chief and OBO Approval	None	3 Working Days	<i>IAD Chief and City Building Official</i>
	7. Prepares the necessary output	None	1 Working Day	<i>Legal Staff / Clerical Staff</i>

How to follow up your request (after 3 working days)				
1. Through telephone call at 988 4242 local 8905 / 8916 or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	1. Update applicant as to the status of The communication	None	Real Time	<i>Communications Officer</i>
How to get your request (after 20 working days)				
1. None	1. Through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	None	Real Time	<i>Communications Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Working Days from receipt of letter</b>	

## 6. Attend Questions / Queries / Complaints / Concerns

<b>Office or Division:</b>	Department of the Building Official through the Administrative Division - Central Communications Unit (CCU)			
<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, including any agency or instrumentality of the government who requires certification of permit record issued by this department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>How to address your concern</b>				
1. Submit letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	1.1. Acknowledges receipt of letter.	None	Real Time	<i>Communications Officer</i>
	1.2. <i>Internal Process:</i> a. Transmits / routes communication letter to Division as instructed. b. Prepares necessary output		1 to 3 Days	
<b>TOTAL:</b>		<b>None</b>	<b>1 to 3 Days from receipt of letter</b>	

# DEPARTMENT OF PUBLIC ORDER AND SAFETY

## External Services

### 1. Recruitment And Hiring Of DPOS Personnel Under Contract Of Service (COS)

Recruitment and hiring of Department of Public Order and Safety (DPOS) personnel under Contract of Service (COS) is the temporary measure implemented by this department to augment the existing workforce for a particular program / project. The services of these COS personnel are subject for renewal semi-annually depending on the need and performance of the personnel.

Office or Division:	Administrative Division		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All interested applicants who meet educational criteria ranging from high school graduates to postgraduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent (1) Original Copy  <b>Remarks:</b> Letter of intent should include: a. Desired position title b. Specific skills that match the job requirements c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City		Applicant / Client	
2. Personal Data Sheet - CS Form No. 212, Revised 2017 (4) Original Copy  <b>Remarks:</b> The Personal Data Sheet (PDS) should be fully accomplished and notarized.  You may download the Personal Data Sheet (PDS) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		Civil Service Commission - Regional Field Office	
3. Highest Educational Diploma (1) Original Copy and (1) Photocopy  <b>Remarks:</b> The original diploma is required for verification purposes only. This will be returned to the applicant after validation.		Applicant's Attended School / College / University - Registrar	
4. Birth Certificate (1) Original Copy and (1) Photocopy		Philippine Statistics Authority - Civil Registry System Outlet	
5. Drug Test Result (1) Original Copy and (1) Photocopy  <b>Remarks:</b>		Department of Health (DOH) Accredited Drug Testing Laboratory / Hospital - N/A	

Provide the original receipt of payment along with the Drug Test Result.				
6. NBI Clearance (1) Original Copy and (1) Photocopy		National Bureau Investigation - Any NBI Satellite Office		
<b>If Applicable Only:</b>		Philippine Statistics Authority		
7. Certificate of Civil Service Eligibility or PRC Rating (1) Original Copy And (1) Photocopy		Civil Service Commission - Public Assistance and Information Office		
8. Marriage Certificate (1) Original Copy and (1) Photocopy		Philippine Statistics Authority - Civil Registry System Outlet		
9. Transcript of Records (1) Original Copy and (1) Photocopy		Applicant's Attended School / College / University - Registrar		
<b>Remarks:</b> The original Transcript of Record is required for verification purposes only. This will be returned to the applicant after validation.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent along with all the required documents  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1. Checks and receives the application and informs the applicant to wait for a text notification from the Administrative Personnel	None	3 Min.	Administrative Officer III, Administrative Division
	1.2. Records the document and prepares a routing slip, then forwards the application to the Chief Administrative Officer		2 Min.	
	1.3. Evaluates the qualifications of the applicant and prepares a recommendation for the Department Head's instruction		15 Min.	Chief Administrative Officer, Administrative Division
	1.4. Reviews the recommendation and instructs the Chief Administrative Officer on whether to consider or reject the applicant		30 Min.	City Government Department Head III, Department of Public Order and Safety
	1.5. Instructs the Administrative Clerk to include the applicant's name in the master list of applicants or to notify the applicant of his non-qualification based on the department's current requirements		30 Min.	Chief Administrative Officer, Administrative Division
	1.6. Records the applicant's name in the master list and informs him of his application status		15 Min.	Administrative Officer I, Administrative Division
	1.7. Schedules applicant		30 Min.	Chief

	interviews			<i>Administrative Officer, Administrative Division</i>
	1.8. Notifies the DPOS Selection Committee members of the interview date and time		30 Min.	<i>Administrative Officer I, Administrative Division</i>
	1.9. Notifies the applicant via email or text of the date and time of his initial interview with the DPOS Selection Committee		1 Hour	<i>Administrative Officer I, Administrative Division</i>
2. Applicant appears on the scheduled date and time of the interview specified by the Admin Clerk  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	2.1. Orients the applicant on the interview process		30 Min.	
	2.2. Interviews the applicant		20 Min.	Selection Committee, Department of Public Order and Safety
	2.3. Gathers the evaluation and score sheets from Selection Committee members after all applicant interviews and tabulates the results		1 Hour	<i>Administrative Officer I, Administrative Division</i>
	2.4. Submits the tabulated results to the Chief Administrative Officer		20 Min.	
	2.5. Reviews the tabulation and presents it to the Department Head for further instructions		15 Min.	<i>Chief Administrative Officer</i>
	2.6. Identifies successful applicants and directs the Chief Administrative Officer to proceed with the hiring process		30 Min.	<i>City Government Department Head III, Department of Public Order and Safety</i>
	2.7. Notifies the successful applicant to submit all required documents within five days		15 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	2.8. Awaits the submission of documents from the applicant		5 Days	<i>Administrative Officer I/II, Administrative Division</i>
3. Submits all documentary requirements to the	3.1. Receives and verifies the completeness and authenticity of the documents and informs the applicant that he will be		2 Hours	<i>Administrative Officer I, Administrative Division</i>

Department of Public Order and Safety  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS)	notified for the signing of contract / appointment			
	3.2. Prepares the contract for the newly hired applicant		1 Hour	
	3.3. Gathers all necessary documents for contract signing and notifies the successful applicant to report for signing and orientation		2 Days	
4. Reports to the DPOS on the specified date for contract signing and orientation  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	4.1. Orients the applicant on the terms and conditions before the contract signing		30 Min.	<i>Chief Administrative Officer,          Administrative Officer</i>
5. Signs the contract  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building Notes / Instructions: The contract release is dependent on the availability of the Heads/OICs of the departments concerned for hiring	5.1. Ensures that newly hired personnel sign the contract as a Contract of Service employee of the DPOS for the designated semester and endorses it to the Chief Administrative Officer for approval		1 Hour	<i>Administrative Officer I,          Administrative Division</i>
	5.2. Receives and affixes initials on the contract		10 Min.	<i>Chief Administrative Officer,          Administrative Officer</i>
	5.3. Affixes signature on the Contract of Service of newly hired applicant		20 Min.	<i>City Government Department Head III,          Department of Public Order and Safety</i>
	5.4. Forwards the signed contract to the Human Resource and Management Department for processing and		30 Min.	<i>Administrative Officer I,          Administrative Division</i>



	the City Mayor's signature			
	5.5. Awaits the approval of the contract		10 Days	<i>Administrative Officer I, Administrative Division</i>
	5.6. Receives approved contract and notifies newly hired Contract of Service personnel to report immediately		30 Min.	
6. Reports to work  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	6.1. Welcomes the newly hired Contract of Service personnel and orients him on his functions within the department		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>18 Days, 5 Hours, and 15 Min.</b>	

**Note:**

The processing time for some agency and client actions may differ, as it may depend on the availability of the signatories and the compliance of the client.

## 2. Hiring Process For Plantilla Personnel In The Department Of Public Order And Safety

The Department adheres to the Civil Service Commission's rules on appointments and other HR actions for hiring Plantilla personnel. This ensures that all hiring procedures are transparent and comply with national standards. The process is managed by our Human Resource Management Department (HRMD) to maintain integrity and fairness in employee selection.

<b>Office or Division:</b>	Administrative Division, Human Resource Management
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All qualified applicants interested in vacancies within the department
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>APPLICANTS</b>	
1. Letter of Intent (1) Original Copy  <b>Remarks:</b> Letter of intent should include: a. Desired position title b. Specific skills that match the job requirements c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City	Applicant / Client
2. Personal Data Sheet - CS Form No. 212, Revised 2017 (3) Original Copy  <b>Remarks:</b> The Personal Data Sheet (PDS) should be fully accomplished and notarized.  You may download the Personal Data Sheet (PDS) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>	Civil Service Commission - Regional Field Office
3. Passport - Size Picture (3) Original Copy  <b>Remarks:</b> Attach one (1) recent passport-size picture to each set of the PDS. The photo must contain a hand-written name tag, legibly showing signature over printed full name. Pictures must be taken within the last six (6) months. Computer generated or photocopied pictures are not acceptable.	Applicant / Client
4. Work Experience Sheet (3) Original Copy  <b>Remarks:</b> You may download the Work Experience Sheet at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>	Civil Service Commission - Regional Field Office
5. Training Certificates (1) Original Copy And (2) Photocopy  <b>Remarks:</b>	Applicant / Client



d. Urinalysis				
12. Original PSA-issued Birth Certificate (1) Original Copy And (2) Photocopy		Philippine Statistics Authority - Civil Registry System Outlet		
13. Valid NBI Clearance (1) Original Copy And (2) Photocopy		National Bureau Investigation - Any NBI Satellite Office		
14. Notarized Affidavit of No Relation to the Appointing / Recommending Authority (1) Original Copy And (2) Photocopy		Department of Public Order and Safety - Administrative Division		
15. Certificate of Lone Candidate (1) Original Copy And (2) Photocopy		Department of Public Order and Safety - Administrative Division		
16. Evaluation Report (1) Original Copy And (2) Photocopy		Department of Public Order and Safety - Administrative Division		
<b>If Applicable Only</b>				
1. Performance rating in the last rating period (1) Original Copy And (2) Photocopy		Previous / Current Government Employer - Human Resource Department / Office		
<b>Remarks:</b> Provide only if with previous government service				
2. Marriage Certificate (1) Original Copy And (2) Photocopy		Philippine Statistics Authority - Civil Registry System Outlet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete application requirements via email, courier, or walk-in  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building If Online: <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>  <b>Remarks:</b> Only shortlisted applicants with complete requirements and applied within the application period will be contacted for the formal assessment process.	1.1. Checks and records the application for routing, then forwards it to the Chief Administrative Officer	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
	1.2. Evaluates the application to determine applicant's eligibility, then creates a shortlist of candidates		20 Min.	
	1.3. Forwards the shortlisted applicants to the Chief Administrative Officer for approval		10 Min.	
	1.4. Completes the assessment of the shortlisted candidates and finalizes list for the scheduled interview		1 Hour	<i>Chief Administrative Officer, Administrative Division</i>
	1.5. Informs and schedules interviews for shortlisted applicants based on the availability of the DPOS Selection Committee		20 Min.	<i>Administrative Officer I, Administrative Division</i>
2. Attends the scheduled	2.1. Conducts interviews with the shortlisted		4 Hours	<i>Selection Committee.</i>

preliminary interview  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	applicants			Department of Public Order and Safety
	2.2. Gathers the evaluation and score sheets from Selection Committee members after interview, then tabulates the results		1 Hour	<i>Administrative Officer I, Administrative Division</i>
	2.3. Reviews the tabulation and presents it to the Department Head for further instructions		2 Hours	<i>Chief Administrative Officer, Administrative Division</i>
	2.4. Identifies successful applicants and directs the Chief Administrative Officer to proceed with the hiring process		2 Hours	<i>City Government Department Head III, Department of Public Order and Safety</i>
	2.5. Notifies candidates selected from the shortlist of their successful application status		10 Min.	<i>Administrative Officer I, Administrative Division</i>
	2.6. Provides a list of requirements to be submitted for the finalization of the hiring process		5 Min.	<i>Administrative Officer I, Administrative Division</i>
3. Submits all requirements to Administrative Officer I for verification  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	3.1. Verifies all documents submitted by applicant	None	3 Hours	<i>Administrative Officer I, Administrative Division</i>
	3.2. Endorses the applicant for the Personnel Selection Board (PSB) request, including all the compiled documents of applicants for final checking and evaluation by the Human Resource Management Department (HRMD)		30 Min.	
	3.3. Scans and verifies all documents, then saves them as electronic copies		1 Hour	<i>Administrative Support Assistant, Administrative Division</i>
	3.4. Uploads and emails the verified electronic copies to the HRMD		15 Min.	
	3.5. Awaits confirmation on the schedule of the PSB from HRMD		30 Days	<i>Administrative Officer I, Administrative Division</i>
	3.6. Communicates the scheduled date and time		10 Min.	<i>Administrative Support</i>

	of the PSB to the applicant once available			<i>Assistant, Administrative Division</i>
4. Attends scheduled Personnel Selection Board (PSB) as specified by Administrative Officer I  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	4. Orients the applicant on the interview process	None	20 Min.	<i>Administrative Officer I, Administrative Division</i>
5. Awaits instruction from the Admin division regarding the effectivity of appointment  <b>Location:</b> N/A  <b>Notes/ Instructions:</b> Processing time is dependent on the availability of the signatories and the ongoing hiring protocols in place	5.1. Awaits the appointment to be signed by the City Mayor. The appointment will take effect on the date it is signed by the Mayor	None	30 Days	<i>Administrative Officer I, Administrative Division</i>
	5.2. Informs the applicant of the appointment effectivity		15 Min.	
6. Reports to work  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	6.1. Welcomes the newly hired Plantilla personnel and orients him on his functions within the department	None	30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	6.2. Provides applicant's Civil Service Commission (CSC) Appointment, Position Description Form (DBM-CSC Form No. 1), Oath of Office, and Certification of Assumption to Duty for signature, necessary for setting up their personnel file and payroll		30 Min.	<i>Administrative Officer I, Administrative Division</i>
	6.3. Offers a comprehensive orientation		3 Hours	

	on the existing rules and regulations as stipulated in the Department of Public Order and Safety (DPOS) Handbook, Quezon City Government (QCG) Handbook, and Civil Service Commission (CSC) Rules			
<b>TOTAL:</b>		<b>None</b>	<b>60 Days, 20 Hours, and 45 Min.</b>	

**Note:**

The processing time for some agency and client actions may differ, as it may depend on the availability of the signatories and the compliance of the client.

\*Service is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised July 2018.

### 3. Receiving And Processing Of Incoming Documents

The Department of Public Order and Safety ensures the systematic handling and recording of all incoming documents from internal and external sources. This service facilitates the organized receipt of complaints, requests, and various other communications directed to the department.

<b>Office or Division:</b>	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>	All constituents and citizens who need to submit documents to the department			
<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. Submits documents in person, via courier, or email  If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>	1.1. Checks and records appropriate details such as name of the sender and contact number, if received via email, the document is printed and forwarded to receiving counter	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>  <i>Security Guard II, Administrative Division</i>
2. Receives immediate acknowledgment of document receipt, whether in person, by post, or via email  If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>	2.1. Stamps the duplicate copy as received and returns it to the client if submitted in person. For documents received by post or email, the officer affixes a signature on the delivery receipt or sends an email acknowledgment		5 Min.	<i>Administrative Officer I, Administrative Division</i>  <i>Administrative Officer II, Administrative Division</i>  <i>Receiving Clerk, Administrative Division</i>
	2.2. Records the document, assigns a reference number, and forwards it to the Office of the Department Head		20 Min.	<i>Administrative Officer I, Administrative Division</i>
	2.3. Encodes the details in the Google Sheet and endorses it to the		20 Min.	<i>Administrative Officer I, Administrative Division</i>



<a href="http://y.gov.ph">y.gov.ph</a>	Chief Administrative Officer			<i>Administrative Assistant, Administrative Division</i>
	2.4. Reviews documents and forwards it to the Department Head for further instructions		20 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	2.5. Evaluates documents and provides instructions or notations to the concerned division chiefs		1 Hour	<i>City Government Department Head III, Department of Public Order and Safety</i>
	2.6. Routes the physical documents to the concerned divisions		10 Min.	<i>Administrative Officer I, Administrative Division</i>  <i>Security Guard II, Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 25 Min.</b>	

## 4. Drone Operation Clearance

The Department of Public Order and Safety (DPOS) issues clearances for drone operation to allow pilots to operate drones during specific events and programs within designated areas and times. This service ensures safe and regulated use of drones in public spaces.

<b>Office or Division:</b>	Administrative 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>	Event Organizers and Drone Pilots/Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Intent (1) Original Copy  <b>Remarks:</b> Letter of intent should include: a. Desired position title b. Specific skills that match the job requirements c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City			Applicant / 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 letter request through email or at the receiving counter of the DPOS  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Send email through <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>  <b>Note/Instruction:</b> <i>*Check General Remarks for Civil Aviation Authority of the Philippines</i>	1.1. Receives and records the letter request, then attaches a routing slip to forward it to the Chief Administrative Officer, if received via email, the document is printed and forwarded to receiving counter	None	5 Min.	<i>Administrative Officer I,</i> Administrative Division  <i>Security Guard II,</i> Administrative Division
	1.2. Checks appropriate details of the request, verifies adherence to the Civil Aviation Authority of the Philippines (CAAP) provisions*, then forwards it to the Planning Officer I for clearance preparation		20 Min.	<i>Chief Administrative Officer,</i> Administrative Division
	1.3. Prepare drone		30 Min.	<i>Planning Officer I,</i>

(CAAP) provisions.	clearance.			Administrative Division
	1.4. Checks and affixes initials on the drone clearance for the approval of the Department Head		10 Min.	Chief Administrative Officer, Administrative Division
	1.5. Approves and signs the drone clearance		2 Hours	City Government Department Head III, Department of Public Order and Safety
2. Secures approved DPOS Drone Clearance  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Send email through <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>	2.1. Records the signed clearance for release	None	5 Min.	Administrative Officer I, Administrative Division
	2.2. Releases clearance to the applicant		5 Min.	Administrative Officer I, Administrative Division  Security Guard II, Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours and 15 Min.</b>	

**Note:**

Request is subject to the adherence to the following provisions:

- Flying of drone is not intended for commercial use,
- Drone camera should weigh not more than 7kg (15 pounds),
- Flying should be done only in good weather,
- No flying should be done over densely populated areas,
- Flying should not be more than 400 feet above the ground,
- Safe distance of at least 30 meters (98 feet) from people not involved in the drone's operation,
- Drone must be within the line of sight of the drone controller

The clearance is valid only on the approved dates.

## 5. Issuance Of Rally Permit

The Department of Public Order and Safety (DPOS) grants permits for organizing public rallies, protests, or demonstrations within Quezon City. This service ensures that the event complies with local regulations, safety protocols, and public order requirements.

<b>Office or Division:</b>	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>	Individuals, organizations, or groups, including governmental or non-governmental entities, political parties, and event organizers, planning to hold public gatherings			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Intent (1) Original Copy  <b>Remarks:</b> Letter of intent should include: a. Desired position title b. Specific skills that match the job requirements c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City  <b>Note:</b> The application shall be filed at least five (5) working days before the scheduled public assembly			Applicant / Client	
<b>If public event is to be held in or around historical landmarks, heritage sites, or national shrines:</b>				
1. Clearance / Permit (1) Original Copy and (1) Photocopy			National Historical Commission of the Philippines - 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. Submits the letter request through email or at the receiving counter of the DPOS	1.1. Checks and records the letter request, then attaches a routing slip to forward it to the Chief Administrative Officer, if received via email, the document is printed and forwarded to receiving counter	None	5 Min.	<i>Administrative Officer I, Administrative Division</i>  <i>Security Guard II, Administrative Division</i>
<b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS)	1.2. Reviews appropriate details of the request, then forwards to Security Officer I to arrange a coordination meeting with the Law and Order cluster, and to Planning Officer I to seek a		20 Min.	<i>Chief Administrative Officer, Administrative Division</i>

Building  If Online: Send email through <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>	recommendation from the Quezon City Police District (QCPD)			
	1.3. Prepares endorsement letter to QCPD for their recommendations and approval of the rally		20 Min.	<i>Planning Officer I, Administrative Division</i>
	1.4. Prepares Notice of Meeting to Law and Order cluster members		20 Min.	<i>Security Officer I, Security Intelligence and Investigation Division</i>
	1.5. Checks and affixes initials on the endorsement letter and Notice of Meeting		10 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.6. Approves endorsement letter and Notice of Meeting		1 Day	<i>City Government Department Head III, Department of Public Order and Safety</i>
	1.7. Records and releases the endorsement letter and Notice of Meeting to all concerned departments		20 Min.	<i>Security Guard II, Administrative Division</i>
2. Attends the coordination meeting  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	2.1. Conducts the coordination meeting on the scheduled date	None	3 Hours	<i>Security Officer I, Security Intelligence and Investigation Division</i>
	2.2. Prepares a rally permit and/or Memorandum of Undertaking for signature of the requesting party and the Department Head once the arrangement is finalized		10 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	2.3. Affixes initials on the permit and/or Memorandum of Undertaking, then forwards it to the Department Head for approval		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	2.4. Approves and signs the rally permit and/or Memorandum of Undertaking		1 Hour	<i>City Government Department Head III, Department of Public Order and Safety</i>
3. Secures approved rally permit  <b>Location:</b>	3. Records and releases the rally permit and/or Memorandum of Undertaking to the applicant	None	5 Min.	<i>Administrative Officer I, Administrative Division</i>  <i>Security Guard II,</i>

Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building				Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 6 Hours, and 20 Min.</b>	

**Note:**

This clearance is valid only on the approved date/s.

## 6. Issuance Of Pintakasi Clearance

The Department of Public Order and Safety (DPOS) issues the Pintakasi Clearance for organizing public events such as cockfighting. Barangay-sponsored cockfighting activities will be granted provided they fall within the corresponding dates of their patronal fiesta. This clearance ensures that these events comply with Quezon City Ordinances SP-2285, S-2014, and SP-2773, S-2018, which regulate the operation of various games of chance, including cockfighting, electronic games (E-Games), bingo, and other gambling activities, whether manual, mechanical, electronic, or internet-based, within the city.

<b>Office or Division:</b>	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>	Barangay officials, Non-Governmental Organizations (NGOs), community groups, or associations planning to hold events involving cockfighting within Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1) Original Copy  <b>Remarks:</b> Letter of intent should include: a. Desired position title b. Specific skills that match the job requirements c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City		Applicant / Client		
2. Barangay Resolution (1) Photocopy		Office of the Sangguniang Barangay - Special Review Committee on Barangay Ordinance		
3. Certification on Special Review Committee on Barangay Ordinances (1) Photocopy		Office of the Secretary to the Sangguniang Panlungsod - Ordinance and Resolution Section		
4. Committee Report (1) Photocopy		Quezon City Council - The Committee on Games and Amusement		
5. Certificate of Compliance (1) Photocopy		Barangay and Community Relations Department - Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all requirements needed for Pintakasi Clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department	1.1. Checks and records the completeness of the documents, then attaches a routing slip to forward it to the Chief Administrative Officer	None	5 Min.	<i>Administrative Officer I,</i> Administrative Division  <i>Security Guard II,</i> Administrative Division
	1.2. Receives and evaluates appropriate		20 Min.	<i>Chief Administrative</i>

of Public Order and Safety (DPOS) Building	details of the documents, then forwards to Planning Officer I for clearance preparation			<i>Officer, Administrative Division</i>
	1.3. Prepares clearance		20 Min.	<i>Planning Officer I, Administrative Division</i>
	1.4. Checks and affixes initials on the clearance, then forwards it to the Department Head for approval		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.5. Signs and approves Pintakasi Clearance		1 Hour	<i>City Government Department Head III, Department of Public Order and Safety</i>
2. Secures approved Pintakasi Clearance  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases the approved clearance to the applicant		5 Min.	<i>Administrative Officer I, Administrative Division</i>  <i>Security Guard II, Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 20 Min.</b>	

**Note:**

This clearance is valid only on the approved dates of the Barangay Resolution.



## 7. Issuance Of Gambling And Game Of Chance Permit

The Department of Public Order and Safety (DPOS) provides clearance to community organizations wishing to conduct Games of Chance within the jurisdiction of Quezon City. This clearance ensures that the organizations comply with Quezon City Ordinance SP-2285, S-2014, and SP-2773, S-2018, which regulate gambling activities within the city to maintain public safety and order.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen			
<b>Who may avail:</b>	Barangay officials, Non-Governmental Organizations (NGOs), community groups, or associations planning to hold events involving games of chance within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request (1) Original Copy  <b>Remarks:</b> The letter request should include: <ol style="list-style-type: none"> <li>Name and contact information of the organizer/representative</li> <li>Date, time, and location of the event</li> <li>Purpose of the event,</li> <li>Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety              Quezon City           </li> </ol>		Applicant / Client		
2. Event Coordination Form (1) Original Copy and (1) Photocopy		Department of Public Order and Safety - Administrative Division		
<b>If Applicable Only</b>				
1. Special Permit (1) Original Copy and (1) Photocopy  <b>Remarks:</b> Should the prize money exceed PHP 20,000, the applicant is required to pay a Special Permit at the Business Permit and Licensing Department (BPLD).		Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all requirements  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1. Checks and records the completeness of the documents, then attaches a routing slip to forward it to the Chief Administrative Officer	None	5 Min.	<i>Administrative Officer I,</i> Administrative Division  <i>Security Guard II,</i> Administrative Division
	1.2. Receives and evaluates appropriate details of the documents,		20 Min.	<i>Chief Administrative Officer,</i>

	then forwards to Planning Officer I for clearance preparation			Administrative Division
	1.3. Prepares clearance		20 Min.	<i>Planning Officer I</i> , Administrative Division
	1.4. Checks and affixes initials on the clearance, then forwards it to the Department Head for approval		30 Min.	<i>Chief Administrative Officer</i> , Administrative Division
	1.5. Signs and approves clearance		1 Hour	<i>City Government Department Head III</i> , Department of Public Order and Safety
2. Secures approved Gambling and Game of Chance clearance / permit  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases the approved clearance to the applicant		5 Min.	<i>Administrative Officer I</i> , Administrative Division  <i>Security Guard II</i> , Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 20 Min.</b>	

**Note:**

The prize money shall not exceed more than PHP 20,000. Should the prize money exceed PHP 20,000, the applicant is required to pay a Special Permit at the Business Permit and Licensing Department (BPLD).

This clearance is valid only on the approved date/s

## 8. DPOS Clearance For Private Security Guard

This clearance from the Department of Public Order and Safety (DPOS) is mandatory for private security guards seeking an occupational permit in Quezon City. It ensures compliance with Ordinance No. SP-942, S-2000, which regulates the operations of security, detective, or watchman agencies within the city. This ordinance also outlines the responsibilities and penalties for security personnel deployed in Quezon City.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All DPOS employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1x1 ID Picture (2) Pieces		Applicant / Client		
2. Occupational Permit Official Receipt (1) Original and (1) Photocopy		City Treasurer's Office (CTO) - Miscellaneous Section		
3. Security Guard License (1) Original and (1) Photocopy		Philippine National Police (PNP) - Supervisory Office for Security and Investigation Agencies (SOSIA), Security Training Management Division (STMD)		
4. Government Clearances				
Any of the following:				
A. National Bureau of Investigation (NBI) Clearance (1) Original and (1) Photocopy		Any NBI Satellite Office - Clearance Section		
<b>Remarks:</b> Apply NBI Clearance through online registration <a href="https://nbiclearance-online.com">https://nbiclearance-online.com</a>				
B. National Police Clearance (NPC) (1) Original and (1) Photocopy		Any Police Station – Clearance Section		
<b>Remarks:</b> Apply National Police Clearance through online registration <a href="https://pnpclearance.ph">https://pnpclearance.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. Submits all required documents  <b>Location:</b> Receiving Counter, 3rd Floor, Security Investigation and Intelligence Division (SIID) Office, Department of Public Order and Safety (DPOS) Building	1.1. Evaluates requirements	None	15 Min.	Security Guard II, Security, Intelligence, and Investigation Division
	1.2. Issues DPOS clearance form upon validation of requirements		3 Min.	
2. Accomplishes the DPOS clearance form	2.1. Receives and records DPOS	None	20 Min.	

<b>Location:</b> Receiving Counter, 3rd Floor, Security Investigation and Intelligence Division (SIID) Office, Department of Public Order and Safety (DPOS) Building	clearance form, assigning a control number for evaluation			
	2.2. Affixes initials for the DPOS clearance approval		1 Hour	<i>Chief, Security, Intelligence and Investigation Division</i>
	2.3. Reviews and signs DPOS clearance		30 Min.	<i>City Government Department Head III, Department of Public Order and Safety</i>
3. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, 3rd Floor, Security Investigation and Intelligence Division (SIID) Office, Department of Public Order and Safety (DPOS) Building	3. Releases DPOS clearance to the applicant	None	15 Min.	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 23 Min.</b>	

**Note:**

This clearance is valid for one (1) year from the date of issuance.

## 9. DPOS Clearance For Private Security Agency (New/Renewal)

The Department of Public Order and Safety (DPOS) provides clearance for private security agencies applying for new or renewing their business permits. This clearance ensures that the agencies comply with Quezon City Ordinance SP-942, S-2000, which regulates security services. The ordinance mandates operational standards for agencies and their personnel, including security guards, detectives, or watchmen to ensure they meet the city's requirements and uphold legal standards.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division, Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	Private Security Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. License to Operate (LTO) (1) Photocopy or (1) Electronic Copy		Philippine National Police (PNP) - Civil Security Group (CSG), Supervisory Office for Security and Investigation Agencies (SOSIA), Licensing Section		
2. CCTV Clearance (1) Photocopy		Department of Public Order and Safety (DPOS) - Inspection and Monitoring Division (IMD)		
3. Current Official Tax Receipt (1) Photocopy or (1) Electronic Copy		City Treasurer's Office (CTO) - Payment Lounge Section		
4. Latest Guard Count Stationed in Quezon City (1) Photocopy or (1) Electronic Copy		Applicant / Client		
5. Mayor's Permit (1) Photocopy or (1) Electronic Copy		Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
6. Business Tax Bill (1) Photocopy or (1) Electronic Copy A. If New Applicant:		Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
B. If Renewal:		City Treasurer's Office (CTO) - Assessment Business Renewal Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Send email through <a href="mailto:siid.dpos@quezon">siid.dpos@quezon</a>	1.1. Checks and records all required documents for routing	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
	1.2. Reviews and routes the documents to the Security, Intelligence, and Investigation Division		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Prepares the letter order for inspection		1 Hour	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
	1.4. Affixes initials on the letter order for approval, followed by		1 Day	<i>Chief, Security, Intelligence, and Investigation Division</i>

<a href="http://city.gov.ph">city.gov.ph</a>	the signature of the Department Head			<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.5. Conducts an on-site inspection and evaluates requirements		2 Days	<i>Security Agent I, Security, Intelligence, and Investigation Division</i>
	1.6. Creates and submits an inspection report in preparation for DPOS clearance		1 Hour	<i>Security Agent I, Security, Intelligence, and Investigation Division</i>
	1.7. Prepares the DPOS clearance		30 Min.	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
	1.8. Signs the clearance, then recommends it to the Chief Administrative Officer and Department Head		10 Min.	<i>Chief, Security, Intelligence, and Investigation Division</i>
	1.9. Affixes initials on the clearance for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases DPOS clearance to the applicant	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Days, 3 Hours, and 30 Min.</b>	

**Note:**

This clearance is valid for one (1) year from the date of issuance.

## 10. DPOS Clearance For Private Security Training Centers (New/Renewal)

The Department of Public Order and Safety (DPOS) issues this required clearance for private security training centers applying for or renewing a business permit in Quezon City. This clearance ensures adherence to the standards outlined in Quezon City Ordinance SP-942, S-2000, which governs the operations and activities of security, detective, and watchman services. It also outlines the obligations and penalties for any violations by these agencies.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division, Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	Private Security Training Centers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. License to Operate (LTO) (1) Photocopy or (1) Electronic Copy		Philippine National Police (PNP) - Civil Security Group (CSG), Supervisory Office for Security and Investigation Agencies (SOSIA), Licensing Section		
2. CCTV Clearance (1) Photocopy		Department of Public Order and Safety (DPOS) - Inspection and Monitoring Division (IMD)		
3. Current Official Tax Receipt (1) Photocopy or (1) Electronic Copy		City Treasurer's Office (CTO) - Payment Lounge Section		
4. Mayor's Permit (1) Photocopy or (1) Electronic Copy		Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
5. Business Tax Bill (1) Photocopy or (1) Electronic Copy  A. If New Applicant:  B. If Renewal:		Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)  City Treasurer's Office (CTO) - Assessment Business Renewal Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Send email through <a href="mailto:siid.dpos@quezoncity.gov.ph">siid.dpos@quezoncity.gov.ph</a>	1.1. Checks and records all required documents for routing	None	10 Min.	<i>Administrative Officer I</i> , Administrative Division
	1.2. Reviews and routes the documents to the Security, Intelligence, and Investigation Division		30 Min.	<i>Chief Administrative Officer</i> , Administrative Division
	1.3. First-level Prepares letter order for inspection		1 Hour	<i>Security Guard II</i> , Security, Intelligence, and Investigation Division

	1.4. Affixes initials on the letter order for approval, followed by the signature of the Department Head		1 Day	<i>Chief, Security, Intelligence, and Investigation Division</i>  <i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.5. Conducts an inspection and evaluates requirements		2 Days	<i>Security Agent I, Security, Intelligence, and Investigation Division</i>
	1.6. Creates and submits an inspection report in preparation for DPOS clearance		1 Hour	<i>Security Agent I, Security, Intelligence, and Investigation Division</i>
	1.7. Prepares the DPOS clearance		30 Min.	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
	1.8. Signs the clearance, then recommends it to the Chief Administrative Officer and Department Head		10 Min.	<i>Chief, Security, Intelligence, and Investigation Division</i>
	1.9. Affixes initials on the clearance for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases DPOS clearance to the applicant	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Days, 3 Hours, and 30 Min.</b>	

**Note:**

This clearance is valid for one (1) year from the date of issuance.



## 11. DPOS Clearance For Private Dealer Of Ammunition And Firearms (New/Renewal)

The Department of Public Order and Safety (DPOS) issues this clearance as a requirement for private dealers seeking to obtain or renew a business permit for selling ammunition and firearms in Quezon City. The clearance ensures that dealers comply with Quezon City Ordinance SP-942, S-2000, which regulates the operations of security-related services, including the sale of ammunition and firearms. This ordinance also specifies the responsibilities and penalties for non-compliance.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division, Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	Private Dealer of Ammunition and Firearms			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. License to Operate (LTO) (1) Photocopy or (1) Electronic Copy		Philippine National Police (PNP) - Civil Security Group (CSG), Supervisory Office for Security and Investigation Agencies (SOSIA), Licensing Section		
2. CCTV Clearance (1) Photocopy		Department of Public Order and Safety (DPOS) - Inspection and Monitoring Division (IMD)		
3. Current Official Tax Receipt (1) Photocopy or (1) Electronic Copy		City Treasurer's Office (CTO) - Payment Lounge Section		
4. Mayor's Permit (1) Photocopy or (1) Electronic Copy		Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
5. Business Tax Bill (1) Photocopy or (1) Electronic Copy A. If New Applicant:		Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
B. If Renewal:		City Treasurer's Office (CTO) - Assessment Business Renewal Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Send email through <a href="mailto:siid.dpos@quezon">siid.dpos@quezon</a>	1.1. Checks and records all required documents for routing	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
	1.2. Reviews and routes the documents to the Security, Intelligence, and Investigation Division		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Prepares letter order for inspection		1 Hour	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
	1.4. Affixes initials on the letter order		1 Day	<i>Chief, Security, Intelligence, and</i>

<a href="http://city.gov.ph">city.gov.ph</a>	for approval, followed by the signature of the Department Head			Investigation Division  <i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.5. Conducts an on-site inspection and evaluates requirements		2 Days	<i>Security Agent I, Security, Intelligence, and Investigation Division</i>
	1.6. Creates and submits an inspection report in preparation for DPOS clearance		1 Hour	
	1.7. Prepares the DPOS clearance		30 Min.	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
	1.8. Signs the clearance, then recommends it to the Chief Administrative Officer and Department Head		10 Min.	<i>Chief, Security, Intelligence, and Investigation Division</i>
	1.9. Affixes initials on the clearance for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases DPOS clearance to the applicant	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Days, 3 Hours, 30 Min.</b>	

**Note:**

This clearance is valid for one (1) year from the date of issuance.

## 12. DPOS Clearance For Retailer Of Firecrackers And Pyrotechnic Devices

All retailers and wholesalers of firecrackers and pyrotechnic devices must obtain a clearance from the Department of Public Order and Safety (DPOS) to operate in Quezon City. This clearance ensures compliance with Ordinance SP-3233, S-2023, which regulates the sale, use, and prohibits the manufacturing of firecrackers and pyrotechnic devices within the city. The ordinance aims to ensure public safety by controlling these activities according to specified legal standards.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division, Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	Businesses Applying for a New / Renewal of Business Permit as a Retailer of Firecrackers and Pyrotechnic Devices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of complaint or request (1) Original Copy  <b>Remarks:</b> Letter of complaint or request should include: a. Name of retailer, b. Location of the stall, c. List of firecrackers and pyrotechnic devices to be sold, d. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City			Applicant / Client	
2. Barangay Clearance (1) Photocopy			Barangay Hall - Clearance Section	
3. Unified Business Permit Application Form (1) Photocopy			Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)	
4. Special Permit (1) Photocopy				
5. Permit to Sell Firecrackers and Pyrotechnic Devices (1) Photocopy			Philippine National Police (PNP) - Firearms and Explosives Office (FEO)	
6. Fireworks Safety Training Certificate (1) Photocopy			Philippine National Police (PNP) - Firearms and Explosives Office (FEO)	
7. Fire Safety Inspection Certificate (1) Photocopy			Bureau of Fire Protection (BFP) - Quezon City Fire District (QCFD)	
8. Lease Contract Agreement for Selling (1) Photocopy			Establishment - Property Owner	
9. Photos of the location (1) Original Copy			Applicant / 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 all required documents	1.1. Checks and records all required documents for routing	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
<b>Location:</b> Receiving Counter, Ground Floor,	1.2. Prepares endorsement to HRMD and reviews		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>

Department of Public Order and Safety (DPOS) Building	the details.			
	1.3. Evaluates and reviews all requirements		20 Min.	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
	1.4. Prepares letter order for inspection		1 Hour	
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		20 Min.	<i>Chief, Security, Intelligence, and Investigation Division</i>
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order</i>
	1.7. Conducts an on-site inspection and evaluates the requirements		1 Day	<i>Security Agent I, Security, Intelligence, and Investigation Division</i>
	1.8. Creates and submits an inspection report in preparation for DPOS clearance		1 Hour	<i>Security Agent I, Security, Intelligence, and Investigation Division</i>
	1.9. Prepares DPOS clearance		15 Min.	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
	1.10. Signs the DPOS clearance, then recommends it to the Chief Administrative Officer and Department Head		10 Min.	<i>Chief, Security, Intelligence, and Investigation Division</i>
	1.11. Affixes initials on the clearance for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Secures approved DPOS clearance  <b>Location:</b>	2. Records and releases the DPOS clearance to the applicant	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>

Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building				
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 3 Hours, and 55 Min.</b>	

**Note:**

This clearance is valid for only until December 31 of the current year it was applied for.

### 13. DPOS Clearance For Fireworks Display And Pyrotechnic Devices

The Department of Public Order and Safety (DPOS) is authorized to issue clearances for the use or display of fireworks and pyrotechnic devices. This process is governed by Quezon City Ordinance SP-3233, S-2023, which regulates the sale and use of these devices and bans their manufacture within the city. Specific sections of this ordinance, including Section 6 on Fireworks Display in Barangay-Designated and Exhibition Zones, Section 7 on Barangay-Designated Zones, and Section 8 on Clearance for Fireworks Displays, detail the guidelines and restrictions to ensure public safety during such events.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division, Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	Business Owners, Establishments and Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1) Original Copy  <b>Remarks:</b> Request Letter should include: a. Name of contractor b. Name of the event c. Location, date, and time of the event d. Address the letter to: <b>ELMO DG. SAN DIEGO, Ph.D.</b> City Government Dept. Head III Department of Public Order and Safety, Quezon City		Applicant / Client		
2. Contract of Agreement (1) Photocopy  <b>Remarks:</b> The contract of agreement should be duly notarized.		Applicant / Client		
3. Dealer's Licence (1) Photocopy		Philippine National Police (PNP) - Firearms and Explosives Office (FEO), Explosive Management Division (EMD)		
4. Fireworks Display Operators Licence (1) Photocopy				
5. Special Bank Receipt/s Payment for Fireworks Display (1) Photocopy		Land Bank - Counter		
6. Special Permit for Fireworks Display (1) Photocopy		Philippine National Police (PNP) - Firearms and Explosives Office (FEO), Explosive Management Division (EMD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents  <b>Location:</b> Receiving Counter, Ground Floor, Department of	1.1. Checks and records all required documents for routing	None	10 Min	<i>Administrative Officer I, Administrative Division</i>
	1.2. Reviews and routes the documents to the Security, Intelligence, and Investigation Division for complete staff work		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Evaluates and		20 Min.	<i>Security Guard II,</i>

Public Order and Safety (DPOS) Building	reviews all requirements			Security, Intelligence, and Investigation Division
	1.4. Prepares letter order for inspection		1 Hour	
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		20 Min.	Chief, Security, Intelligence, and Investigation Division
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head		1 Day	Chief Administrative Officer, Administrative Division
	1.7. Conducts an on-site inspection and evaluates the requirements		1 Day	Security Agent I, Security, Intelligence, and Investigation Division
	1.8. Creates and submits an inspection report in preparation for DPOS clearance		1 Hour	
	1.9. Prepares DPOS clearance		15 Min.	Security Guard II, Security, Intelligence, and Investigation Division
	1.10. Signs the DPOS clearance, then recommends it to the Chief Administrative Officer and Department Head		10 Min.	Chief, Security, Intelligence, and Investigation Division
	1.11. Affixes initials on the clearance for approval, followed by the signature of the Department Head		1 Day	Chief Administrative Officer, Administrative Division  City Government Department Head III, Department of Public Order and Safety
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases the DPOS clearance to the applicant	None	10 Min.	Administrative Officer I, Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 3 Hours, 55 Min.</b>	

**Note:**

This clearance is valid only on the approved dates.

## 14. Verification, Inspection, And Resolution Of Various Public Safety And Security Related Complaints

The Department of Public Order and Safety (DPOS) verifies, inspects, and resolves public safety and security complaints received through letters, walk-ins, phone calls, or emails. Each report is assessed, investigated, and addressed in coordination with relevant authorities to ensure public safety and order.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division, Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Complainants / Concerned Citizens			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Letter of complaint or request (1) Original Copy or (1) Electronic Copy  <b>Remarks:</b> Request letter should include: a. Name and contact information (optional) b. Location, date, and time of the incident c. Detailed description of complaint/request d. Address the letter to: ELMO DG.SAN DIEGO, Ph.D. Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City				Applicant / Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of complaint or request  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Send email through: <a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a> and <a href="mailto:sid.dpos@quezoncity.gov.ph">sid.dpos@quezoncity.gov.ph</a>	1.1. Checks and records complaint or request for routing	None	10 Min	<i>Administrative Officer I, Administrative Division</i>
	1.2. Reviews and routes the letter to the Security, Intelligence, and Investigation Division		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Receives and evaluates the complaint and instructs the Section-in-Charge for staff work		30 Min.	<i>Chief, Security, Intelligence, and Investigation Division</i>
	1.4. Prepares a letter order for inspection of complaint (Prepares endorsements to appropriate offices if the issue falls		30 Min.	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>



Inter-Agency: <a href="mailto:quezoncity8888@op.gov.ph">quezoncity8888@op.gov.ph</a>  Phone-In: SIID: 874-9991 DPOS/ADMIN: 8924-1851	<i>outside the department's jurisdiction)</i>			
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	Chief, Security, Intelligence, and Investigation Division
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head		1 Day	Chief Administrative Officer, Administrative Division  City Government Department Head III, Department of Public Order and Safety
	1.7. Conducts initial investigation or operation on the area of complaint		7 Days	Security Agent I, Security, Intelligence, and Investigation Division
	1.8. Prepares inspection report, endorsements to the concerned offices, and creates a letter reply to the complainant for the action taken		1 Day	
	1.9. Reviews the inspection report, endorsements, and letter reply, then signs and recommends them to the Chief Administrative Officer and Department Head for approval		1 Day	Chief, Security, Intelligence, and Investigation Division
	1.10. Affixes initials on the report, endorsements and letter reply for approval, followed by the signature of the Department Head		1 Day	Chief Administrative Officer, Administrative Division  City Government Department Head III, Department of Public Order and Safety
2. Secures approved DPOS clearance  <b>Location:</b> Receiving	2. Receives feedback from the DPOS  <b>Location:</b> If Walk-in:	None	30 Min.	Administrative Officer I, Administrative Division

Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: E-mail: <a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a>			
<b>TOTAL:</b>		<b>None</b>	<b>11 Days, 2 Hours, 40 Min.</b>	

**Note:**

The processing time for this service may vary depending on the complexity of the complaint. Simple or minor complaints may take 2 to 3 working days, while complicated or major cases requiring in-depth investigation and coordination with other departments may take up to 12 working days.

## 15. Provision Of Security Personnel To Different Government Facilities To Ensure Security And Safety

The Department of Public Order and Safety (DPOS) assigns security personnel to safeguard government facilities in Quezon City. This service involves deploying trained security officers from the Security Intelligence and Investigation Division (SIID) to protect government assets, employees, clients, and visitors. Their main goal is to prevent and respond to any threats or unauthorized activities, thereby maintaining a safe and secure environment. Availability of security personnel determines the extent of service provision.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division, Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Local Government Facilities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (1) Original Copy  <b>Remarks:</b> Request letter should include: <ol style="list-style-type: none"> <li>Name of requesting party,</li> <li>Name and address of facility,</li> <li>Number of employees,</li> <li>Number of clients served,</li> <li>Purpose of request,</li> <li>Number of requested security personnel,</li> <li>Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety           </li> </ol>			Applicant / Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request letter  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1. Checks and records the request letter for routing	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
	1.2. Reviews and routes the letter to the Security, Intelligence, and Investigation Division		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Receives and evaluates the request and instructs the Security Officer for staff work		10 Min.	<i>Chief, Security, Intelligence, and Investigation Division</i>
	1.4. Conducts security survey and prepares report for recommendation		2 Days	<i>Security Officer II, Security, Intelligence, and Investigation Division</i>
	1.5. Prepares Duty Detailed Order (DDO) for		1 Hour and 30 Min.	<i>Security Guard II, Security, Intelligence, and Investigation</i>

	deployment of security personnel			Division
	1.6. Reviews and signs the Duty Detailed Order (DDO), then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief, Security, Intelligence, and Investigation Division</i>
	1.7. Affixes initials on the Duty Detailed Order (DDO) for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Acknowledges and confirms the deployment of the security personnel  <b>Location:</b> Requested deployment site or through official communication channels	2. Deploys security personnel as per approved Duty Detailed Order (DDO)	None	1 Day	<i>Security Officer III, Security, Intelligence, and Investigation Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Days, 2 Hours, 50 Min.</b>	

## 16. Filing of Protest

Apprehended individuals with issued Ordinance Violation Receipt (OVR) tickets for violating city ordinances have two options: they can either avail of the No Contest Provision within five (5) working days from the issuance of the ticket, and pay the corresponding fines, as stated under Section 4 of the City Ordinance SP2752, S2018, or file a formal complaint by filing a protest with the Protest Adjudication Board (PAB). Should a protest be filed, a hearing will be scheduled to allow both the violator and the apprehending deputized enforcer to present their cases, ensuring a fair and transparent process.

Office or Division:	Security, Intelligence and Investigation Division, Administrative Division		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Individuals issued with Ordinance Violation Receipts (OVR) by DPOS-authorized enforcers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Ordinance Violation Receipt (OVR) Ticket/s (1) Original Copy and (2) Photocopy  <b>Remarks:</b> The OVR ticket is issued by the Department of Public Order and Safety (DPOS) Deputized Enforcer during apprehension List of DPOS Deputized Enforcer: a. Market Development and Administration Department (MDAD) b. Task Force Disiplina (TFD) c. Quezon City Police District (QCPD) d. All Barangay Public Safety Officers (BPSO)		Applicant / Client	
2. Complaint Affidavit (1) Original Copy and (2) Photocopy  <b>Remarks:</b> a. The complaint affidavit should include: 1. Name and address of the complainant, 2. Name of the apprehending enforcer, 3. Details of the complaint, 4. Date and time of apprehension b. The complaint affidavit may be handwritten or computerized c. The complaint affidavit should be notarized by any notary public		Applicant / Client	
3. Any valid government issued ID with date of birth (1) Original Copy and (2) Photocopy  ● Driver's License ● Professional Regulation Commission (PRC) ID ● Passport ● Senior Citizen ID ● SSS ID / e-Card ID ● UMID ● COMELEC / Voter's ID / COMELEC Registration Form		Any National Government Offices	

<ul style="list-style-type: none"><li>Philippine Identification (PhilID / ePhilID)</li><li>NBI Clearance</li></ul> <p><b>Remarks:</b> Preferably Quezon City ID for QCitizens</p> <p><b>Location:</b> Quezon City ID - Ground Floor, Finance Building, Civic Center F, Quezon City Hall Compound</p>				
1. Order of Payment (1) Original Copy and (2) Photocopy		Traffic and Transport Management Department - OVR Redemption Center		
<b>If Applicable Only:</b>				
1. Supporting Evidences / Photos (2) Original Copy		Applicant / Client		
<p><b>Remarks:</b> Optional but highly recommended to substantiate the protester's claim</p>				
<p><b>Additional documents if a representative is filing in behalf of the complainant:</b></p> <ul style="list-style-type: none"><li>a. Representative's valid government-issued ID (1) Original Copy and (1) Photocopy</li><li>b. Violator's government-issued ID (2) Photocopy</li><li>c. Authorization letter from the violator (1) Original Copy</li></ul>		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Files a complaint against issued OVR Ticket/s</p> <p><b>Location:</b> Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>Notes / Instruction:</b> 1. Proceed to the PAB Office to formally initiate a complaint against the issued OVR ticket(s).</p> <p>2. The following conditions must be met for the complaint to be accepted: - <i>The complaint must be submitted within five (5) working days from the issuance of the OVR ticket(s).</i> - <i>Requests for fine reductions are not permitted.</i></p>	1. Conducts initial verification of the complaint for processing	None	5 Min.	<i>Security Guard II, Security, Intelligence, and Investigation Division</i>
2. Submits all documents	2. Verifies all	None	5 Min.	<i>Security Guard II,</i>

listed in the requirements checklist  <b>Location:</b> Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building	documents submitted by the complainant			Security, Intelligence, and Investigation Division
3. Selects a hearing date from the options provided by the PAB Office  <b>Location:</b> Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building	3. Schedules a hearing date within seven (7) working days of filing the complaint	None	3 Min.	
4. Signs and secures a copy of the complaint action sheet  <b>Location:</b> PAB Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building	4.1. Prepares and provides a copy of the complaint action sheet to the complainant	None	4 Min.	<i>Security Guard II</i> , Security, Intelligence, and Investigation Division
	4.2. Encodes all details of the filed complaint and prepares invitations and summons for the complainant and apprehending deputized enforcer		5 Min.	<i>Planning Officer</i> , Administrative Division
	4.3. Signs the summons and invitations		1 Hour	<i>Chief</i> , Security, Intelligence, and Investigation Division  <i>City Government Department Head III</i> , Department of Public Order and Safety
	4.4. Serves invitations and summons to the complainant and the apprehending deputized enforcer, then awaits the scheduled hearing date		7 Days	<i>Security Guard II</i> , Security, Intelligence, and Investigation Division
5. Attends the scheduled hearing on the date and	5.1. Conducts the hearing with both	None	1 Hour	<i>Executive Officer</i> , Security,

time specified in the complaint action sheet	parties			Intelligence, and Investigation Division
<b>Location:</b> Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building  <b>Notes / Instruction:</b> 1. Even if an authorized representative filed the complaint, the individual named in the OVR Ticket must personally attend the hearing	5.2. Prepares resolution if the case is resolved, otherwise, a second and final hearing will be scheduled		5 Min.	Planning Officer I, Administrative Division
	5.3. Submits the resolution for approval by board members		5 Min.	
	5.4. Approves and signs the resolution		30 Min.	Protest Adjudication Board Members, Department of Public Order and Safety
6. Proceed to the OVR Redemption Center to either complete the payment process for a confirmed violation or to clear the record if the ticket is canceled, without any cost.  <b>Location:</b> Receiving Area, OVR Redemption Center, Ground Floor, DPOS Building	6. Assists the complainant by providing the necessary documentation including the adjudication sheet and the approved resolution to the OVR Redemption Center	None	6 Min.	Security Guard II, Security, Intelligence, and Investigation Division
<b>TOTAL:</b>		<b>None</b>	<b>7 Days, 3 Hours, 8 Min.</b>	

**Note:**

To check your OVR Ticket status:

1. Visit the QC e-Services site (<https://qceservices.quezoncity.gov.ph/>)
2. Log in or click 'Register Here' to create a QC E-Services Account.
3. Choose 'OVR Online Payment'.
4. Enter your OVR ticket number to view the current status and complete any required actions.

For ticket inquiries, you may contact:

OVR Redemption Center - 09621740143

For concerns or disputes, call:

DPOS - PAB at (02) 8734-9991



## 17. Provision Of Security Personnel To Special Events / Activities Within Quezon City

The Department of Public Order and Safety (DPOS) facilitates the coordination and provision of security personnel for public events in Quezon City to ensure effective crowd control and safety management.

<b>Office or Division:</b>	Security, Intelligence and Investigation Division, Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Client G2G - Government to Government			
<b>Who may avail:</b>	Event Organizers, Governmental Entities, and Business Representatives Operating Within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter (1) Original Copy  <b>Remarks:</b> The request letter should include: <ul style="list-style-type: none"> <li>a. Name and contact information of the organizer/representative,</li> <li>b. Event name,</li> <li>c. Location, date, and time of event,</li> <li>d. Nature of event,</li> <li>e. Expected crowd size,</li> <li>f. Nature of assistance requested,</li> <li>g. Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>            Police Brigadier General (Ret.)            City Government Dept. Head III            Department of Public Order and Safety,            Quezon City</li> </ul>			Applicant / Client	
2. Event Coordination Form (1) Original Copy and (1) Photocopy			Department of Public Order and Safety - 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. Submits a request letter	1.1. Checks and records the request for routing	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
<b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Send through email:	1.2. Receives and evaluates the request, then instructs the Special Operations Section for complete staff work		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Reviews and prepares a memorandum letter for a scheduled meeting with the client and Law and Order cluster members		1 Hour	<i>Security Officer I, Security, Intelligence, and Investigation Division</i>
	1.4. Affixes initials on the memorandum, then		30 Min.	<i>Chief Administrative Officer, Administrative</i>

<a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a>  Phone-in: 8734-9991	recommends it to the Department Head for approval			Division
	1.5. Approves and signs the memorandum		1 Day	<i>City Government Department Head III, Department of Public Order and Safety</i>
2. Confirms attendance on the scheduled coordination meeting  <b>Location:</b> Phone-in: 8734-9991	2. Informs the client regarding the scheduled coordination meeting	None	30 Min.	<i>Security Officer I, Security, Intelligence, and Investigation Division</i>
3. Attends the scheduled coordination meeting  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	3.1. Conducts a coordination meeting with the client, Law and Order Cluster, and other concerned agencies to discuss the details of the activity	None	4 Hours	<i>Security Officer I, Security, Intelligence, and Investigation Division</i>  <i>Chief Administrative Officer, Administrative Division</i>
	3.2. Creates a work calendar and assigns available personnel for deployment		1 Day	<i>Security Officer I, Security, Intelligence, and Investigation Division</i>
	3.3. Prepares letter order		30 Min.	<i>Security Officer I, Security, Intelligence, and Investigation Division</i>
	3.4. Affixes initials on the letter order, then recommends it to the Department Head for approval		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	3.5. Approves and signs the letter order for deployment of personnel		1 Day	<i>City Government Department Head III, Department of Public Order and Safety</i>
4. Acknowledges and confirms the deployment of the security personnel  Location: Requested event site or through official communication channels	4. Deploys security personnel as per approved letter order	None	1 Day	<i>Security Officer III, Security, Intelligence, and Investigation Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Days, 7 Hours, 40 Min.</b>	

## 18. Verification, Inspection, And Resolution Of Issues Along The Quezon City Bike Lane Network

This service addresses public concerns related to the Quezon City Bike Lane Network. It includes verifying reported issues, inspecting infrastructure, and resolving complaints such as obstructions or safety hazards to ensure the bike lanes are functional and safe.

<b>Office or Division:</b>	Green Transport Division, 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>	Complainants / Concerned Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of complaint or request (1) Original Copy  <b>Remarks:</b> The letter of complaint or request should include: <ol style="list-style-type: none"> <li>Name and contact information (optional),</li> <li>Location, date, and time of the incident,</li> <li>Detailed description of complaint/request,</li> <li>Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety              Quezon City           </li> </ol>			Applicant / 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 a letter of complaint or request  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email: <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>  Facebook page: Green Transport Division-DPOS  Phone: 8710 0743	1.1. Checks and records the letter of complaint or request, then forwards it to the Chief Administrative Officer	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
	1.2. Reviews and routes the letter to the Green Transport Division		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Receives and evaluates the complaint and instructs the Senior Transportation Regulation Officer for staff work		10 Min.	<i>Chief Transportation Development Officer, Green Transport Division</i>
	1.4. Prepares letter order		30 Min.	<i>Traffic Aide II, Green Transport Division</i>
	1.5. Signs the letter order, then		30 Min.	<i>Chief Transportation Development</i>

	recommends it to the Chief Administrative Officer and Department Head			<i>Officer, Green Transport Division</i>
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head.		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.7. Conducts an inspection and addresses the complaint		3 Hours	<i>Senior Transportation Regulation Officer, Green Transport Division</i>  <i>Traffic Aide II, Green Transport Division</i>
	1.8. Prepares an after-operation report detailing the actions taken for the client, the City Mayor, and other concerned departments		1 Hour	<i>Traffic Aide II, Green Transport Division</i>
	1.9. Reviews and signs the after-operation report		10 Min.	<i>Senior Transportation Regulation Officer, Green Transport Division</i>  <i>Traffic Aide II, Green Transport Division</i>
	1.10. Affixes initials on the report for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Receives feedback from the filed complaint or request  <b>Location:</b>	2. Records and releases the after-operation report to the complainant through	None	10 Min.	<i>Traffic Aide II, Green Transport Division</i>

<p>If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p>If Online: Email: <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a></p> <p>Facebook page: Green Transport Division-DPOS</p> <p>Phone: 8710 0743</p>	<p>their method of communication</p>			
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 6 Hours,10 Min.</b>	

## 19. Request For Transportation Assistance Or Services

The Department of Public Order and Safety (DPOS) provides transportation services during significant events organized by the Quezon City Local Government Unit (QC LGU), National Government Agencies (NGAs), and Non-Governmental Organizations (NGOs). Additionally, this office provides “Libreng Sakay” during transport strikes.

<b>Office or Division:</b>	Green Transport Division, Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	City Government Offices, National Government Agencies (NGAs) and Non-Governmental Organizations (NGOs)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter (1) Original Copy and (1) Photocopy  <b>Remarks:</b> The request letter should include: <ul style="list-style-type: none"> <li>a. Event location, date, and time of event,</li> <li>a. Purpose of the request,</li> <li>b. Number of e-trikes needed,</li> <li>c. Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety              Quezon City</li> </ul>			Applicant / 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 for e-trike services  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1. Checks and records the request letter, then forwards it to the Chief Administrative Officer for initial review	None	10 Min.	<i>Administrative Officer I, Administrative Division</i>
	1.2. Reviews and routes the request letter to Green Transport Division		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Reviews and evaluates the request letter and instructs the Administrative Officer V / Housing and Homesite Regulation Officer III for complete staff work		20 Min.	<i>Chief Transportation Development Officer, Green Transport Division</i>
	1.4. Allocates e-trike unit/s and driver/s for the requested event		30 Min.	<i>Administrative Officer V, Green Transport Division</i>  <i>Traffic Aide II, Green Transport Division</i>

				<i>Housing and Homesite Regulation Officer III, Green Transport Division</i>
	1.5. Prepares letter order		30 Min.	<i>Traffic Aide II, Green Transport Division</i>
	1.6. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief Transportation Development Officer, Green Transport Division</i>
	1.7. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Receives the requested e-trike services as scheduled  <b>Location:</b> Ground Floor, Green Transport Division Office, Department of Public Order and Safety (DPOS) Building	2. Dispatches the e-trike to the designated area	None	20 Min.	<i>Housing and Homesite Regulation Officer III, Green Transport Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 2 Hours, and 50 Min.</b>	

## 20. E-Trike Libreng Sakay (Upon Availability)

The Department of Public Order and Safety (DPOS) offers the E-Trike Libreng Sakay program to provide free transportation with electric tricycles as available. It prioritizes vulnerable sectors, such as Persons with Disabilities (PWDs), pregnant women, and senior citizens.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizens, Persons with Disabilities, Pregnant Women, and Quezon City Citizens			
<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. Request for e-trike at the Green Transport Division  <b>Location:</b> Ground Floor, Green Transport Division, Department of Public Order and Safety (DPOS) Building	1.1. Checks and records the request, then forwards to the Administrative Officer V for complete staff work	None	2 Min.	<i>Traffic Aide II, Green Transport Division</i>
	1.2. Assigns a driver and an e-trike		4 Min.	<i>Administrative Officer V, Green Transport Division</i>  <i>Traffic Aide II, Green Transport Division</i>
2. Receives requested e-trike services  <b>Location:</b> Ground Floor, Green Transport Division Office, Department of Public Order and Safety	2. Dispatches the e-trike with a designated driver	None	4 Min.	<i>Traffic Aide II, Green Transport Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	



## 21. Verification, Inspection, And Resolution Of Various Public Safety And Obstruction Related Complaints

The Department of Public Order and Safety - Clearing and Demolition Division (DPOS - CDD) is mandated to conduct verification, inspection, and resolution on complaints relative to public safety, specifically road obstructions and illegal structures on public property. Complaints can be submitted through official letters, walk-ins, phone calls, or emails, and are handled promptly to ensure public safety and compliance with regulations.

<b>Office or Division:</b>	Clearing and Demolition Division, Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Complainants / Concerned Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of complaint or request (1) Original Copy  <b>Remarks:</b> The letter of complaint or request should include: <ol style="list-style-type: none"> <li>Name and contact information (optional),</li> <li>Location, date, and time of the incident,</li> <li>Detailed description of complaint/request,</li> <li>Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>                Police Brigadier General (Ret.)                City Government Dept. Head III                Department of Public Order and Safety                Quezon City             </li> </ol>			Applicant / Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of complaint or request  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Send Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a> .	1.1. Checks and records the complaint or request for routing	None	10 Min.	<i>Administrative Officer, Administrative Division</i>
	1.2. Reviews and routes the letter to the CDD		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Evaluates the complaint and gives instruction to the Section-in-Charge for complete staff work		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.4. Prepares a letter order for inspection of complaints ( <i>Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction</i> )		1 Hour	<i>Administrative Aide IV, Clearing and Demolition Division</i>
	1.5. Signs the letter		30 Min.	<i>Chief, Clearing and</i>

	order, then recommends it to the Chief Administrative Officer and Department Head			Demolition Division
	1.6. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.7. Conducts ocular inspection and operation		4 Days	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  <i>Housing and Homesite Regulation Assistant, Clearing and Demolition Division</i>
	1.8. Prepares inspection report, endorsements to the concerned offices, and creates a letter reply to the complainant for the action taken		1 Day	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  <i>Housing and Homesite Regulation Assistant, Clearing and Demolition Division</i>
	1.9. Reviews the inspection report, endorsements, letter replies, then signs and recommends to the Chief Administrative Officer and Department Head		1 Hour	<i>Chief, Clearing and Demolition Division</i>
	1.10. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Receives feedback from the filed complaint or request  Location:	2.1. Records and releases letter replies to the complainant and concerned department/s		10 Min.	<i>Administrative Officer I, Administrative Division</i>

If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email: <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>				
<b>TOTAL:</b>		<b>None</b>	<b>7 Days, 3 Hours, 50 Min.</b>	

## 22. Conduct Of Clearing Operation For Fixed Illegal Structures Or Obstructions

The Department of Public Order and Safety-Clearing and Demolition Division (DPOS-CDD) implements the clearing of fixed or immovable road obstructions, encroachments, and illegal structures, based on the complaints received by this department and on the inspections conducted.

<b>Office or Division:</b>	Clearing and Demolition Division, Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Complainant/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of complaint or request (1) Original Copy  <b>Remarks:</b> The letter of complaint or request should include: <ol style="list-style-type: none"> <li>Name and contact information (optional),</li> <li>Location, date, and time of incident,</li> <li>Detailed description of the complaint or request,</li> <li>Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>                Police Brigadier General (Ret.)                City Government Dept. Head III                Department of Public Order and Safety                Quezon City             </li> </ol>			Applicant / 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 a letter requesting a clearing operation	1.1. Checks and records the letter of complaint or request for routing	None	10 Min.	<i>Administrative Officer,</i> Administrative Division
<b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	1.2. Reviews and routes the letter to the Clearing and Demolition Division		30 Min.	<i>Chief Administrative Officer,</i> Administrative Division
	1.3. Receives and evaluates the complaint and instructs the Section-in-Charge for complete staff work		30 Min.	<i>Chief,</i> Clearing and Demolition Division
	1.4. Prepares a letter order for inspection of complaint ( <i>Prepares endorsements to appropriate offices if the issue falls outside the department's</i>		1 Hour	<i>Administrative Aide IV,</i> Clearing and Demolition Division

	<i>jurisdiction)</i>			
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.6. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.7. Conducts ocular inspection and verification		4 Days	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  <i>Housing and Homesite Regulation Assistant, Clearing and Demolition Division</i>
	1.8. Prepares an inspection report and recommendation to issue a Notice of Violation (NOV) for the violation of Quezon City Ordinance No. SP-2068, S-2011		1 Day	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  <i>Housing and Homesite Regulation Assistant, Clearing and Demolition Division</i>
	1.9. Reviews and signs the recommendation, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.10. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.11. Issues Notice of Violation (NOV) to the owner to self-demolish the		2 Hours	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>

	fixed illegal structure within 7 days			<i>Housing and Homesite Regulation Assistant, Clearing and Demolition Division</i>
	1.12. Awaits for the expiration of the prescriptive period of the NOV and checks violator compliance for the removal of illegal structure		7 Days	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  <i>Housing and Homesite Regulation Assistant, Clearing and Demolition Division</i>
	1.13. Prepares a letter order to initiate immediate clearing operations for non-compliant structure		30 Min.	<i>Administrative Aide VI, Clearing and Demolition Division</i>
	1.14. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.15. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.16. Coordinates with internal and external partner agencies for a joint clearing operation		4 Hours	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  External Agencies and other offices
	1.17. Conducts clearing operation and prepares an after-operation report detailing the actions taken to be sent to the client, the City Mayor, and other concerned departments		1 Day	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  External Agencies and other offices
	1.18. Signs the after-operation report,		30 Min.	<i>Chief, Clearing and Demolition Division</i>

	then recommends it to the Chief Administrative Officer and Department Head			
	1.19. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Receives feedback from the filed complaint or request  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	2. Records and releases the after-operation report to the complainant through their method of communication, and transmits the report to the City Mayor	None	10 Min.	<i>Administrative Officer, Administrative Division</i>
<b>TOTAL:</b>		None	<b>18 Days, 2 Hours, 50 Min.</b>	

## 23. Conduct Of Clearing Operation For Movable Obstructions

The Department of Public Order and Safety-Clearing and Demolition Division (DPOS-CDD) implements the clearing of movable sidewalk and road obstructions based on the complaints received by this department and on the inspections conducted.

<b>Office or Division:</b>	Clearing and Demolition Division, Administrative 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>	
1. Letter of complaint or request (1) Original Copy  <b>Remarks:</b> The letter of complaint or request should include: a. Name and contact information (optional), b. Location, date, and time of incident, c. Detailed description of the complaint or request, d. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City			Applicant / 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 a letter requesting a clearing operation  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	1.1. Checks and records the letter of complaint or request for routing	None	10 Min.	<i>Administrative Officer, Administrative Division</i>
	1.2. Reviews and routes the letter to the Clearing and Demolition Division		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Receives and evaluates the complaint and instructs the Section-in-Charge for complete staff work		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.4. Prepares a letter order for inspection of complaints ( <i>Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction</i> )		1 Hour	<i>Administrative Aide IV, Clearing and Demolition Division</i>
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.6. Affixes initials for		1 Day	<i>Chief Administrative</i>



	approval, followed by the signature of the Department Head			<i>Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.7. Conducts ocular inspection and verification		4 Days	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  <i>Housing and Homesite Regulation Assistant, Clearing and Demolition Division</i>
	1.8. Prepares an after-inspection report detailing the preliminary actions taken		1 Day	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  <i>Housing and Homesite Regulation Assistant, Clearing and Demolition Division</i>
	1.9. Signs the after-inspection report, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.10. Affixes initials on the after-inspection report, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.11. Prepares a letter order to conduct immediate clearing operations		30 Min.	<i>Administrative Aide VI, Clearing and Demolition Division</i>
	1.12. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.13. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>

				<i>City Government Department Head III, Department of Public Order and Safety</i>
	1.14. Coordinates with internal and external partner agencies for joint clearing operations		1 Day	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  External Agencies and other offices
	1.15. Conducts clearing operation and prepares an after-operation report detailing the actions taken to be sent to the client, the City Mayor, and other concerned departments		1 Day	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>  External Agencies and other offices
	1.16. Signs the after-operation report, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.17. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
2. Receives feedback from the filed complaint or request  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	2. Records and releases the after-operation report to the complainant through their method of communication, and transmits the report to the City Mayor	None	10 Min.	<i>Administrative Officer, Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>11 Days, 4 Hours, 50 Min.</b>	

## 24. Service of Cease and Desist Order (CDO)

The Department of Public Order and Safety (DPOS) is mandated to assist the Quezon City Department of Building Official (QC-DBO) in the implementation or enforcement of a Cease and Desist Order (CDO) to prevent and/or stop the construction of buildings and structures found in violation of the National Building Code.

<b>Office or Division:</b>		Clearing And Demolition Division, Administrative Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Department of Building Official (DBO)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Endorsement / Transmittal (1) Original Copy or (1) Photocopy		Department of Building Official (DBO) - Investigation and Adjudication Division (IAD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits endorsement for service of cease and desist order  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	1.1. Checks and records the endorsement for cease and desist order	None	10 Min.	<i>Administrative Officer, Administrative Division</i>
	1.2. Reviews and routes the endorsement / transmittal to the CDD for complete staff work		30 Min.	<i>Chief Administrative Officer, Administrative Division</i>
	1.3. Assigns the cease and desist order to the Officer-in-Charge of the district where the CDO is addressed		1 Hour	<i>Chief, Clearing and Demolition Division</i>
	1.4. Prepares letter order		30 Min.	<i>Administrative Aide, Clearing and Demolition Division</i>
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		1 Hour	<i>Chief, Clearing and Demolition Division</i>
	1.6. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer, Administrative Division</i>  <i>City Government Department Head III, Department of Public Order and Safety</i>
	1.7. Enforces the cease and desist order		4 Days	<i>Housing and Homesite Regulation Officer I, Clearing and Demolition Division</i>
	1.8. Prepares a report for Department of Building Official		1 Day	<i>Housing and Homesite Regulation Assistant, Clearing</i>

	regarding the successful enforcement of cease and desist order			and Demolition Division
	1.9. Reviews, recommends approval, and signs the after-operation report		30 Min.	<i>Chief, Clearing and Demolition Division</i>
	1.10. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>City Government Department Head III, Department of Public Order and Safety</i>
2. Receives feedback from the endorsed cease and desist order service  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	2. Records the release of the documents and returns a copy of the cease and desist order to the DBO, informing them of its implementation	None	1 Hour	<i>Administrative Officer, Administrative Division</i>
<b>TOTAL:</b>		None	<b>7 Days, 4 Hours, 40 Min.</b>	

## 25. Thermoplastic Painting / Markings of Pedestrian Lanes on Public Roads

The Clearing and Demolition Division (CDD) of the Department of Public Order and Safety (DPOS) offers thermoplastic repainting and marking for pedestrian lanes on public roads based on valid requests. This service is designed to enhance road safety by improving the visibility of pedestrian pathways.

<b>Office or Division:</b>	Clearing And Demolition Division, Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Barangays, Schools, Requesters, and other Quezon City Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (1) Original Copy  <b>Remarks:</b> The letter of request should include: <ol style="list-style-type: none"> <li>Name (optional),</li> <li>Location for repainting / markings,</li> <li>Detailed description of the complaint or request,</li> <li>Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety              Quezon City           </li> </ol>			Applicant / Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for thermoplastic painting service  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  If Online: Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	1.1. Checks and records the request letter for routing	None	10 Min.	<i>Administrative Officer,</i> Administrative Division
	1.2. Reviews and routes the letter to the CDD for complete staff work		30 Min.	<i>Chief Administrative Officer,</i> Administrative Division
	1.3. Reviews the validity of the request and assigns personnel to prepare a letter order for the inspection and installation of thermoplastic markings		30 Min.	<i>Chief,</i> Clearing and Demolition Division
	1.4. Prepares letter order		30 Min.	<i>Administrative Aide,</i> Administrative Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief,</i> Clearing and Demolition Division

	1.6. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer,</i> Administrative Division  <i>City Government Department Head III,</i> Department of Public Order and Safety
	1.7. Prepares thermoplastic paints and other necessary materials, then conducts the thermoplastic painting and markings on designated pedestrian lanes		1 Day	<i>Labor Foreman,</i> Clearing and Demolition Division  <i>Laborer II,</i> Clearing and Demolition Division
	1.8. Submits an after-operation report detailing the successful application of thermoplastic painting and markings		1 Day	<i>Labor Foreman,</i> Clearing and Demolition Division  <i>Laborer II,</i> Clearing and Demolition Division
	1.9. Signs the after-operation report, then recommends it to the Chief Administrative Officer and Department Head		30 Min.	<i>Chief,</i> Clearing and Demolition Division
	1.10. Affixes initials for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer,</i> Administrative Division  <i>City Government Department Head III,</i> Department of Public Order and Safety
2. Receives feedback from the filed request  <b>Location:</b> If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases the after-operation report to the requester through their method of communication, and transmits the report to the City Mayor	None	10 Min.	<i>Administrative Officer,</i> Administrative Division

If Online: Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>				
<b>TOTAL:</b>		<b>None</b>	<b>4 Days, 2 Hours, 50 Min.</b>	

## 26. Processing And Issuance Of CCTV Clearance

The Department of Public Order and Safety (DPOS) assists the Business Permit and Licensing Department (BPLD) in enforcing QC Ordinance No. SP-2695, S-2018. This updated ordinance requires all business establishments within Quezon City to install CCTV systems, adhering to the standards set in the Department of Interior and Local Government (DILG) Memorandum Circular No. 2014-119. The Inspection and Monitoring Division (DPOS-IMD) grants CCTV clearances to businesses that comply with these specifications to promote safety and security across the city by ensuring that surveillance systems meet established technical guidelines.

<b>Office or Division:</b>	Inspection and Monitoring Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All business establishments required by the Business Permits and Licensing Department (BPLD) in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter (1) Electronic Copy  <b>Remarks:</b> The request letter should include: a. Mayor's permit number b. Business name c. Business address d. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City			Applicant / Client	
2. Latest official receipt of business permit (1) Electronic Copy			Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)	
<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 for CCTV clearance via email  <b>Location:</b> Send an email through: <a href="mailto:imd.dpos@quezoncity.gov.ph">imd.dpos@quezoncity.gov.ph</a>  <b>Note/ Instruction:</b> Processing of CCTV clearance application is conducted strictly online to streamline operations and	1.1. Checks the submitted requirements and sends acknowledgement of receipt to the applicant	None	20 Min.	<i>Monitoring Aide, Inspection and Monitoring Division</i>
	1.2. Prints Unified Business Application and assigns Control Application Number (CAN)		20 Min.	<i>Monitoring Aide, Inspection and Monitoring Division</i>
	1.3. Creates a list of daily applications for letter order preparation		20 Min.	<i>Monitoring Aide, Inspection and Monitoring Division</i>
	1.4. Prepares letter order for site inspection of business establishments and forwards it to the Officer-in-Charge		4 Hours	<i>Special Operations Officer II, Inspection and Monitoring Division</i>
	1.5. Signs the letter order, then recommends it to the Chief Administrative		2 Hours	<i>Officer-In-Charge, Inspection and Monitoring Division</i>



ensure transparency. This department minimizes direct interaction to safeguard the integrity of the process.	Officer and Department Head			
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head		1 Day	<i>Chief Administrative Officer,</i> Administrative Division  <i>City Government Department Head III,</i> Department of Public Order and Safety
	1.7. Conducts site inspection of business establishments		7 Days	<i>Inspectors,</i> Inspection and Monitoring Division
	1.8. Prepares summary of inspection reports		2 Hours	<i>Inspectors,</i> Inspection and Monitoring Division
	1.9. Reviews and sorts inspection reports		1 Hour	<i>Administrative Aide,</i> Inspection and Monitoring Division
	1.10. Encodes the inspection reports according to compliance status		1 Hour	
	1.11. Endorses non-compliant businesses to BPLD and assigns IMD numbers for compliant establishments in preparation for CCTV clearance issuance		30 Min.	
	1.12. Creates CCTV clearances for compliant businesses		30 Min.	<i>Monitoring Aide I,</i> Inspection and Monitoring Division
	1.13. Reviews CCTV clearances		1 Hour	<i>Officer-In-Charge,</i> Inspection and Monitoring Division
	1.14. Approves and signs CCTV clearances for release		2 Hours	<i>City Government Department Head III,</i> Department of Public Order and Safety
2. Receives CCTV Clearance via email	2.1. Sends CCTV clearance to compliant business establishments via email	None	2 Hours	<i>Administrative Aide,</i> Inspection and Monitoring Division
<b>Location:</b> Clearance is sent to registered email address	2.2. Encodes issued CCTV Clearance for records sent via email		1 Hours	
<b>TOTAL:</b>		<b>None</b>	<b>10 Days and 2 Hours</b>	

**Note:**

DPOS CCTV Clearance is valid one (1) year from the date of its issuance and must be renewed annually.

# DEPARTMENT OF SANITATION AND CLEANUP WORKS OF QUEZON CITY

## Internal Services

### 1. Receiving of Physical Documents from other Departments and Offices in Quezon City Government, Local Government Units (LGUs), National Government Agencies (NGAs), Non-Government Organizations (NGOs) and Stakeholders.

The Department of Sanitation and Cleanup Works of Quezon City provides a Central Receiving System for hand-delivered documents addressed to the Department.

<b>Office or Division:</b>		Administrative Affairs and Property Management Division (AAPMD)		
<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>		
1. All documents addressed to the Department.		Origin Department or Office in Quezon City, LGUs, NGAs, NGOs, or other stakeholders		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents addressed to the Department at the Central Receiving of the DSQC Office.	1.1. Receive, stamp, and record in the DSQC document recording system at the Central Receiving of DSQC office and attach routing slip.	None	5 Min.	<i>Administrative Clerk</i>
	1.2. Forward to the Office of the Head the document addressed to DSQC.	None	5 Min.	<i>Administrative Clerk</i>
	1.3. Receive and forward the document/s to the Department Head for further instruction/s.	None	5 Min.	<i>Administrative Clerk</i>
	1.4. Indicate instruction/s in the routing slip attached to the document/s to the concerned Division.	None	30 Min.	<i>Department Head</i>
	1.5. Forward to the document to the concerned Division as indicated in the routing	None	5 Min.	<i>Administrative Clerk</i>

	slip.			
	1.6. Receive the document/s routed to the Division and refer to the Division Chief concerned.	None	5 Min.	<i>Assigned Staff</i>
	1.7. Carry out the instruction/s as indicated in the routing slip.	None	30 Min.	<i>Division Chief of the concerned Division</i>
2. Follow up on the document/s for action of the DSQC office.	2. Coordinate the status or feedback to the client.	None	15 Min.	<i>Assigned Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 40 Min.</b>	

# External Services

## 1. Daily Regular Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) provides regular waste collection service to all Quezon City barangays and households following a separate schedule for biodegradable and non-biodegradable as part of segregation-at-source policy.

<b>Office or Division:</b>	Waste Management Operations Division (WMOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Residents and QC Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
N/A			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. 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> <i>* Barangays can recommend frequency of segregated collection schedule.</i>	1. Deployment and monitoring of waste collection vehicles	None	6 Hours daily	<i>District Officer (DO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>N/A</b>	

## 2. Bulky Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) provides collection service for bulky wastes deemed too large for regular waste collection, such as, but not limited to, tree trunks, discarded furniture, and large appliances.

<b>Office or Division:</b>	Waste Management Operations Division (WMOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	QC Residents and barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Origin Barangay		
<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 requests using the pro forma request letter via <a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a> or <a href="mailto:wastemanagement.DSQC@quezoncity.gov.ph">wastemanagement.DSQC@quezoncity.gov.ph</a> or at DSQC Office.  *All residents <b>MUST</b> request bulky waste collection through barangay.	1.1. If received through email, the email shall be acknowledged or,	None	5 Min.	<i>Public Affairs Officer</i>
	If received at the Central Receiving of DSQC office, it shall be received and recorded in approved DSQC document recording system		5 Min.	<i>Administrative Clerk</i>
	1.2. Forward to the office of the Head.	None	5 Min.	<i>Administrative Clerk</i>
	1.3. Receive and forward the document/s to the Department head for instruction/s.	None	5 Min.	<i>Administrative Clerk</i>
	1.4. Indicate instruction/s in the routing slip.	None	30 Min.	<i>Department Head</i>
	1.5. Forward/ Route to Waste Management Operations Division.	None	5 Min.	<i>Administrative Clerk</i>
	1.6. Receive the request letter in WMOD.	None	5 Min.	<i>Assigned Staff</i>
	1.7. Forward the request letter to the Division Chief of WMOD to carry out the instruction/s, and scheduling of inspection.	None	5 Min.	<i>Division Chief of WMOD</i>  <i>Section Head of Disaster-Relief and Cleanup Support (DRCS)</i>

	1.8. Inspect the site and bulky waste to be collected and report to Division Chief of WMOD and the Department Head for approval.	None	2 Hours	<i>DRCS Monitoring Personnel</i>
	1.9. If the bulky waste can be collected as approved, schedule the collection, and send a notice of schedule of the collection to Barangay Focal Person.  If not, notify the requesting barangay.	None	5 Min.	<i>Section Head of Disaster-Relief and Cleanup Support (DRCS)</i>  <i>DRCS Monitoring Personnel</i>
2. Follow the waste collection schedule.	2. Deployment and monitoring of waste collection vehicles.	None	4 Hours; may vary per location	<i>DRCS Monitoring Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Hours and 10 Min.</b>	

### 3. Main Road Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) 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>	QC Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
N/A			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. Follow the waste collection schedule (Daily Collection).  *From 9:00 PM to 12:00 MN and from 4:00 AM to 6:00AM	1. Deployment and monitoring of waste collection vehicles.	None	4 Hours; may vary per location	<i>Main Road Collection Monitoring Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours</b>	

### 4. Identified Markets, Schools, and Other Institutions Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) provides waste collection service for identified 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>	
N/A			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. Follow the waste collection schedule; may vary depending on the identified markets, schools, and other institutions.	1. Deployment and monitoring of waste collection vehicles.	None	4 Hours; may vary per location	<i>Institution Collection Monitoring Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours</b>	

## 5. Disaster-Relief and Cleanup Support Project

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) provides waste collection service and cleanup support in response to any crisis or disaster such as but not limited to, debris from disaster and emergency/ crisis-response.

<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>	
1. Request Letter			Origin QC Barangay	
<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 Disaster Relief and Cleanup Support Operations requests via <a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a> or <a href="mailto:wastemanagement.DSQC@quezoncity.gov.ph">wastemanagement.DSQC@quezoncity.gov.ph</a> or at DSQC Office.  All residents <b>MUST</b> request disaster-relief and support through barangay.	1.1. If received through email, the email shall be acknowledged.	None	5 Min.	<i>Public Affairs Officer</i>
	1.1.1. If received at the Central Receiving of DSQC office, it shall be received and recorded in the approved DSQC document recording system.		5 Min.	<i>Administrative Clerk</i>
	1.2. Forward to the office of the Head.		5 Min.	<i>Administrative Clerk</i>
	1.3. Receive and forward the document/s to the Department head for instruction/s.		5 Min.	<i>Administrative Clerk</i>
	1.4. Indicate instruction/s in the routing slip.		30 Min.	<i>Department Head</i>
	1.5. Forward/Route to WMOD.		5 Min.	<i>Administrative Clerk</i>
	1.6. Receive the request letter in WMOD.		5 Min.	<i>Division Clerk</i>
	1.7. Forward the request letter to the Division Chief of WMOD to carry out the instruction/s, and scheduling of inspection.		5 Min.	<i>Division Chief of WMOD</i>  <i>Section Chief of DRCS</i>
	1.8. Inspect the site and the wastes to		2 Hours	<i>DRCS Monitoring Personnel</i>



	be collected and report to Division Chief of WMOD and the Department Head for approval of the deployment.			
	1.9. Schedule the collection and send a notice of schedule of the collection to the requesting Barangay.		5 Min.	<i>Section Chief of DRCS</i>  <i>DRCS Monitoring Personnel</i>
2. Follow the waste collection schedule.	2. Deployment and monitoring of waste collection vehicles.	None	4 Hours; may vary per location	<i>DRCS Monitoring Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Hours and 10 Min.</b>	

## 6. Processing and Issuance of Environmental Clearance (EC)

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) issues EC to establishments in Quezon City that are compliant with QC Environment Code, and other related laws, ordinances, rules, and policies. An EC is valid one (1) year from the date of its issuance and must be renewed annually.

Office or Division:	Permits and Compliance Division (PCD)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All business establishments in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Initial Requirements:				
1. Unified Business Permit Application Form			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. Mayor’s Permit			Business Permit and Licensing Department (BPLD) City Treasury Office (CTO)	
2. Tax Bill				
3. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File an application thru QCG Business-On e- Stop-Shop (BOSS) website ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )	1. BPLD shall forward all applications Thru Business-One-Stop-Shop (BOSS) Website ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ) for initial evaluation.  Applications with deficient requirement/s will be immediately notified thru the provided email.	Environmental Clearance Inspection Fee and EPO Fee are already integrated in the tax billing assessment.  Inspection fees vary depending on the type of business as stated in the Quezon City Revenue Code.  Note: Failure to renew such clearance within the prescribed period shall pay a fine of PHP 5,000.00 and PHP 5,000.00 for every succeeding year of non-renewal.	4 Hours	BPLD Staff
	1.2. Process and prepare the Environmental Clearance signed by the Department Head.		Within 1 Business Day	PCD Staff
2. Receive the e-copy of EC in registered email address	2. Send the email of the approved EC (e-copy) to the registered email address as provided by the taxpayer/ applicant in their	None	15 Min.	PCD Staff

	QCeservices Account.			
3. Receive the hardcopy of EC in registered address provided in the application.	3.1. Forward/ Route the hard copy of EC of establishments under Low Risk Category to the BPLD for the inclusion to the Automated Document Delivery System (ADDS).	None	Within 3 Business Days	<i>PCD staff BPLD staff</i>
	3.1.1 For establishments under the High Risk Category, a mandatory inspection shall be schedule to further validate compliance. The result shall be the basis for the on-site issuance/non-issuance of EC.		1 Business Day	<i>PCD Staff</i>
	3.2. Update the status of EC/s in the approved DSQC database for EC.		30 Min.	<i>PCD Staff</i>
<b>TOTAL:</b>		<b>As mentioned above</b>	<b>5 Days, 4 Hours, and 45 Min.</b>	

## 7. Processing of Issued Environmental Violation Receipts (EVR)

The Deputized Sanitation Enforcement Agents (DSEAs) issue EVR to violator who will comply with the corresponding fines and penalty of the violation committed based on the QC Environment Code.

<b>Office or Division:</b>	Permits and Compliance 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>		
1. Original EVR		DSEA		
2. Valid Government ID		Issuing 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. Present issued EVR at the DSQC for validation/ verification.	1. Evaluate the issued EVR and issue an Order of Payment.	None	30 Min.	<i>PCD Staff</i>
2. Settle the Order of Payment at the City Treasurer's Office (CTO).	2. Process the payment.	Fees varies depending on the violation stated in the QC Environment Code.	30 Min.	<i>CTO Staff</i>
3. Provide DSQC a photocopy of the Official Receipt, valid ID, and issued EVR.	3. Update the DSQC EVR recording system.	None	15 Min.	<i>PCD Staff</i>
<b>TOTAL:</b>		<b>As mentioned above</b>	<b>1 Hour and 15 Min.</b>	

## 8. Receiving of Documents Online via Email or Facebook from Other Departments and Offices in Quezon City Government, Local Government Units (LGUs), National Government Agencies (NGAs), Non-Government Organizations (NGOs) and Stakeholders.

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) utilizes its official email addresses and Facebook page as platforms for other departments and offices within the Quezon City Government, Local Government Units (LGUs), National Government Agencies (NGAs), Non-Government Organizations (NGOs), and stakeholders to submit documents, including but not limited to, letter requests, announcements, queries, and complaints addressed to 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>	
1. Document/s addressed to the Department.			Origin Department or office in Quezon City, LGU	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents via email at <a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a> or <a href="mailto:publicaffairs.DSQC@quezoncity.gov.ph">publicaffairs.DSQC@quezoncity.gov.ph</a> or through the official Facebook page @DSQCofficial page, addressed to the Department Head.	1.1. Acknowledge receipt and record in the DSQC centralized communication and referral tracker.	None	5 Min.	<i>Public Affairs Officer</i>
	1.2. Print the document/s and forward them to the Administrative Affairs Section.	None	5 Min.	<i>Public Affairs Officer</i>
	1.3. Receive and forward the document/s to the Department Head for instruction/s.	None	5 Min.	<i>Administrative Clerk</i>
	1.4. Indicate instruction/s in the routing slip.	None	30 Min.	<i>Department Head</i>
	1.5. Forward to the concerned Division as indicated in the routing slip.	None	5 Min.	<i>Administrative Clerk</i>
	1.6. Receive the document/s in the Division and refer to the Division Chief.	None	5 Min.	<i>Assigned Staff</i>
	1.7. Carry out the instruction/s as indicated in the routing slip.	None	30 Min.	<i>Division Chief of the concerned division</i>
2. Receive feedback from DSQC office.	2. Coordinate the status or feedback to the client.	None	15 Min.	<i>Assigned Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 40 Min.</b>	

## 9. File a Complaint or Submit Query via QCitizen 122 Helpline

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) screens the QCitizen 122 Ticketing System for referred cases and addresses complaints or queries from QCitizens related to its 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>		
1. Phone call stating complaints or queries related to DSQC's services.		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. Call QC 122 hotline to file a complaint or submit a query related to DSQC's services.	1.1. Comprehensive understanding of the complaint or query, acknowledging its receipt, and gather all necessary information.	None	10 Min.	<i>Public Affairs Officer</i>
	1.2. Encode all information gathered to DSQC centralized communication and referral tracker.		10 Min.	<i>Public Affairs Officer</i>
	1.3. Refer the case to the appropriate division using the DSQC online referral system.		10 Min.	<i>Public Affairs Officer</i>
2. Receive feedback from DSQC office.	2.1. Carry out appropriate action on complaints or queries.	None	4 Hours; may vary depending on the case	<i>Division Chief of the concerned division</i>
	2.2. Send an update in online referral system.		20 Min.	<i>Assigned Staff</i>
	2.3. Encode in the QC 122 system the update on complaints or queries of the client.		5 Min.	<i>Public Affairs Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 55 Min.</b>	

## 10. File a Complaint or Submit Query via DSQC Call Center

Concerned citizens may call the DSQC's hotline at (02) 8988-4242 local 8311 to lodge complaints or inquiries regarding its 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 G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Phone call stating complaints or queries related to DSQC's services.			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. Call DSQC telephone number 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	10 Min.	<i>Public Affairs Officer</i>
	1.2. Encode all information gathered to DSQC centralized communication and referral tracker.		10 Min.	<i>Public Affairs Officer</i>
	1.3. Refer the case to the appropriate division through online communication and referral system.		10 Min.	<i>Public Affairs Officer</i>
2. Receive feedback from DSQC office.	2.1. Concerned division shall carry out appropriate action on complaints or queries.	None	4 Hours; may vary depending on the case	<i>Division Chief of the appropriate Division</i>
	2.2. Send an update in online referral system.		5 Min.	<i>Public Affairs Officer</i>
	2.3. Send an update on complaints or queries of the client's provided contact details.		5 Min.	<i>Public Affairs Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 40 Min.</b>	

## 11. QC Recyclables Trading Activity

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) aims to recover recyclable/ harvestable materials to divert waste from the landfill through QC Basuhero Recyclables Trading. QCitizen may request house-to-house collection of their recyclable materials and trade it to cash through the QC Basuhero's partner recycler.

<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 G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter requesting collection of recyclable materials			Origin Department or office in Quezon City, LGU, NGA, NGO, or stakeholders	
<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 QC Basuhero Recyclables Trading Activity via email at <a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a> or <a href="mailto:publicaffairs.DSQC@quezoncity.gov.ph">publicaffairs.DSQC@quezoncity.gov.ph</a> , official Facebook page @DSQCOfficialpage or at the Central Receiving of DSCQ Office.	1.1. If received through email or Facebook, it shall be acknowledged and recorded in DSQC centralized communication and referral tracker.	None	5 Min.	<i>Public Affairs Officer</i>
	1.1.1. If received at the Central Receiving of DSQC office, it shall be received and recorded in the DSQC document recording system.		5 Min.	<i>Administrative Clerk</i>
	1.2. Forward to the Administrative Affairs Section.		5 Min.	<i>Administrative Clerk</i>
	1.3. Receive and forward the document/s to the Department head for instruction/s.		30 Min.	<i>Department Head</i>
	1.4. Indicate instruction/s in the routing slip.		5 Min.	<i>Administrative Clerk</i>
	1.5. Forward/ Route to PASCD as indicated in the routing slip.		30 Min.	<i>Public Affairs Officer</i>
	1.6. Receive the request letter in PASCD, forward it to the Division Chief of PASCD and carry out the instruction/s.		3 Hours	<i>Public Affairs Officer</i>
	1.7. Inspect the site including the recyclable/ harvestable materials to be collected and report			



	to Division Chief of PASCD and the Department Head for approval to proceed to the collection and trading activity.			
2. Confirm preferred schedule and prepare the permits that maybe required in entering and exiting the premises of the requesting party or the point of collection.	2.1. Send available schedule of collection to the requesting party.	None	4 Hours; may vary per location	<i>Public Affairs Officer</i>
	2.2. Confirm the schedule of the collection.			
3. Assist the team during the collection and trading activity.	3. Supervise the recyclable/ harvestable materials collection and the trading activity.	None	Within 1 Business Day; may vary depending on the volume to be collected.	<i>Public Affairs Officer</i>
4. Receive the certificate of participation.	4. Record all the information and issue the certificate of participation to the requesting party.	None	20 Min.	<i>Public Affairs Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 40 Min.</b>	

## 12. Request for DSQC Training and Deputation Seminar

The Deputation of Sanitation Enforcement Agents (DSEAs) aims to continuously strengthen the enforcement capabilities of relevant City personnel in implementing the City's existing sanitation and environmental laws and ordinances.

<b>Office or Division:</b>		Public Affairs and Special Concerns 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>	
1. Letter requesting for Deputation of Sanitation Enforcement Agent			Origin Department or office in Quezon City, LGU, NGA	
<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 DSQC Training and Deputation Seminar via email at <a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a> or <a href="mailto:publicaffairs.DSQC@quezoncity.gov.ph">publicaffairs.DSQC@quezoncity.gov.ph</a> .	1. If received through email or Facebook, it shall be acknowledged and recorded in DSQC centralized communication and referral tracker.	None	5 Min.	<i>DSQC Permits and Compliance Division</i>
	1.1.1. If received at the Central Receiving of DSQC office, it shall be received and recorded in the DSQC document recording system.		5 Min.	<i>Administrative Clerk</i>
	1.2. Forward to the Administrative Affairs Section.		5 Min.	<i>Administrative Clerk</i>
	1.3. Receive and forward the document/s to the Department head for instruction/s.		5 Min.	<i>Administrative Clerk</i>
	1.4. Indicate instruction/s in the routing slip.		30 Min.	<i>Department Head</i>
	1.5. Forward/ Route to Public Affairs and Special Concerns Division (PASCD) as indicated in the routing slip.		5 Min.	<i>Administrative Clerk</i>
	1.6. Receive the request letter in PASCD, forward it to the Division Chief of PASCD and carry		30 Min.	<i>Public Affairs Officer</i>

	out the instruction/s.			
	1.7. Coordinate with the requesting party and confirm the schedule.		5 Min.	<i>Public Affairs Officer</i>
2. Provide the list of names of the applicants to be deputized and other document/s that may be required.	2.1. Email the list of names of the applicants to be deputized and other document/s that may be required.	None	30 Min.	<i>Public Affairs Officer</i>
	2.2 Check the completeness of the submitted requirements and inform the requesting party on the schedule of the training.		30 Min.	<i>Public Affairs Officer</i>
3. Actively participate in the training and written examination.	3.1. Conduct the training.	None	1 Business Day	<i>Public Affairs Officer</i>
	3.2. Facilitate the written exam.			
	3.3. Check the written exam answers of the participants.			
4. Receive the Deputation Kit.	4. Prepare and distribute the deputation kits to the qualified applicants.	None	2 Hours	<i>Public Affairs Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 4 Hours and 30 Min.</b>	

### 13. Special Waste Collection Request

The Department of Sanitation and Cleanup Works of Quezon City provides collection service for hazardous waste such as, but not limited to, used cooking oil, busted fluorescent lights, spent household batteries, hazardous, and medical waste from institutions and barangays.

<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>		
1. Request Letter for collection of special waste		Barangay Official		
<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 Special Waste Collection via email at <a href="mailto:DSQC@quezoncity.gov.ph">DSQC@quezoncity.gov.ph</a> or <a href="https://www.facebook.com/DSQCOfficialpage">publicaffairs.DSQC@quezoncity.gov.ph</a> , official Facebook page @DSQCOfficialpage or at the Central Receiving of DSCQ Office.	1.1. If received through email, the email shall be acknowledged and recorded in DSQC centralized communication and referral tracker.	None	5 Min.	<i>Public Affairs Officer</i>
	1.1.1. If received at the Central Receiving of DSQC office, it shall be received and recorded in the DSQC document recording system.		5 Min.	<i>Administrative Clerk</i>
	1.2. Forward to the Administrative Affairs Section.		5 Min.	<i>Administrative Clerk</i>
	1.3. Receive and forward the document/s to the Department head for instruction/s.		5 Min.	
	1.4. Indicate instruction/s in the routing slip.		30 Min.	<i>Department Head</i>
	1.5. Forward/Route to PASCD.		5 Min.	<i>Administrative Clerk</i>
	1.6. Receive the request letter in PASCD, forward it to the Division Chief of PASCD and carry out the instruction/s.		5 Min.	<i>Public Affairs Officer</i>
	1.7. Inspect the site and the wastes to be collected and report to Division Chief of PASCD and the Department Head for approval of the deployment.		1 Business Day	<i>Division Chief of WMOD</i>

	1.8. Schedule the collection and send a notice of schedule of the collection to the requesting party.  If not, notify the requesting party.		5 Min.	<i>Public Affairs Officer</i>
2. Follow the waste collection schedule.	2. Deployment of waste collection vehicles.	None	4 Hours; may vary per location	<i>Public Affairs Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 5 Hours, and 5 Min.</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.

*(Ito ay isang programa kung saan sinimulan ng Pamahalaang Lungsod Quezon ang pagtatayo ng mga socialized housing/condominium projects at ang mga itinayong unit ay inilaan para sa aplikasyon ng mga kwalipikadong residente sa pamamagitan ng isang sistema ng pautang sa pabahay na may pinakamataas na halaga ng pautang na Pitong Daan Limampung Libong Piso (P 750,000.00) sa PAG-IBIG Fund at Apat na Raan at Limampung Libong Piso (P 450,000.00) sa Social Housing Finance Corporation.)*

Office or Division:	Direct Sale Section under Housing and Resettlement Division
Classification:	Highly Technical Transaction (Lubhang Teknikal na Transaksyon)
Type of Transaction:	G2C – Government to Citizen (G2C-Pamahalaan sa Mamamayan) G2G – Government to Government (G2G-Pamahalaan sa Pamahalaan)
Who may avail:	Qualified informal settler families, government employees and other Quezon City residents (Kwalipikadong pamilya na walang pormal na paninirahan (ISFs), kawani ng gobyerno at iba pang residente ng Lungsod Quezon)
<b>CHECKLIST OF REQUIREMENTS</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  (Isang (1) orihinal at isang (1) kopya ng pagpapatunay na may buwanang kita – Kahit alin sa mga sumusunod: Certificate of Employment and Compensation, Certificate of Engagement, Pay slip, ITR)	Employer of Client, BIR  (Kumpanya na pinagta-trabahuhan, BIR)
2. (1 original and 1 photocopy) Birth certificate  If married, (1 original, 1 photocopy) Marriage Contract and Birth Certificate of the spouse.  (Isang (1) orihinal at isang (1) kopya ng Birth Certificate.)  (Kung Kasal, isang (1) orihinal at isang (1) kopya ng	PSA

<i>Birth Certificate ng asawa)</i>				
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.)  <i>(Isang (1) kopya ng wastong pagkakakilanlan na inisyu ng Gobyerno (Kung maaari, QCitizen ID) at wastong pagkakakilanlan na inisyu ng kumpanyang pinagta-trabahuhan na may pirma; 1X1 photo (4 na piraso))</i>  <i>(Kung kasal, Isang (1) kopya ng wastong pagkakakilanlan na inisyu ng Gobyerno (Kung maaari, QCitizen ID) ng asawa; 1x1 photo (4 na piraso))</i>		Client (applicant),BIR, Post Office, DFA, PSA, SSS  <i>(Maaaring makakuha sa BIR, Post Office, DFA, PSA, SSS)</i>		
4. (1 original copy and 1 photocopy) Proof of Billing  <i>(Isang (1) orihinal at isang (1) kopya ng Katibayan ng Pagsingil)</i>		Client to secure from Meralco, Maynilad, PLDT and others  <i>(Maaaring makakuha sa Meralco, Maynilad ,PLDT at iba pa)</i>		
5. (1 original copy and 1 photocopy) Barangay Clearance  <i>(Isang (1) orihinal at isang (1) kopya ng Barangay Clearance)</i>		Barangay Hall		
6. (1 original copy and 1 photocopy) Certificate of No Property  <i>(Isang (1) orihinal at isang (1) kopya ng Sertipiko ng Walang Ari-arian)</i>		City Assessor's Office		
7. Family Photos 3R - size (2 pcs.)  <i>(Dalawang litrato na naglalaman ng mga larawan ng miyembro ng sambahayan (3R size) (2 piraso))</i>		Client (Applicant)		
8. (1 original and 1 photocopy) of NBI Clearance  <i>(Isang (1) orihinal at isang (1) kopya ng NBI Clearance)</i>		NBI		
9. 1 photocopy BIR TIN ID  <i>(Isang (1) kopya ng BIR TIN ID)</i>		BIR		
10. Recommendation from HCDRD Development Officer, if Informal Settler Family (ISF)  <i>(Rekomendasyon mula sa HCDRD Development Officer, kung kabilang sa Pamilyang walang pormal na paninirahan (ISFs))</i>		Housing and Resettlement Division/Community Development Section-HCDRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant shall submit all the	1.1. Receive application with attached	None	10 Min.	Administrative Aide IV

requirements to the Direct Sale Section of the Housing, Community Development and Resettlement Department (HCDRD) for pre-evaluation  <i>(Dapat isumite ng aplikante ang lahat ng kinakailangan sa Direct Sale Section ng Housing, Community Development and Resettlement Department (HCDRD) para sa paunang ebalwasyon)</i>	requirements.  <i>(Tanggapin ang application form kaakibat ang mga dokumentong kinakailangan)</i>	(Wala)	(10 Minuto)	
	1.2. Screen and Pre evaluate application and submitted requirements  <i>(Suriin ang mga dokumento kung tama at kumpleto ang mga ipinasa)</i>		3 Days (3 Araw)	<i>Administrative Aide IV Housing and Homesite Regulation Officer II Direct Sale Section</i>
2. The applicant shall attend the orientation / seminar  <i>(Ang aplikante ay dapat na lumahok sa oryentasyon o seminar.)</i>	2. Conduct orientation / seminar.  <i>(Pagsasagawa ng oryentasyon o seminar)</i>	None (Wala)	1 Day (1 Araw)	<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.  <i>(Pirmahan ang dokumento ng pautang sa itinakdang araw)</i>	3. Facilitate the signing of beneficiary loan documents and assist in the encoding of needed information in other documents, forms or pleadings.  <i>(Pabilisin ang pagpirma sa loan documents at pagtulong sa pag-encode ng mga kinakailangang impormasyon sa iba pang mga dokumento, porma, o petisyon.)</i>	None (Wala)	3 Days (3 Araw)	<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	4. Review application and loan documents and submit to *PAG-IBIG Fund/SHFC.  <i>(Suriin ang aplikasyon at mga dokumento at isumite sa PAG-IBIG Fund/SHFC.)</i>	None (Wala)	2 Days (2 Araw)	<i>Section Head, Administrative Aide IV Direct Sale Section</i>



submission to the financing agency.  <i>(Matapos punan ang loan documents at iba pang kinakailangan, ipagbibigay alam sa aplikante na ang mga dokumentong ipinasa ay susuriing muli ng HCDRD bago isumite sa ahensyang pinansyal.)</i>				
<b>TOTAL:</b>  <b>(KABUUAN):</b>		<b>None</b>  <i>(Wala)</i>	<b>9 Days and 10 Min.</b>  <i>(9 Araw at 10 Minuto)</i>	

**Note:**

(\*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)

*(Ang pag-apruba ng loan application sa PAG-IBIG Fund ay kadalasang humigit kumulang Tatlung (30) araw mula sa pag-sumite ng kumpletong kinakailangan mula sa HCDRD)*

## 2. Issuance Of Clearance For Electrification Program (Clearance For Socialized Housing Basic Utilities Services)

*(Pag-isyu ng sertipikasyon para sa Programa ng Elektripikasyon (Pahintulot Para sa Serbisyong Pangunahing Utility ng Sosyalisadong Pabahay))*

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 the requirement of the utility companies.

*(Upang tulungan ang mga pamilya ng informal settler (ISFs) at mga kwalipikadong benepisyaryo ng programa na makakuha ng clearance bilang kapalit ng Transfer of Certificate of Title (TCT) bilang patunay ng pagmamay-ari ayon sa kinakailangan ng mga utility companies.)*

<b>Office or Division:</b>	Basic Utilities and Other Services Section under Support Services Division		
<b>Classification:</b>	Simple Transaction (Payak na Transaksyon)		
<b>Type of Transaction:</b>	G2C – Government to Citizen (G2C – Pamahalaan sa Mamamayan)		
<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  (Isang (1) orihinal at isang (1) kopya ng Sertipikasyon ng Barangay para sa aplikasyon ng ilaw.)		Barangay Hall  (Bulwagan ng Barangay)	
2. (1 Original and 1 Photocopy) Valid ID of applicant (preferably QC Citizen ID)  (Isang (1) orihinal at isang (1) kopya ng Valid ID o katunayan ng pagkakakilanlan)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG	
3. MERALCO Inspection Report (Yellow Card)  (MERALCO Ulat ng Inspeksyon (Yellow Card))		MERALCO	
4. 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)  (Kliyente (SHFC, NHA, NGCHP, GK))	

<p><i>(Kung benepisyaryo ng Community Mortgage Program (CMP), Direct Sale, National Housing Authority (NHA), National Government Center Housing Project (NGCHP) at Gawad Kalinga (GK), magsumite ng alinman sa mga sumusunod:</i></p> <p>a. <i>Pinagtibay na resibo mula sa Social Housing Finance Corporation (SHFC) / National Home Mortgage Finance Corporation (NHMFC)</i></p> <p>b. <i>Sertipiko ng Pagkilala</i></p> <p>c. <i>Kasunduan ng Pagpapapaupa (Lease Purchase Agreement)</i></p> <p>d. <i>Kontrata/Kasunduan)</i></p>				
<p>4. Notarized Undertaking</p> <p><i>(Gawaing Isasakatuparan)</i></p>		<p>Secure form from HCDRD</p> <p><i>(Kumuha ng form mula sa HCDRD)</i></p>		
<p>5. MERALCO bill for reconnection, and relocation of meter with the same name</p> <p><i>(MERALCO Bill para sa reconnection ng metro sa katulad na pangalan)</i></p>		<p>Client</p> <p><i>(Kliyente)</i></p>		
<p>6. MERALCO bill, yellow card, &amp; waiver for transfer of service name</p> <p><i>(MERALCO Bill at katibayan ng pagpapaubaya para sa reconnection ng metro at paglipat ng pangalan)</i></p>		<p>Client</p> <p><i>(Kliyente)</i></p>		
<p>7. If through a representative: Submit the following;</p> <ul style="list-style-type: none"> <li>• Authorization Letter from the applicant</li> <li>• 1 original (to be presented only) and 1 photocopy – Valid ID of applicant and representative (preferably QC Citizen ID)</li> </ul> <p><i>(Kung may kinatawan: kaitibayan ng pagpapahintulot Valid I.D (1 orihinal) at Valid ID ng kinatawan)</i></p>		<p>Client</p> <p><i>(Kliyente)</i></p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The applicant must submit the required documents to the personnel in charge.</p> <p><i>(Isumite ang mga kinakailangang dokumento sa Basic Utilities Section (BUS))</i></p>	<p>1. Check and validate submitted documents and process clearance required for electric connection at MERALCO.</p> <p><i>(Suriin at tiyakin ang mga isinumiteng dokumento at simulan ang proseso ng pahintulot na kinakailangan para MERALCO)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 Days</p> <p><i>(3 Days – pinakamatagal na panahon ng pagproseso)</i></p>	<p>Section Chief</p> <p><i>Administrative V Encoder/Field &amp; Project Coordinator Basic Utilities Section</i></p> <p><i>Support Services Division</i></p>
<p>2. The applicant will return on the scheduled day (due date) to claim the</p>	<p>2. Release Meralco and Electrical Certification / Clearance</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 Min.</p> <p><i>(3 Minuto)</i></p>	<p>Section Chief</p> <p><i>Administrative V Encoder/Field &amp;</i></p>

<p>MERALCO and Electrical certification/ clearance from HCDRD. (processing period at HCDRD – maximum: 3 days)</p> <p><i>(Pagkuha ng sertipikasyon sa itinakdang araw)</i></p>	<p><i>(Pag-iisyu ng Sertipikasyon mula sa HCDRD)</i></p>			<p><i>Project Coordinator Basic Utilities Section</i></p> <p><i>Support Services Division</i></p>
<p><b>TOTAL:</b></p> <p><i>(KABUUAN):</i></p>		<p><b>None</b></p> <p><i>(Wala)</i></p>	<p><b>3 Days and 3 Min.</b></p> <p><i>(3 Araw at 3 Minuto)</i></p>	

### 3. Issuance Of Clearance For Water Connection Program (Clearance For Socialized Housing Basic Utilities Services)

*(Pag-isyu ng sertipikasyon para sa Programa ng Patubig (Pahintulot Para sa Serbisyong Pangunahing Utility ng Sosyalisadong Pabahay))*

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.

*(Upang tulungan ang mga pamilya ng informal settler (ISFs) at mga kwalipikadong benepisyaryo ng programa na makakuha ng clearance bilang kapalit ng Transfer of Certificate of Title (TCT) bilang patunay ng pagmamay-ari ayon sa kinakailangan ng mga utility companies.)*

Office or Division:	Basic Utilities under Support Services Division		
Classification:	Simple Transaction (Payak na Transaksyon)		
Type of Transaction:	G2C – Government to Citizen (G2C – Pamahalaan sa Mamamayan)		
Who may avail:	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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. 1 Original and 1 photocopy of Barangay Clearance for water connection application  (Isang (1) orihinal at isang (1) kopya ng Sertipikasyon ng Barangay para sa aplikasyon sa Patubig)		Barangay  (Bulwagan ng Barangay)	
2. 1 Original and 1 photocopy Valid ID of applicant (preferably QC Citizen ID)  (Isang (1) orihinal at isang (1) kopya ng Valid ID o katunayan ng pagkakakilanlan)		Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)  (Kliyente (BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, QC I.D))	
3. If the 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  (Kung benepisyaryo ng Community Mortgage Program (CMP), Direct Sale, National Housing Authority (NHA), National Government Center Housing Project (NGCHP) at Gawad Kalinga (GK), magsumite ng alinman sa mga sumusunod:		Client, Implementing Agency/ies of the Housing Programs (SHFC, NHA, NGCHP, GK)  (Kliyente (SHFC, NHA, NGCHP, GK))	

<p>a. <i>Pinagtibay na resibo mula sa Social Housing Finance Corporation (SHFC) / National Home Mortgage Finance Corporation (NHMFC)</i></p> <p>b. <i>Sertipiko ng Pagkilala</i></p> <p>c. <i>Kasunduan ng Pagpapaupa (Lease Purchase Agreement)</i></p> <p>d. <i>Kontrata/Kasunduan</i></p>				
<p>4. Notarized Undertaking</p> <p><i>(Gawaing Isasakatuparan)</i></p>		<p>Secure form from HCDRD</p> <p><i>(Kumuha ng form mula sa HCDRD)</i></p>		
<p>5. If through a representative: Submit the following:</p> <ul style="list-style-type: none"> <li>• Authorization from applicant</li> <li>• 1 Original (to be presented only 1 photocopy - Valid ID of representative (preferably QC Citizen ID))</li> </ul> <p><i>(Kung may kinatawan: kaitibayan ng pagpapahintulot Valid I.D (1 orihinal) at Valid ID ng kinatawan)</i></p>		<p>Client (Applicant)</p> <p>(To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)</p> <p><i>(Kliyente)</i></p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The applicant must submit the accomplished application form and required documents to the personnel in-charge.</p> <p><i>(Isumite ang mga kinakailangang dokumento sa Basic Utilities Section (BUS).)</i></p>	<p>1. Check and validate submitted documents and process clearance required for (MWSI/MWC) clearance</p> <p><i>(Suriin at tiyakin ang mga isinuiteng dokumento at simulan ang proseso ng pahintulot na kinakailangan para sa (MWSI/MWC) clearance.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 Days</p> <p><i>(3 na Araw – pinakamatagal na panahon ng pagproseso)</i></p>	<p>Section Chief Administrative V Encoder/ Field &amp; Project Coordinator Basic Utilities Section Support Services Division</p>
<p>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.</p> <p><i>(Pagkuha ng sertipikasyon sa itinakdang araw)</i></p>	<p>2. Release MWSI/MWC clearance</p> <p><i>(Pag-iisyu ng Sertipikasyon mula sa HCDRD)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 Min.</p> <p><i>(3 Minuto)</i></p>	<p>Section Chief Administrative V Encoder/Field &amp; Project Coordinator Basic Utilities Section Support Services Division</p>
<p><b>TOTAL:</b></p> <p><i>(KABUUAN):</i></p>		<p>None</p> <p><i>(Wala)</i></p>	<p><b>3 Days and 3 Min.</b></p> <p><i>(3 Araw at 3 Minuto)</i></p>	

#### 4. Assistance in Segregation of Titles for Community Mortgage Program Beneficiaries

*(Pagtulong sa mga Benepisyaryo ng Community Mortgage Program sa Pagpapahati ng Titulo)*

The Quezon City Government as mobilizer/originator through HCDRD provides assistance to CMP taken-out Homeowners Associations in segregation of titles.

*(Ang Quezon City Government bilang mobilizer/originator sa pamamagitan ng HCDRD ay nagbibigay tulong sa mga Samahan ng Komunidad na benepisyaryo ng CMP sa pag papahati ng titulo.)*

<b>Office or Division:</b>	Community Mortgage Program Section under Housing and Resettlement Division (HRD)		
<b>Classification:</b>	Complex Transaction		
<b>Type of Transaction:</b>	G2C – Government to Citizen (G2C – <i>Pamahalaan sa Mamamayan</i> )		
<b>Who may avail:</b>	CMP Beneficiary Community Associations (CA) ( <i>Mga samahan ng komunidad na benepisyaryo ng CMP</i> )		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter Request for assistance in segregation of titles (1 Original)  ( <i>Liham na humihiling ng pagtulong sa paghahati ng mga titulo (1 Orihinal)</i> )	Client  ( <i>Kliyente</i> )		
2. Approved Subdivision Plan (1 Original)  ( <i>Aprubadong Subdivision Plan (1 Orihinal)</i> )	Client  ( <i>Kliyente</i> )		
3. Approved Technical Description (1 Original)  ( <i>Aprubadong Subdivision Plan (1 Orihinal)</i> )	Client  ( <i>Kliyente</i> )		
4. Latest Tax Clearance (1 Original)  ( <i>Pinakabagong tax clearance (1 Orihinal)</i> )	City Treasurer's Office  ( <i>Tanggapan ng Ingat-Yaman ng Lungsod</i> )		
5. Certified true Copy of Tax Declaration  ( <i>Sertipikadong Tuwid na Kopya ng Tax Declaration</i> )	City Assessor's Office  ( <i>Tanggapan ng Tagatasa ng Lungsod</i> )		
6. Certificate True Copy of Title  ( <i>Sertipikadong Tuwid na Kopya ng Titulo</i> )	Registry of Deeds  ( <i>Tanggapan ng Registry of Deeds</i> )		
7. Secretary's Certificate (1 Original)  ( <i>Sertipiko ng Kalihim (1 Orihinal)</i> )	Client  ( <i>Kliyente</i> )		
8. Letter request to SHFC for the temporary withdrawal of the mother title/s for the purpose of subdivision  ( <i>Sulat sa SHFC para sa pansamantalang pagkuha ng mother title para sa partisyon</i> )	Client  ( <i>Kliyente</i> )		
9. Notarized Authorization Letter / Letter Request to Registry of Deeds	Client  ( <i>Kliyente</i> )		



(Notaryadong Awtorisasyon / Sulat kahilingan sa Registry of Deeds)				
10. DSHUD/HLURB Registration, By-Laws and Articles of Incorporators (1 Certified True Copy)  (DSHUD/HLURB Rehistrasyon, Batas Pangkalooban at Artikulo ng mga Nagtaguyod (1 Sertipikadong Tuwid na Kopya))		Department of Human Settlements and Urban Development  (Kagawaran ng Human Settlements and Urban Development)		
11. Conformity w/ SHFC		Client  (Kliyente)		
12. Notarized Final Block & Lot Assignments of all Member-Beneficiaries  (Notaryadong pinal na bloke at itinakdang lote ng lahat ng kasapi ng samahan)		Client  (Kliyente)		
May submit requirement and follow up through email at email address: <a href="mailto:HCDRD@quezoncity.gov.ph">HCDRD@quezoncity.gov.ph</a>  (Maaaring isumite ang mga kinakailangang dokumento at mag-follow up sa pamamagitan ng email sa 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
1. Submit letter request for assistance in segregation of title/s.  (Mag-submit ng liham na humihiling ng tulong para sa paghihiwalay ng mga titulo)	1. Receive letter request from client  (Tanggapin ang liham na kahilingan mula sa kliyente.)	None  (Wala)	2 Min.  (2 na Minuto)	Receiving Clerk Administrative Division
2. Wait for the schedule of site inspection and General Assembly/Orientation  (Maghintay para sa iskedyul ng site inspection at General Assembly/Orientation.)	2. Conduct site inspection and General Assembly and Give Checklist of Requirements to Client  (Magsagawa ng site inspection at General Assembly at ibigay ang Checklist ng mga Kinakailangan sa Kliyente.)	None  (Wala)	3 Days  (3 na Araw)	Project Coordinator Community Mortgage Program Section
3. Submit Requirements for segregation of titles  (I-submit ang mga kinakailangan para sa paghihiwalay ng mga titulo.)	3.1. Receive Documents  (Tanggapin and mga dokumento.)	None  (Wala)	5 Min.  (5 na Minuto)	Project Coordinator Community Mortgages Program Section
	3.2. Evaluate documents and submit to SHFC  (Suriin ang mga dokumento at ipasa sa SHFC.)		10 Days  (10 Araw)	
TOTAL:		None	13 Days and 7 Min.	
(KABUUAN):		(Wala)	(13 Araw at 7 Minuto)	



## 5. Direct Purchase Of Land For Distribution To Informal Settler Families/Actual Occupants

*(Direktang Pagbili ng Lupa Para Ipamahagi sa mga Nakatirang Informal Settler Families)*

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.

*(Ang Pamahalaang Lungsod Quezon ay patuloy na ginagamit ang paraang Direct Purchase, na kung saan binibili ng lungsod ang mga ari-arian na inookupahan ng mga Informal Settler Families sa mga nagmamay ari nito upang mabigyan ng kasiguraduhan sa paninirahan ang mga nakatira sa nasabing ari-arian.)*

<b>Office or Division:</b>	Community Mortgage Program under Housing and Resettlement Division	
<b>Classification:</b>	Qualified for Multi-Stage Processing <i>(Kwalipikado para sa Maramihang Yugto ng Pagproseso)</i>	
<b>Type of Transaction:</b>	G2C – Government to Citizen <i>(G2C – Pamahalaan sa Mamamayan)</i>	
<b>Who may avail:</b>	Landowners (LO) of private properties; Individual Client for Socialized Housing <i>(Mga may ari ng pribadong ari-arian; mga indibidwal na kliyente para sa Socialized Housing)</i>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. 1 original, 1 photocopy- Letter of Intent to Sell  <i>(1 orihinal, 1 kopya – Sulat na nagpapahiwatig ng kagustuhang magbenta)</i>		Landowner (LO)  <i>(May ari ng lupa)</i>
2. 1 CTC and 2 photocopies of Certified True Copy of titles.  <i>(1 CTC at 2 kopya ng Certified True Copy ng mga titulo)</i>		Registry of Deeds (RD)
3. 1 CTC and 2 photocopies of the Certified True Copy of the current Tax Declaration  <i>(1 CTC at 2 kopya ng Certified true copy ng kasalukuyang deklarasyon ng buwis)</i>		City Assessor’s Office
4. 1 Original and 2 photocopies of the Updated Tax Clearance/Tax Receipts  <i>(1 Orihinal at 2 kopya ng Updated Tax Clearance/Resibo ng Buwis)</i>		City Treasurer’s Office (CTO)
5. 1 Blueprint Copy of the Vicinity Map/lot plan duly signed by the Geodetic Engineer  <i>(1 Kopya ng Blueprint ng mapa ng paligid/plano ng lupa na pirmado ng Geodetic Engineer)</i>		Geodetic Engineer/Landowner (LO)
6. 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 Orihinal at 2 kopya ng Notaryadong Special Power of Attorney(SPA) para sa mga may-arang nirerepresenta ng kanilang Attorney-In-Fact)	(May ari ng lupa)
7. 2 photocopies-Two (2) valid Government issued IDs and BIR issued Tax Identification Number (TIN) of the registered owner/s of the property  (2 kopya – Dalawang (2) Valid na Government Issued IDs at Tax Identification Number mula sa BIR ng nag mamay-ari / mga nag mamay-ari ng lupa)	Landowner (LO)  (May ari ng lupa)

May submit requirement and follow up through email at email address:

[HCDRD@quezoncity.gov.ph](mailto:HCDRD@quezoncity.gov.ph)

(Isumite ang mga kinakailangang dokumento at mag follow-up sa [HCDRD@quezoncity.gov.ph](mailto:HCDRD@quezoncity.gov.ph))

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to sell addressed to the City Mayor.  (Ipapasa ang sulat ng intensyon sa pagbenta na naka-address sa alkalde ng lungsod quezon)	1.1. Receive the transmitted letter of intent.  (Tanggapin ang ipinasang sulat ng intensyon)	None  (Wala)	5 Min.  (5 Minuto)	Receiving Clerk Administrative Division
	1.2. Receive the required documents.  (Tatanggapin ang mga kinakailangan dokumento)		1 Day  (1 Araw)	Receiving Clerk Administrative Division
	1.3. Transmit to the Assistant Department Head for review.  (Ipapasa sa Assistant Department Head para masuri)		5 Min.  (5 Minuto)	Assistant Department Head / Office of the Assistant Department Head
	1.4. Receive documents for proper disposition.  (Tatanggapin ang mga dokumento para sa wastong pamamahagi)		1 Day  (1 Araw)	Department Head / Office of the Dept. Head
	1.5. Evaluate letter and validate submitted documents.  (Susuriin ang sulat at mga ipinasang dokumento)		2 Days  (2 Araw)	Personnel-in-C harge Community Mortgage Program Section
2. The landowner should know the actions to be undertaken in response to his letter of intent to sell.  (Dapat malaman	HCDRD will undertake the following:  (Isasagawa ng HCDRD ang mga susunod:)  2.1. Conduct site inspection and prepare recommendation	None  (Wala)	2 Days  (2 Araw)	Personnel-in-C harge Community Mortgage Program Section

<p><i>ng may-ari ng lupa ang mga gagawin patungkol sa kanyang sulat)</i></p>	<p><i>(Magsasagawa ng inspeksyon sa lugar at rekomendasyon)</i></p>			
	<p>2.2. Include in the HCDRD yearly Project Procurement Management Plan (PPMP)</p> <p><i>(Isama sa taunang Project Procurement Management Plan (PPMP) ng HCDRD)</i></p>		<p>Yearly (Taunan)</p>	<p><i>Department Head Office of the Department Head Assistant Department Head</i></p>
	<p>2.3. Make a recommendation to the City Council to authorize the City Mayor to purchase the property.</p> <p><i>(Gagawa ng rekomendasyon sa konseho ng lungsod upang pahintulutan ang alkalde ng lungsod na bilhin ang ari-arian)</i></p>		<p>6 Days (6 Araw)</p>	<p><i>Personnel-in-Charge Community Mortgage Program Section</i></p>
	<p>2.4. Prepare request for the property's appraisal from the City Appraisal Committee</p> <p><i>(Ihahanda ang request sa City Appraisal Committee para sa pagtasa ng ari-arian.)</i></p>		<p>1 Day (1 Araw)</p>	<p><i>Personnel-in-Charge Community Mortgage Program Section</i></p>
<p>3. Execute Deed of Absolute Sale (DOAS) between landowner and the QC Government.</p> <p><i>(Paglalagda ng Deed of Absolute Sale(DOAS) sa pagitan ng may-ari ng lupa at ng Pamahalaang Lungsod Quezon)</i></p>	<p>3. Facilitate the execution of DOAS.</p> <p><i>(Mamamahala sa pagsasagawa ng DOAS)</i></p>	<p>None (Wala)</p>	<p>1 Day (1 Araw)</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>
<p>4. The land owner should follow up and know the procedures to be undertaken by HCDRD.</p> <p><i>(Mag fo-followup</i></p>	<p>4.1. Prepare documents and apply for a Certificate Authorizing Registration (CAR) at Bureau of Internal Revenue (BIR).</p> <p><i>(Ihahanda ang mga dokumento at mag aapply</i></p>	<p>None (Wala)</p>	<p>3 Days (3 Araw)</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>

<p><i>ang may ari ng lupa at aalamin ang mga hakbang na gagawin ng HCDRD)</i></p>	<p><i>para sa pag kuha ng Certificate Authorizing Registration(CAR) sa BIR)</i></p>			
	<p>4.2. Request for the transfer of the registered name of the title to the Quezon City Government at the Registry of Deeds.</p> <p><i>(Magrerequest para sa paglipat ng rehistradong pangalan sa titulo papunta sa Pamahaang Lungsod Quezon)</i></p>		<p>3 Days (3 Araw)</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>
<p>5. The landowner will proceed to the City Treasurer's Office upon completion of the process to claim payment for the property.</p> <p><i>(Ang may-ari ng lupa ay magtutungo sa tanggapan ng ingat-yaman ng lungsod quezon sa oras na makumpleto ang proseso sa pag-claim.)</i></p>	<p>5. Provide information with regard to requirement for claiming the payment for property.</p> <p><i>(Magbibigay ng informasyon patungkol sa mga kinakailangan para makuha ang bayad sa ari-arian)</i></p>	<p>None (Wala)</p>	<p>10 Min. (10 Minuto)</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>
<p><b>TOTAL:</b> <b>(KABUUAN):</b></p>		<p><b>None</b> (Wala)</p>	<p><b>1 Year, 20 Days and 20 Min.</b>  (1 Taon, 20 Araw, 20 Minuto)</p>	

## 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.

*(Ang Rental Housing na programa ng Pamahalaang Lungsod Quezon ay natatangi na nakalaan para sa mga kapus-palad, walang tirahan, at mga pamilyang walang pormal na paninirahan (ISFs) na walang kakayahan na magkaroon at magbayad ng buwanang amortisasyon gaya ng sa ibang proyektong pabahay. Ang termino ng pag-upa ay dapat na mai-renew tuwing tatlong (3) taon simula sa pag pirma ng "Kasunduan ng Papapaupa". Ang panahon ng pag-upa ay hindi lalagpas sa dalawampu't limang (25) taon. Ang buwanang bayad sa pagpapaupa ay Walong Daang Piso (Php 800.00) na babayaran ng umuupa sa petsang nakasaad sa "Kasunduan ng Pagpapaupa". Ang buwanang bayad ay pwede na tumaas tuwing ikatlong (3) taon ng pag-upa, na tutukuyin ang presyo na ito ng Local Housing Board (LHB). Ang pagtaas sa bayarin sa pag-upa ay dapat na nakabatay sa kinatatayuang lugar ng housing unit, napapailalim ito sa pagsusuri at pagsasaalang-alang para sa naaangkop na mga pagbabago at rebisyon.)*

*Kung mapapatunayan na ang kakayahan sa pananalapi at ang socio-economic profile ng umuupa ay nagpapahirap sa kanya na magbayad ng buwanang upa, meron naman din na maibibigay na diskwento. Sa kasong ito, upang maging karapat-dapat sa may diskwentong halaga, ang kinauukulang Benepisyaryo ay kailangang sumailalim sa proseso ng pagsusuri sa pagsumite ng mga kinakailangang dokumento.)*

Office or Division:	Housing and Resettlement Division		
Classification:	Qualified for Multi-stage Processing ( <i>Kwalipikado para sa Maramihang Yugto ng Transaksyon</i> )		
Type of Transaction:	G2C – Government to Citizen ( <i>G2C – Pamahalaan para sa Mamamayan</i> )		
Who may avail:	Underprivileged, Homeless, and Informal Settler Families (ISFs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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  ( <i>Application Form na ibibigay ng Housing, Community Development and Resettlement Department (HCDRD) na naglalaman ng mga pangalan at larawan ng Aplikante at lahat ng miyembro ng kanyang sambahayan</i> )		HCDRD	

<p>2. 1 Original and 1 photocopy-Proof of income (pay slips, etc.)</p> <p><i>(Isang (1) orihinal at isang (1) kopya ng pagpapatunay na may buwanang kita (pay slips, etc.))</i></p>	<p>Company of the client</p> <p><i>(Kumpanya na pinagta-trabahuan)</i></p>
<p>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</p> <p><i>(Isang (1) orihinal at isang (1) kopya ng Certificate of Employment and Compensation para sa mga may pormal na trabaho o Affidavit of Income para sa mga walang pormal na trabaho (halimbawa: Vendors, online sellers, and others))</i></p>	<p>Company of the client; Client</p> <p><i>(Kumpanya na pinagta-trabahuan, o aplikante)</i></p>
<p>4. Original and 1 photocopy-Valid Government issued I.D. (preferably QCitizen ID)</p> <p><i>(Isang (1) orihinal at isang (1) kopya ng wastong pagkakakilanlan na inisyu ng Gobyerno (Kung maaari, QCitizen ID))</i></p>	<p>Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)</p> <p><a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p> <p><i>(Aplikante (maaaring makakuha sa mga sumusunod na tanggapan: Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)</i> <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a><i>)</i></p>
<p>5. 1 Original and 1 photocopy Barangay Certificate of Residency</p> <p><i>(Isang (1) orihinal at 1 kopya ng magpapatunay na ang aplikante ay lehitimong residente ng barangay)</i></p>	<p>Barangay</p>
<p><b>Requirements to be entitled to the discounted rate after the screening process.</b> <i>(Mga kailangang ipasa para ma-kwalipika upang mabigyan ng diskwento matapos ang pagsusuri ng Local Housing Board (LHB))</i></p>	
<p>1. 1 Original and 1 photocopy- Notarized Certificate of Employment and Compensation/Affidavit of Income for non-formal income earners, ex. Vendors and others</p> <p><i>(Isang (1) orihinal at isang (1) kopya ng notaryadong Certificate of Employment and Compensation para sa mga may pormal na trabaho o Affidavit of Income para sa mga walang pormal na trabaho (halimbawa: Vendors, online sellers, at iba pa))</i></p>	<p>Employer of Client</p> <p><i>(Kumpanya na pinagta-trabahuhan)</i></p>
<p>2. 1 Original and 1 photocopy Latest one month pay slip</p> <p><i>(Isang (1) orihinal at isang (1) kopya ng pinakabagong talaan ng buwanang kita)</i></p>	<p>Employer of Client</p> <p><i>(Kumpanya na pinagta-trabahuhan)</i></p>
<p>3. 1 Original and 1 photocopy Certificate of Indigency</p>	<p>Barangay</p>

(Isang (1) orihinal at isang (1) kopya ng Barangay Certificate of Indigency)				
4. 1 Original and 1 photocopy - Case Study Report  (Isang (1) orihinal at isang (1) kopya ng Case Study Report)		HCDRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The duly accomplished Application Form, together with all the aforementioned requirements, shall be submitted to the HCDRD.  (Kapag natapos punan ang Application Form, kasama ang lahat ng nabanggit na mga kinakailangan, ay dapat isumite sa HCDRD.)	1.1. Receive the application form and requirements (containing the names and photos of the Applicant and all the members of his/her household)  (Tanggapin ang application form at mga dokumentong kinakailangan (naglalaman ng mga pangalan at larawan ng Aplikante at lahat ng miyembro ng kanyang sambahayan)	None  (Wala)	15 Min.  (15 Minuto)	Receiving Clerk Administrative Aide
	1.2. Evaluate documents submitted to check if complete (and applicant is qualified for the rental housing program.)  (Suriin ang mga dokumento kung tama at kumpleto ang mga ipinasa (at ang aplikante ay kwalipikado para sa programa ng paupahang pabahay).		2 Days  (2 Araw)	Project Coordinator Section/Division Housing and Resettlement Division
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.  (Makalipas ang dalawang (2) araw,	2. Inform the applicant if documents submitted are complete. The applicant shall be advised to submit other requirements which are not attached in the submitted documents.  (Ipaalam sa aplikante kung kumpleto ang mga dokumentong ipinasa. Kung may kakulangan	None  (Wala)	15 Min.  (15 Minuto)	Project Coordinator Section/Division Housing and Resettlement Division

<i>maaaring sumangguni ang aplikante ukol sa resulta ng pagsusuri ng mga ipinasang dokumento sa HCDRD upang malaman kung wala ng problema ang mga isinumite na dokumento. Dapat ding malaman ng aplikante kung siya ay kwalipikado para sa proyektong paupahang pabahay)</i>	<i>sa mga isinumite na dokumento, ang aplikante ay dapat payuhan na magpasa ng mga kakulangang dokumento)</i>			
3. The applicant will wait for the result of the qualification process.  <i>(Maghihintay ang aplikante para sa resulta ng proseso sa kwalipikasyon)</i>	3.1. The HCDRD will initiate start of the qualification process through BSAC.  <i>(Sisimulan ng HCDRD ang proseso ng kwalipikasyon sa pamamagitan ng BSAC)</i>	None  <i>(Wala)</i>	90 Days  <i>(90 Araw)</i>	<i>Beneficiary Selection and Arbitration Committee.</i>
<b>TOTAL:</b>  <b>(KABUUAN):</b>		<b>None</b>  <i>(Wala)</i>	<b>92 Days and 30 Min.</b>  <i>(92 Araw at 30 Minuto)</i>	

**Note:**

\*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.

*(\*Ang isang Aplikante ay maaaring italaga sa naaangkop na proyekto ng socialized housing ng Pamahalaang Lungsod, kung mayroon bakante, o maipahanay sa waitlist. Ang isang Aplikante na itinalaga sa isang waitlist ay dapat isaayos ayon sa antas ng prayoridad at maaayos na pagkakasunud-sunod ng aplikasyon.)*



## 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.

*(Isa sa mga programa ng Departamento na naglalayong tulungan ang mga maralitang tiga lungsod Quezon (Informal Settler Families (ISFs)) na mapasakanila ang lote kung saan nakatayo ang kanilang mga istraktura ng bahay sa pamamagitan ng direktang pagbili ng lupang pag-aari ng Pamahalaang Lungsod ng Quezon.)*

<b>Office or Division:</b>	Direct Sale Section under Housing and Resettlement Division	
<b>Classification:</b>	Highly Technical Transaction ( <i>Lubhang Teknikal na Transaksyon</i> )	
<b>Type of Transaction:</b>	G2C – Government to Citizen ( <i>G2C – Pamahalaan sa Mamamayan</i> ) G2G – Government to Government ( <i>G2G – Pamahalaan sa Pamahalaan</i> )	
<b>Who may avail:</b>	ISFs/Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only ( <i>Mga ISF/Benepisyaryo ng Socialized Housing Projects sa ilalim ng Direct Sale Scheme - Lote Lamang</i> )	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Requirements for the association:</b> ( <i>Mga kinakailangan isumite ng samahan</i> )		
1. Application letter with attached form  ( <i>Liham ng aplikasyon kasama ang kalakip na form</i> )		HCDRD, or can be downloaded from QC Govt. website.  ( <i>HCDRD, o maaaring i-download mula sa QC Govt. website.</i> )
2. DHSUD, HOA Registration with list of members.  ( <i>DHSUD, Rehistro ng HOA na may listahan ng mga miyembro.</i> )		DHSUD (formerly HLURB)
<b>Requirements for individual beneficiaries:</b> ( <i>Mga kinakailangan para sa mga indibidwal na benepisyaryo</i> )		
1. HOA Membership/ Clearance  ( <i>Pagpapatunay na kasapi ng Samahan (Halimbawa: Clearance)</i> )		Community Association  ( <i>Samahan ng Komunidad</i> )
2. 1 original Barangay Clearance  ( <i>1 orihinal na kopya ng barangay clearance</i> )		Barangay
3. 1 original Certified True Copy from PSA or from Civil Registry - Birth Certificate of Beneficiary  ( <i>1 orihinal na Certified True Copy mula sa PSA o mula sa Civil Registry - Birth Certificate of Beneficiary</i> )		PSA
4. 1 CTC of Marriage Contract (if married)  ( <i>CTC ng Marriage Contract (kung kasal)</i> )		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,

(Isang (1) kopya ng wastong pagkakakilanlan na inisyu ng Gobyerno, dapat may tatlong (3) pirma)		Pag-IBIG)		
6. 1 Original Copy - Certificate of Employment and compensation/ Affidavit of Income  (Isang (1) orihinal na kopya ng 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  (Kung Overseas Filipino Worker (OFW) ang Kontrata ng Serbisyo, kailangan ng Special Power of Attorney (SPA) ng (Isinasagawa kasama ng naaangkop na Tanggapan ng Konsulado)- orihinal na kopya)		Client		
8. Certification of No Property  (Sertipikasyon ng walang ari arian)		City Assessor's Office		
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.  (Ang kinauukulang asosasyon ng komunidad ng nasabing lote ay gagawa ng sulat na isusumite sa Housing Community Development and Resettlement Department (HCDRD) na nagsasaad ng kanilang interes o balak na bilhin ang lote kung saan nakatayo ang kanilang mga bahay.)	1.1. Receive request with attached requirements and forward to the Office of the Department Head.  (Tanggapin ang sulat na kahilingan na may kalakip ang mga kinakailangan at ipasa sa Opisina ng Tagapamuno ng Departamento.)	None  (Wala)	10 Min.  (10 Minutos)	Receiving Clerk/s HCDRD
	1.2. Review documents submitted  (Suriin ang mga dokumento na ipinasa)		2 Days  (2 Araw)	Department Head HCDRD Division Head Housing and Resettlement Division
	1.3. Conduct an ocular inspection.  (Magsagawa ng pagsisiyasat sa lugar)		2 Days  (2 Araw)	Housing and Homesite Regulatory Officer II Direct Sale Section
	1.4. Make a recommendation to the Quezon City Council for an ordinance authorizing the Mayor to acquire the said		2 Days  (2 Araw)	Section Head Direct Sale Section

	lot/property.  (Gumawa ng rekomendasyon sa Konseho ng Lungsod Quezon para sa isang ordinansang pagbibigay ng karapatan na lumagda ang Alkalde upang mabili ang nasabing lote/ari-ari.)			
	1.5. Prepare Contract to Sell (CTS)  (Mag handa ng Contract to Sell (CTS))		3 Days  (3 Araw)	Housing and Homesite Regulatory Officer II Direct Sale Section
2. The Community Association and HCDRD will select the beneficiary.  (Ang samahan at HCDRD ay pipili ng mga benepisyaryo)	2. Facilitate and guide the CA in the selection of program beneficiary.  (Mangasiwa at maging gabay sa Samahan para sa pagpili ng benepisyaryo ng programa.)	None  (Wala)	3 Days  (3 Araw)	Division Head Housing and Resettlement Division  Section Head Direct Sale Section
3. The concerned Community Association will 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.  (Ang kinauukulang Samahan ay gagawa ng sulat sa City Appraisal Committee para sa tinatayang halaga ng lote at gayundin sa Konseho ng Lungsod para sa pag-apruba ng plano ng paghihiwa-hiwalay ng lote)	3. Request the CA to provide a copy of the appraisal report and the approved ordinance.  (Hilingin sa samahan na magbigay ng kopya ng ulat sa appraisal at ang naaprubahang ordinansa.)	None  (Wala)	1 Day  (1 Araw)	Section Head 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  (Humiling ng kopya ng inaprubahang plano ng	None  (Wala)	1 Day  (1 Araw)	Section Head Direct Sale Section

<i>(Ang Samahan, sa pamamagitan ng Private Surveyor ay magsusumite ng plano ng paghihiwa-hiwalay ng lote sa DENR para sa pag-apruba.)</i>	<i>paghihiwa-hiwalay ng lote)</i>			
5. The program beneficiary will sign in contract agreement upon compliance with all the requirements.  <i>(Ang benepisyaryo ng programa ay lalagda sa kasunduan sa kontrata kapag nakumpleto ang lahat ng mga kinakailangan.)</i>	5. Facilitate the signing of Contract to Sell.  <i>(Pangasiwaan ang pagpirma ng Kasunduan ng Kontrata)</i>	None  (Wala)	2 Days  (2 Araw)	<i>Housing and Homesite Regulatory Officer II Direct Sale Section</i>
<b>TOTAL:</b>  (KABUUAN):		<b>None</b>  (Wala)	<b>16 Days and 10 Min.</b>  (16 Araw at 10 Minuto)	

## Other Services

### 1. Beneficiary/ies Accounts Services And Management - Amortization Payment (Buwanang Amortisasyon)

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

(Ang Departamento sa pamamagitan ng Accounts Management and Monitoring Section ay nag-iisu ng order ng pagbabayad sa mga benepisyaryo ng Programang Pabahay at Palupa ng Lungsod Quezon (Socialized Housing Program) para sa kanilang buwanang amortisasyon.)

<b>Office or Division:</b>	Accounts Management and Monitoring Section under Support Services Division			
<b>Classification:</b>	Simple Transaction (Simpleng Transaksyon)			
<b>Type of Transaction:</b>	G2C – Government to Citizen (G2C – Pamahalaan sa Mamamayan)			
<b>Who may avail:</b>	Quezon City Socialized Housing Program Beneficiaries (Mga Benepisyaryo ng Programang Pabahay at Palupa ng Lungsod Quezon)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for order of payment at Accounts Management and Monitoring Section.  (Kahilingan para sa order ng pagbabayad sa Accounts Management and Monitoring Section.)	1. Issue Order of Payment  (Mag-isyu ng order ng pagbabayad)	None  (Wala)	5 Min.  (5 Minuto)	Housing and Homesite Regulatory Officer II Accounts Management and Monitoring Section
2. Present Official Receipt of Payment from City Treasurer's Office to Accounts Management and Monitoring Section.  (Ipakita ang Opisyal na Resibo ng Pagbabayad mula sa City Treasurer's Office sa Accounts Management and Monitoring Section.)	2. Record / (Entry) to the individual ledger on payment made on a particular program.  (Itala ang bawat bayad sa Indibidwal na talaarawan para sa partikular na programa.)	None  (Wala)	5 Min.  (5 Minuto)	H & HRO II Accounts Management and Monitoring Section
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	
(KABUUAN):		(Wala)	(10 Minuto)	

## 2. Beneficiary/ies Accounts Services And Management - Request for Individual Account Balances / Statement of Account

*(Kahilingan para sa Balanse ng Indibidwal na Talaan ng Bayarin)*

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>	Accounts Management and Monitoring Section under Support Services Division			
<b>Classification:</b>	Simple Transaction <i>(Simpleng Transaksyon)</i>			
<b>Type of Transaction:</b>	G2C – Government to Citizen <i>(G2C – Pamahalaan sa Mamamayan)</i>			
<b>Who may avail:</b>	Quezon City Socialized Housing Program Beneficiaries <i>(Mga Benepisyaryo ng Programang Pabahay at Palupa ng Lungsod Quezon)</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (Any Government Issued ID) Original Copy  <i>(ID o Katibayan ng Pagkakakilanlan Orihinal na Kopya)</i> <ul style="list-style-type: none"><li>• TIN ID</li><li>• Postal ID</li><li>• Passport</li><li>• National ID</li><li>• UMID ID</li><li>• Pag-Ibig ID)</li></ul>		Bureau of Internal Revenue Post Office Department of Foreign Affairs Philippine Statistics Office SSS/GSIS Pag-Ibig		
2. Authorization Letter (if necessary) (1 original)  <i>(Katibayan ng Pahintulot, kung kinakailangan (1 orihinal na kopya))</i>		Beneficiary  <i>(Benepisyaryo)</i>		
3. Special Power of Attorney (if necessary) (1 original)  <i>(Espesyal na Kapangyarihan ng Abogado (SPA), kung kinakailangan (1 orihinal na kopya))</i>		Beneficiary  <i>(Benepisyaryo)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for individual ledger account at Accounts Management and Monitoring Section.  <i>(Kahilingan para sa indibidwal na talaan ng bayarin sa Accounts Management and Monitoring Section.)</i>	1. Release/Issue Individual Ledger Account  <i>(Mag-isyu/ibigay ang Indibidwal na Talaan ng bayarin)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 Minuto)</i>	H & HRO II Accounts Management and Monitoring Section
<b>TOTAL:</b>  <i>(KABUUAN):</i>		<b>None</b>  <i>(Wala)</i>	<b>10 Min.</b>  <i>(10 Minuto)</i>	

### 3. Beneficiary/ies Accounts Services And Management – Issuance of Certificate of Full Payment

*(Pag-isyu ng Sertipikasyon ng KABUUAN ng Bayad)*

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

*(Ang Departamento sa pamamagitan ng Accounts Management and Monitoring Section nag-iisya ng sertipikasyon ng kabuang bayad sa mga benepisyaryo ng Programang Pabahay at Palupa ng Lungsod Quezon (Socialized Housing Program).)*

<b>Office or Division:</b>	Accounts Management and Monitoring Section under Support Services Division		
<b>Classification:</b>	Simple ( <i>Simpleng Transaksyon</i> )		
<b>Type of Transaction:</b>	G2C – Government to Citizen ( <i>G2C – Pamahalaan sa Mamamayan</i> )		
<b>Who may avail:</b>	Quezon City Socialized Housing Program Beneficiaries (Mga Benepisyaryo ng Programang Pabahay at Palupa ng Lungsod Quezon)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request (1 original)  ( <i>Liham kahilingan (1 orihinal))</i> )	Client  ( <i>Benepisyaryo</i> )		
2. Contract to Sell (2 photocopy)  ( <i>Kontrata ng pagbili (2 xerox)</i> )	HCDRD – Housing and Resettlement Division/Direct Sale Section		
3. Title and/or Technical Description (2 photocopy)  ( <i>Titulo at Teknikal na paglalarawan ng Lote (2 xerox)</i> )	HCDRD – Housing and Resettlement Division/Direct Sale Section		
4. Official Receipt (original and photocopy)  ( <i>Orihinal na Resibo (orihinal at xerox)</i> )	City Treasurer's Office		
5. Special Power of Attorney(SPA) (if necessary) (1 original)  ( <i>Espesyal na Kapangyarihan ng Abogado (SPA), kung kinakailangan (1 orihinal na kopya)</i> )	Client  ( <i>Benepisyaryo</i> )		
6. Valid ID (Any Government Issued ID) Original Copy  ( <i>ID o Katibayan ng Pagkakakilanlan Orihinal na Kopya</i> • <i>TIN ID</i> • <i>Postal ID</i> • <i>Passport</i> • <i>National ID</i> • <i>UMID ID</i> • <i>Pag-Ibig ID</i> )	Bureau of Internal Revenue Post Office Department of Foreign Affairs Philippine Statistics Office SSS/GSIS Pag-Ibig		
7. Authorization Letter (if necessary ) (1 original)	Client  <i>Benepisyaryo</i>		



<i>(Katibayan ng Pahintulot, kung kinakailangan (1 orihinal na kopya))</i>				
8. Resolution of Committee on Substitution (If necessary)  <i>(Resolusyon ng Komite, kung kinakailangan (1 kopya))</i>		Direct Sale Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting for a certification of full payment to Accounts Management and Monitoring Section.  <i>(Isumite ang sulat na humihiling ng sertipikasyon ng KABUUAN: g bayad sa Accounts Management and Monitoring Section.)</i>	1.1. Check the submitted documents (Contract to Sell, Title, Copy/ies of Official Receipts, Ledger, and Technical Description, if needed), validate payments against AMMS records, and prepare an endorsement letter.  <i>(Suriin ang mga isinuniteng dokumento (Kontrata ng Pagbibili, Titulo, Kopya ng mga Resibo, Ledger, at Teknikal na Paglalarawan kung kinakailangan), beripikahin ang mga pagbabayad ayon sa rekord ng AMMS, at ihanda ang liham ng pag-eendorso.)</i>	None  <i>(Wala)</i>	5 Days  <i>(5 Araw)</i>	Accounts Management and Monitoring Section (AMMS)
	1.2. Endorse to the City Treasurer's Office (CTO) for the issuance of the Certificate of Payment.  <i>(I-endorso sa CTO para sa Sertipikasyon ng Kabuuang Bayad)</i>		1 Day  <i>(1 Araw)</i>	
	1.3. Prepare the Certificate of Full Payment upon receipt of the Certificate of Payment from CTO.  <i>(Paghahanda ng Sertipiko ng Kabuuang Bayad pagkatapos matanggap ang Sertipiko ng Pagbabayad mula sa CTO.)</i>		1 Days  <i>( Araw)</i>	
<b>TOTAL:</b>  <i>(KABUUAN):</i>		<b>None</b>  <i>(Wala)</i>	<b>7 Days</b>  <i>(7 Araw)</i>	



#### 4. Census-Survey of Quezon City Informal Settlers and Potential Beneficiaries – Request for Census-Survey / Validation

*(Census-Survey ng Quezon City Informal Settlers at mga Potensyal na Benepisyaryo – Kahilingan Para Magsagawa ng Census Survey o Balidasyon)*

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.

*(Ang HCDRD ay may mandatong magsagawa ng census-survey sa mga komunidad ng maralit ang tagalungsod sa lahat ng distrito upang malaman ang eksaktong lokasyon at bilang ng mga informal settler families (ISFs) na naninirahan sa iba't ibang lugar sa bawat barangay upang makalap o makuha ang mahahalagang impormasyon o mga datos na may kinalaman sa kanilang pamumuhay, pati na rin upang maghanda at pagsamahin ang mga talaan ng kanilang sosyo-ekonomikong propayl.)*

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

*(HCDRD tugon sa kahilingan para magsagawa ng census-survey o balidasyon sa espesipiko o aktwal na lugar ng ISFs.)*

<b>Office or Division:</b>	Census – Survey Section sa Ilalim ng Census and Planning Division			
<b>Classification:</b>	Qualified for Multi-Stage Processing <i>(Kwalipikado para sa Maramihang Yugto ng Pagproseso)</i>			
<b>Type of Transaction:</b>	G2C – Government to Citizen <i>(G2C – Pamahalaan sa Mamamayan)</i>			
<b>Who may avail:</b>	ISFs / Samahan / Institusyon / May-ari ng lupa / Ahensya ng Pamahalaan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy) <i>(Liham ng kahilingan (1 orihinal na kopya))</i>		Client <i>(Kliyente)</i>		
2. Land Title (1 original copy) <i>(Titulo ng Lupa (1 orihinal na kopya))</i>		Registry of Deeds		
3. Vicinity map / Location map (1 original copy) <i>(Mapa ng paligid / Mapa ng Lokasyon (1 orihinal na kopya))</i>		Client <i>(Kliyente)</i>		
4. Tax Declaration (1 original copy) <i>(Deklarasyon ng Buwis (1 orihinal na kopya))</i>		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for Census - Survey to HCDRD Staff (Receiving Personnel).	1. Receive letter request for census/validation and checks if required documents are attached.  <i>(Kuhanin ang ipinasang liham ng kahilingan kasama ang kompletong</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 Minuto)</i>	HCDRD receiving personnel/ Census Survey Section

<i>(Magsumite/ magpasa ng liham ng kahilingan sa HCDRD staff (receiving personnel))</i>	<i>mga dokumentong kinakailangan. Sinisiguradong kompleto at tama ang mga ipinasang dokumento.)</i>			
2. Attend meeting for pre-investigation guided by the Census Team.  <i>(Dumalo ng pagpupulong patungkol sa paunang pagsisiyasat o imbestigasyon na pangungunahan ng Census-Survey Team)</i>	2.1. Conduct investigation and ocular inspection.  <i>(Magsagawa ng pagsisiyasat o imbestigasyon sa lugar - inspeksyon patungkol sa kalagayan ng lugar at mga naninirahan dito)</i>		10 Days (10 Araw)	Census-Survey Team Census and Planning Division
	2.2. Write a letter to Brgy. Captain for the conduct Census Survey.  <i>(Gumawa at magpadala ng liham pabatid para sa nakakasakop na punong barangay upang maipaalam ang isasagawang Census-Survey sa nasabing lugar)</i>		2 Days (2 Araw)	Census-Survey Team Leader/Section Chief Census and Planning Division
3. Attend briefing for the schedule and actual census guided by the Census Team.  <i>(Damalo sa mga paghahanda para sa eskedyul at aktwal na census-survey sa pangunguna ng Census-Survey team.)</i>	3.1. Preparation and briefing for the actual process of the conduct of census survey.  <i>(Paghahanda, pakikipag-ugnayan at talakayan patungkol sa mga magiging proseso ng aktwal na census-survey.)</i>		1-3 Hours (1-3 Oras)	Census-Survey Team Census and Planning Division
	3.2. Conduct actual Census Survey.  <i>(Aktwal na pagsasagawa ng Census-Survey.)</i>		1-15 Days (Depending on the area and number of ISFs)  <i>(1-15 Araw – Depende sa lugar at dami ng ISFs)</i>	Census-Survey Team Census and Planning Division
	3.3. Evaluate accomplished Forms (protocol)  <i>(Sinisiguradong angkop at kompleto ang mga naitala sa talatanungang papel (protocol).)</i>		1-15 Days (Depending on the area and number of ISFs)  <i>(1-15 Araw – Depende sa lugar at dami ng</i>	Section Head Census and Planning Division

	3.4. Encode ISFs Data after census conducted.  <i>(Itala sa ISFs data base ang mga datos na nakalap mula sa isinagawang census-survey.)</i>		ISFs) 1-15 Days (Depending on the area and number of ISFs)  <i>(1-15 Araw – Depende sa lugar at dami ng ISFs)</i>	<i>Encoders Census and Planning Division</i>
	3.5. Plotting and finalization of structural Map. Converting into digital format.  <i>(Pagsasaayos at pangwakas ng mapa ng mga istruktura sa nasabing lugar. Pagsasalin sa digital na porma.)</i>		1-15 Days (Depending on the area and number of ISFs)  <i>(1-15 Araw – Depende sa lugar at dami ng ISFs)</i>	<i>Census Mapper Census and Planning Division</i>
4. Secure copy of masterlist from Census Survey Section/Census and Planning Division.  <i>(Pagbigay ng kopya ng kompletong talaan mula sa Census-Survey Section / Census and Planning Division)</i>	4. Provide copy of Masterlist.  <i>(Pagbigay ng kopya ng kompletong talaan.)</i>		5 Days  <i>(5 Araw)</i>	<i>Dept. Head, Assistant Department Head HCDRD Section Head/Division Head Census and Planning Division</i>
<b>TOTAL:</b>  <i>(KABUUAN):</i>		<b>None</b>  <i>(Wala)</i>	<b>18 Days, 1 Hours, 5 Min. to 42 Days, 3 Hours, 5 Min.</b> <b><i>(Depending on the area and number of ISFs)</i></b>  <i>18 Araw, 1 Oras, 5 Minuto hanggan 42 Araw, 3 Oras, 5 Minuto (Depende sa lugar at dami ng ISFs)</i>	

## 5. Census-Survey Of Quezon City Informal Settlers And Potential Beneficiaries – Request For Structural Mapping

*(Census-Survey ng Quezon City Informal Settlers at mga Potensyal na Benepisyaryo – Request para sa Mapang Istruktural ng Lugar)*

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.

*(Ang HCDRD ay may mandatong magsagawa ng census-survey sa mga komunidad ng maralitang tagalungsod sa lahat ng distrito upang malaman ang eksaktong lokasyon at bilang ng mga informal settler families (ISFs) na naninirahan sa iba't ibang lugar sa bawat barangay upang makalap o makuha ang mahahalagang impormasyon o mga datos na may kinalaman sa kanilang pamumuhay, pati na rin upang maghanda at pagsamahin ang mga talaan ng kanilang sosyo-ekonomikong propayl.)*

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

*(Ang pagproseso ng HCDRD sa paghingi ng kopya ng mapang istruktural.)*

<b>Office or Division:</b>	Census – Survey Section under Census and Planning Division			
<b>Classification:</b>	Complex Transaction <i>(Komplikadong transaksyon)</i>			
<b>Type of Transaction:</b>	G2C – Government to Citizen <i>(G2C – Pamahalaan sa Mamamayan)</i>			
<b>Who may avail:</b>	ISFs / Association / Institutions / Landowner (s) / Government Agency <i>(ISFs / Samahan / Institusyon / May-ari ng lupa / Ahensya ng Pamahalaan)</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy) <i>(Liham ng kahilingan (1 orihinal na kopya))</i>		Client <i>(Kliyente)</i>		
2. Land Title (1 certified true copy) <i>(Titulo ng Lupa (1 orihinal na kopya))</i>		Register of Deeds		
3. Vicinity map/location map (1 original copy) <i>(Maps ng pagilid/Mapa ng Lokasyon (1 orihinal na kopya))</i>		Client <i>(Kliyente)</i>		
4. Tax Declaration (1 certified true copy) <i>(Magsumite ng liham ng kahilingan kasama ang mga kailangang dokumento sa HCDRD staff (receiving personnel))</i>		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for Census - Survey to HCDRD Staff (Receiving Personnel).	1. Receive letter request for census/validation and checks if required documents are attached.	None <i>(Wala)</i>	3 Min. <i>(3 Minuto)</i>	HCDRD receiving personnel/ Census Survey Section

<i>(Magsumite/ magpasa ng liham ng kahilingan sa HCDRD staff (receiving personnel))</i>	<i>(Kuhanin ang ipinasang liham ng kahilingan kasama ang kompletong mga dokumentong kinakailangan. Sinisiguradong kompleto at tama ang mga ipinasang dokumento.)</i>			
2. Follow up for validated/ verified copy of structural map of the area concerned at Census Survey Section.  <i>(Follow up para sa beripikadong kopya ng mapang istruktural)</i>	2. Release copy of structural map.  <i>(Pabibigay ng kopya ng mapang istruktural.)</i>	None  (Wala)	5 Days  (5 Araw)	<i>Section Head Division Head Census Survey Section</i>
<b>TOTAL:</b>  (KABUUAN):		None  (Wala)	<b>5 Days and 3 Min.</b>  (5 Araw at 3 Minuto)	

**6. Census-Survey Of Quezon City Informal Settlers And Potential Beneficiaries – Request For Issuance of Census Masterlist – (Association/ Institutions/ Landowner(s)/ Government)**  
*(Census-Survey ng Quezon City Informal Settlers at mga Potensyal na Benepisyaryo – Kahilingan Para sa Pagbibigay ng Kumpletong Talaan ng Census-Survey – (Asosasyon/ Institusyon/ May-Ari ng Lupa/ Gobyerno))*

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.

*(Ang HCDRD ay may mandatong magsagawa ng census-survey sa mga komunidad ng maralitang tagalungsod sa lahat ng distrito upang malaman ang eksaktong lokasyon at bilang ng mga informal settler families (ISFs) na naninirahan sa iba't ibang lugar sa bawat barangay upang makalap o makuha ang mahahalagang impormasyon o mga datos na may kinalaman sa kanilang pamumuhay, pati na rin upang maghanda at pagsamahin ang mga talaan ng kanilang sosyo-ekonomikong propayl.)*

HCDRD processes request for a copy of masterlist.

*(Ang pagproseso ng HCDRD sa paghingi ng kopya ng kompletong talaan.)*

<b>Office or Division:</b>	Census – Survey Section under Census and Planning Division			
<b>Classification:</b>	Highly Technical Transaction <i>(Lubhang Teknikal na Transaksyon)</i>			
<b>Type of Transaction:</b>	G2C – Government to Citizen <i>(G2C – Pamahalaan sa Mamamayan)</i> G2G – Government to Government <i>(G2G- Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b>	ISFs / Association / Institutions / Landowner (s) / Government Agency <i>(ISFs / Asosasyon / Institusyon / May-ari ng lupa / Ahensya ng Pamahalaan)</i>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (1 original copy) <i>(Liham ng kahilingan (1 orihinal na kopya))</i>			Client (Applicant) <i>(Kliyente)</i>	
2. Land Title (1 certified true copy) <i>(Titulo ng Lupa (1 orihinal na kopya))</i>			Registry of Deeds	
3. Vicinity map/ Location map (1 certified true copy) <i>(Mapa ng paligid/ Mapa ng Lokasyon (1 orihinal na kopya))</i>			Client <i>(Kliyente)</i>	
4. Tax Declaration (1 certified true copy) <i>(Deklarasyon ng Buwis (1 Orihinal na kopya))</i>			City Assessor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request from Association / Institution /	1. Receive letter request and validate records of requesting	None <i>(Wala)</i>	3 Min. <i>(3 Minuto)</i>	HCDRD receiving personnel/

Landowner(s) / Government for issuance of a copy of a masterlist to HCDRD.  (Magsumite ng liham ng kahilingan mula sa ISFs / Asosasyon / Institusyon / May-ari ng lupa / Ahensya ng Pamahalaan kasama ang mga kailangang dokumento para sa kopya ng kompletong talaan sa HCDRD staff (receiving personnel))	party, check if required documents are attached.  (Kuhanin ang ipinasang liham ng kahilingankasama ang kompletong mga dokumentong kinakailangan. Tingnan kung kompleto at wasto ang mga pinasang mga dokumento.)			Census Survey Section
2. Follow up request and receive the result of verification from Census Survey Section.  (Follow up para sa beripikadong kopya at resulta ng kompletong talaan ng isinagawan census-survey at tagging sa Census-Survey Section.)	2. Report validation result as per client request.  (Pabibigay ng beripikadong resulta base sa hinihingi ng kliyente.)	None (Wala)	10 Days (10 Araw)	Assistant Department Head / Division Head / Section Head Census and Planning Division
<b>TOTAL:</b>  (KABUUAN):		None (Wala)	<b>10 Days and 3 Min.</b>  (10 Araw at 3 Minuto)	

## 7. Census-Survey Of Quezon City Informal Settlers And Potential Beneficiaries – Request For Issuance Of Individual Census Certificate – (Association/ Institutions/ Landowner(s)/ Government)

*(Census-Survey ng Quezon City Informal Settlers at mga Potensyal na Benepisyaryo – Kahilingan para sa Pagkaloob ng Census-Survey Masterlist/ Talaan – (Asosasyon/ Institusyon/ May-Ari ng Lupa/ Gobyerno)*

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.

*(Ang HCDRD ay may mandatong magsagawa ng census-survey sa mga komunidad ng maralitang tagalungsod sa lahat ng distrito upang malaman ang eksaktong lokasyon at bilang ng mga informal settler families (ISFs) na naninirahan sa iba't ibang lugar sa bawat barangay upang makalap o makuha ang mahahalagang impormasyon o mga datos na may kinalaman sa kanilang pamumuhay, pati na rin upang maghanda at pagsamahin ang mga talaan ng kanilang sosyo-ekonomikong propayl.)*

The HCDRD processes request for individual census certificate.

*(Ang pagproseso ng HCDRD sa paghingi ng indibidwal na kopya ng Census Certificate.)*

<b>Office or Division:</b>	Census – Survey Section under Census and Planning Division			
<b>Classification:</b>	Simple Transaction <i>(Simpleng Transaksyon)</i>			
<b>Type of Transaction:</b>	G2C – Government to Citizen <i>(G2C – Pamahalaan sa Mamamayan)</i>			
<b>Who may avail:</b>	Informal Settler Families in Quezon City <i>(Pamilyang naninirahang impormal sa Lungsod Quezon (ISFs))</i>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request (1 original copy)  <i>(Liham ng kahilingan (1 orihinal na kopya))</i>			Client (Applicant)  <i>(Kliyente)</i>	
2. Census-Survey Tag Card			Client/ISF (Individual)  <i>(Indibidwal na kliyente (Applikante))</i>	
<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 HCDRD staff.  <i>(Magsumite ng liham ng kahilingan naglalahad ng pagnanais makakuha ng kopya ng</i>	1. Receive letter request with attached census tag check if required documents are attached.  <i>(Kuhanin ang ipinasang liham ng kahilingan kasama ang kompletong mga dokumentong kinakailangan. Tingnan kung kompleto at wasto ang ipinasang mga dokumento.)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 Minuto)</i>	HCDRD receiving personnel/ Census Survey Section



<i>indibidwal census-survey certificate sa HCDRD staff (receiving personnel))</i>				
2. Get the requested copy of individual census certificate from Census Survey Section.  <i>(Kunin ang kopya ng hininingang indibidwal census-survey certificate mula sa Census-Survey Section)</i>	2. Release copy of individual census certificate after record verification.  <i>(Pabibigay ng indibidwal census-survey certificate matapos masuri ang datos/record)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 Araw)</i>	<i>Assistant Department Head / Division Head / Section Head</i> Census Survey Section
<b>TOTAL:</b>  <i>(KABUUAN):</i>		None  <i>(Wala)</i>	<b>1 Day and 3 Min.</b>  <i>(1 Araw at 3 Minuto)</i>	

## 8. Issuance Of Clearance / Certification For Idle Land 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

*(Pagbibigay ng Clearance / Sertipikasyon para sa mga Loteng Saklaw ng Sosyalisadong Pabaay o Inookupahan ng mga Pamilyang Informal Settlers para sa Layuning Ma-exempt sa Pagbayad ng Idle Land Tax – Ang Nasabing Lupa ay Natukoy na Ganap na Inookupahan o Puno ng 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.

*(Nag-iisyu o nagbibigay ng sertipikasyon sa mga may-ari ng lupa na nagsasaad na ang kanilang ari-arian ay ganap na inookupahan ng mga ISFs na kinakailangan para sa exemption mula sa pagpataw ng idle land tax.)*

<b>Office or Division:</b>	Office of the Department Head ( <i>Tanggapan ng Pinuno ng Departamento</i> )	
<b>Classification:</b>	Simple Transaction ( <i>Simpleng Transaksyon</i> )	
<b>Type of Transaction:</b>	G2C – Government to Citizen ( <i>G2C – Pamahalaan sa Mamamayan</i> )	
<b>Who may avail:</b>	Landowners whose property is fully occupied by ISFs ( <i>Mga may-ari ng lupa na ang ari-arian ay ganap na inookupahan ng mga Informal Settler Families (ISFs)</i> )	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (1 original copy)  <i>Liham ng kahilingan ( 1 orihinal na kopya)</i>	Landowner  ( <i>May-ari ng Lupa</i> )	
2. Title (1 photocopy)  <i>Titulo (1 kopya)</i>	Landowner / Copy from Register of Deeds  ( <i>May-ari ng lupa / Kopya mula sa Register of Deeds</i> )	
3. Tax Declaration (1 photocopy)  <i>Deklarasyon ng buwis (1 kopya)</i>	Landowner / Copy from City Assessor’s Office  ( <i>May-ari ng lupa / Kopya mula sa Register of Deeds</i> )	
4. Tax Map (1 original copy)  ( <i>Mapa ng buwis (1 kopya)</i> )	Landowner / Copy from City Assessor’s Office  ( <i>May-ari ng lupa / Kopya mula sa Register of Deeds</i> )	
5. Vicinity Map / Location Plan (1 photocopy)  ( <i>Mapa ng paligid/Mapa ng Lokasyon</i> )	Landowner  ( <i>May-ari ng Lupa</i> )	
6. Picture of existing condition of the area (1 original copy)  ( <i>Larawan ng kasalukuyang kondisyon ng lugar (1 orihinal na kopya)</i> )	Landowner  ( <i>May-ari ng Lupa</i> )	

7. Identity Document (I.D.) <ul style="list-style-type: none"> <li>Philippine Identification System (PhilSys) ID</li> <li>Voter's Identification Card</li> <li>Driving License</li> <li>Unified Multi-Purpose Identity Document (UMID)</li> <li>Taxpayer Identification Number (TIN) Card</li> <li>Passport</li> <li>NBI Clearance</li> <li>Postal Identity Card (with 3 specimen signatures)</li> </ul>		Philippine Statistics Authority Commission on Elections Land Transportation Office Social Security System/ Government Service Insurance System/ PhilHealth/ Pag-IBIG Fund Bureau of Internal Revenue Department of Foreign Affairs National Bureau of Investigation Philippine Postal Corporation (PhilPost)		
8. Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project) (1 photocopy)  <i>(Memorandum of Agreement (Kung ang lupang pag-aari ay inilaan para sa Community Mortgage Program (CMP) o iba pang katulad na proyektong Socialized Housing.(1 photocopy))</i>		Landowner / Copy from City Assessor's Office  <i>(May-ari ng lupa / Kopya mula sa Register of Deeds)</i>		
9. Notarized Special Power of Attorney (SPA) (1 Original Copy) <i>Remarks: If someone else processes the owner's document</i>		Landowner  <i>(May-ari ng Lupa)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Land owner submits letter request with attached requirements to HCDRD.  <i>(Ang may-ari ng lupa ay magsusumite ng sulat kahilingan na may kalakip na mga dokumentong kinakailangan sa Housing, Community Development and Resettlement Department (HCDRD).)</i>	1.1. Receive letter request with complete documentary requirements.  <i>(Tatanggapin ang sulat kahilingan mula sa kliyente na kasama ang kumpletong mga dokumentong kinakailangan.)</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 Minuto)</i>	<i>Receiving Officer</i> Office of the Department Head  <i>(Tumatanggap na Opisyal – Tanggapan ng Pinuno ng Departamento)</i>
	1.2. 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. (proceed to 2.1)</li> <li>If not, a letter will be provided for the client's information.</li> </ul> <i>(Magsagawa ng beripikasyon o inspeksyon sa lokasyon)</i>		5 Days  <i>(5 Araw)</i>	<i>Homesite Regulation Officer II</i> <i>Technical Section/ Area Coordinators</i> Housing and Resettlement Division

	<p><i>ng nasabing ari-arian upang matukoy kung ito ay ganap na okupado ng mga Impormal na Naninirahan.</i></p> <ul style="list-style-type: none"> <li>• <i>Kung matukoy na may mga naninirahan, maglalabas ng sertipikasyon. (magpatuloy sa 2.1)</i></li> <li>• <i>Kung wala, magbibigay ng liham para sa kaalaman ng kliyente.)</i></li> </ul>			
<p>2. Land owner will wait to be contacted by the said department to return and obtain the requested certification.</p> <p><i>(Ang may ari ng lupa ay mag aantay ng tawag para makuha na ang hinihinging sertipikasyon.)</i></p>	<p>2. Submitted documents duly assigned, reviewed and signed.</p> <p><i>(Ang mga isinumiteng dokumento ay wastong naitalaga, nirepaso, at nilagdaan.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Days</p> <p><i>(5 Araw)</i></p>	<p><i>Department Head, HCDRD/ Section Head, Direct Sale Section/ Housing and Homesite Regulation Officer II/ Direct Sale Section</i></p>
<p>3. Applicant/ Client can obtain the requested certification from the HCDRD.</p> <p><i>(Makukuha ang hinihiling na kopya ng sertipikasyon mula sa HCDRD)</i></p>	<p>3. Release copy of certification.</p> <p><i>(I-iisyu / Ibibigay ang kopya ng sertipikasyon.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 Min.</p> <p><i>(5 Minutos)</i></p>	<p><i>Housing and Homesite Regulation Officer II/ Direct Sale Section</i></p>
<p><b>TOTAL:</b></p> <p><b>(KABUUAN):</b></p>		<p>None</p> <p><i>(Wala)</i></p>	<p><b>10 Days and 10 Min.</b></p> <p><i>(10 Araw at 10 Minutos)</i></p>	

## 9. Issuance Of Clearance / Certification For Idle Land Tax Exemption Purposes of Lots Involving Socialized Housing / Occupied by Informal Settler Families (ISFs) – Subject Property Needs Site Inspection / Verification

*(Pagbibigay ng Clearance / Sertipikasyon Para sa mga Loteng Saklaw ng Murang Programang Pabahay o Inookupahan ng mga Informal Settlers Families Para sa Layuning Malibre sa Pagpataw ng Idle Land Tax – Ang Nasabing Lupa ay Kinakailangan ng Pisikal na Inspeksyon o Beripikasyon)*

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>	Office of the Department Head (Tanggapan ng Pinuno ng Departamento)	
<b>Classification:</b>	Complex Transaction (Komplikadong Transaksyon)	
<b>Type of Transaction:</b>	G2C – Government to Citizen (G2C – Pamahalaan sa Mamamayan)	
<b>Who may avail:</b>	Landowners whose property is fully occupied by ISFs (Mga may-ari ng lupa na ang ari-arian ay ganap na inookupahan ng mga Informal Settler Families (ISFs))	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (1 original copy)  Liham ng kahilingan ( 1 orihinal na kopya)	Landowner  (May-ari ng Lupa)	
2. Title (1 photocopy)  Titulo (1 kopya)	Landowner / Copy from Register of Deeds  (May-ari ng lupa / Kopya mula sa Register of Deeds)	
3. Tax Declaration (1 photocopy)  Deklarasyon ng buwis (1 kopya)	Landowner / Copy from City Assessor’s Office  (May-ari ng lupa / Kopya mula sa Register of Deeds)	
4. Tax Map (1 original copy)  (Mapa ng buwis (1 kopya))	Landowner / Copy from City Assessor’s Office  (May-ari ng lupa / Kopya mula sa Register of Deeds)	
5. Vicinity Map / Location Plan (1 photocopy)  (Mapa ng paligid/Mapa ng Lokasyon)	Landowner  (May-ari ng Lupa)	
6. Picture of existing condition of the area (1 original copy)  (Larawan ng kasalukuyang kondisyon ng lugar (1 orihinal na kopya))	Landowner  (May-ari ng Lupa)	
7. Identity Document (I.D.) <ul style="list-style-type: none"><li>Philippine Identification System (PhilSys) ID</li><li>Voter’s Identification Card</li><li>Driving License</li></ul>	Philippine Statistics Authority Commission on Elections Land Transportation Office	

<ul style="list-style-type: none"> <li>• Unified Multi-Purpose Identity Document (UMID)</li> <li>• Taxpayer Identification Number (TIN) Card</li> <li>• Passport</li> <li>• NBI Clearance</li> <li>• Postal Identity Card (with 3 specimen signatures)</li> </ul>	Social Security System/Government Service Insurance System/PhilHealth/Pag-IBIG Fund Bureau of Internal Revenue Department of Foreign Affairs National Bureau of Investigation Philippine Postal Corporation (PhilPost)
8. Report on the Site Inspection conducted in the subject area (Original Copy)	HCDRD – Census and Planning Division (Technical Section) / Housing and Resettlement Division (Community Development Section)
9. Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project) (1 photocopy)  <i>(Memorandum of Agreement (Kung ang lupang pag-aari ay inilaan para sa Community Mortgage Program (CMP) o iba pang katulad na proyektong Socialized Housing. (1 photocopy))</i>	Landowner / Homeowner's Association Officer  <i>(May-ari ng lupa / Opisyaes ng Homeowners' Association)</i>
10. Notarized Special Power of Attorney (SPA) (1 Original Copy) <i>Remarks: If someone else processes the owner's document</i>	Landowner  <i>(May-ari ng Lupa)</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Land owner submits letter request with attached requirements to HCDRD.  <i>(Ang may-ari ng lupa ay magsusumite ng sulat kahilingan na may kalakip na mga dokumentong kinakailangan sa Housing, Community Development and Resettlement Department (HCDRD).)</i>	1.1. Receive letter request with complete documentary requirements.  <i>(Tatanggapin ang sulat kahilingan mula sa kliyente na kasama ang kumpletong mga dokumentong kinakailangan.)</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 Minuto)</i>	<i>Receiving Officer</i> Office of the Department Head  <i>(Tumatanggap na Opisyal – Tanggapan ng Pinuno ng Departamento)</i>
	1.2. 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. (proceed to 1.2)</li> <li>• If not, a letter reply will be provided for the client's information.</li> </ul> <i>(Magsagawa ng pagsusuri o inspeksyon sa subject</i>		5 Working Days  <i>(5 Araw ng Trabaho)</i>	<i>Technical Section</i> – Census and Planning Division  <i>Community Development Section</i> – Housing and Resettlement Division  <i>(Sekyon ng Teknikal –</i>

	<p><i>property upang alamin kung ito ay lubusan nang tinirahan ng mga informal settlers o hindi.</i></p> <ul style="list-style-type: none"> <li>• <i>Kung matutukoy, mag-iisyu/magbibigay ng sertipikasyon. (magpatuloy sa 1.2)</i></li> <li>• <i>Kung hindi, mag-bibigay ng sulat na tugon para sa impormasyon ng kliyente.)</i></li> </ul>			<p><i>Dibisyon ng Census at Pagpapalano)</i></p> <p><i>(Sekyon ng Pagpapaunlad ng Komunidad – Dibisyon ng Housing and Resettlement)</i></p>
<p>2. Land owner will wait to be contacted by the said department to return and obtain the requested certification.</p> <p><i>(Ang may ari ng lupa ay mag aantay ng tawag para makuha na ang hinihinging sertipikasyon.)</i></p>	<p>2. Submitted documents duly assigned, reviewed and signed.</p> <p><i>(Ang mga isinuniteng dokumento ay wastong naitalaga, nirepaso, at nilagdaan.)</i></p>		<p>5 Days (5 Araw)</p>	<p><i>Department Head, HCDRD/ Section Head, Direct Sale Section/ Housing and Homesite Regulation Officer II/ Direct Sale Section</i></p>
<p>3. Applicant/ Client can obtain the requested certification from the HCDRD.</p> <p><i>(Makukuha ang hinihiling na kopya ng sertipikasyon mula sa HCDRD.)</i></p>	<p>3. Release copy of certification.</p> <p><i>(I-iisyu / Ibibigay ang kopya ng sertipikasyon.)</i></p>	<p>None (Wala)</p>	<p>5 Min. (5 Minuto)</p>	<p><i>Housing and Homesite Regulation Officer II/ Direct Sale Section</i></p>
<p><b>TOTAL:</b>  (KABUUAN):</p>		<p>None (Wala)</p>	<p><b>10 Days and 10 Min.</b>  (10 Araw at 10 Minuto)</p>	



## 10. Provide Assistance To Community Associations/Individual, Landowner, Or Other Sectors Of Society / Government Institutions In Accordance With R.A. 7279

*(Magbigay ng Tulong sa mga Samahan ng Komunidad/ Indibidwal, May-ari ng Lupa, o Iba Pang Sektor ng Lipunan/Institusyon ng Pamahalaan Alinsunod sa RA 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, to act on their requests and queries in accordance with Republic Act 7279.

*(Ang HCDRD sa pamamagitan ng Community Development Section ay nagsasagawa ng pagtatatag ng mga samahang pangkomunidad sa mga depressed/blighted na lugar upang mapalawak ang kaalaman at pakikilahok sa lipunan. Gayundin, ang seksyon ay nagbibigay ng tulong sa mga indibidwal, samahang pangkomunidad, may-ari ng lupa, o iba pang sektor ng lipunan, at tumutugon sa kanilang mga kahilingan at katanungan alinsunod sa Batas Republika 7279.)*

<b>Office or Division:</b>	Community Development Section under Housing and Resettlement Division			
<b>Classification:</b>	Qualified for Multi-Stage Processing <i>(Kwalipikado para sa Maramihang Yugto ng Pagproseso)</i>			
<b>Type of Transaction:</b>	G2C – Government to Citizen <i>(G2C – Pamahalaan sa Mamamayan)</i> G2G – Government to Government <i>(G2G – Pamahalaan sa Pamahalaan)</i>			
<b>Who may avail:</b>	Clients whose concerns are within the mandate / jurisdiction of this Department <i>(Kliyente na ang mga alalahanin ay napapaloob sa mandato o hurisdikyon ng Departamento)</i>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter with complete personal circumstances, address and contact number with attached documents  <i>(Sulat kahilingan na may kumpletong personal na kalagayan, tirahan at numero kung saan sila maaring tawagan na may kalakip na mga dokumento)</i>			Client  <i>(Kliyente)</i>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with attached documents to Community Development Section.  <i>(Magsumite ng sulat kahilingan na may kalakip na</i>	1. Receive Letter Request  <i>(Tumanggap ng sulat kahilingan)</i>	None  <i>(Wala)</i>	15 Min.  <i>(15 Minuto)</i>	<i>Community Development Officer</i> Community Development Section



<i>mga dokumento sa Community Development Section)</i>				
<p>2. Report to Community Development Officer for further case review</p> <p><i>(Mag-ulat sa Community Development Officer para sa karagdagang pagsusuri ng kaso)</i></p>	<p>2.1. Conduct Preliminary Investigation</p> <p><i>(Magsagawa ng Paunang Pagsisiyasat)</i></p>	<p>None (Wala)</p>	<p>2 Days (2 Araw)</p>	<p><i>Community Development Officer</i> Community Development Section</p>
	<p>2.2. Conduct Ocular Inspection</p> <p><i>(Magsagawa ng okular na inspeksyon)</i></p>		<p>1 Day (1 Araw)</p>	<p><i>Community Development Officer</i> Community Development Section</p>
	<p>2.3. Prepare invitations to concerned parties for a meeting subject to confirmation</p> <p><i>(Maghanda ng mga sulat imbitasyon sa mga kinauukulang partido para sa isang pagpupulong na napapailalim sa kumpirmasyon)</i></p>		<p>2 Days (2 Araw)</p>	<p><i>Community Development Officer</i> Community Development Section</p>
	<p>2.4. Conduct meetings with concerned parties</p> <p><i>(Magsagawa ng mga pagpupulong sa mga kinauukulang partido)</i></p>		<p>3 Days (3 Araw)</p>	<p><i>Community Development Officer</i> Community Development Section</p>
	<p>2.5. Review and analyze the situation</p> <p><i>(Muling Suriin at pag-aralan ang sitwasyon)</i></p>		<p>2 Days (2 Araw)</p>	<p><i>Section Head Community Development Officer</i> Community Development Section</p>
<p>3. Attend consultation and arbitration meetings at the area or HCDRD Conference Room.</p> <p><i>(Dumalo sa konsultasyong pagpupulong at arbitrasyon sa itinalagang lugar o</i></p>	<p>3. Prepare Reports and Recommendations based on the submitted investigation report.</p> <p><i>(Maghanda ng mga Ulat at Rekomendasyon batay sa isinumiteng ulat ng pagsisiyasat)</i></p>	<p>None (Wala)</p>	<p>10 Days (10 Araw)</p>	<p><i>Section Head / Community Development Officer</i> Community Development Section</p>

<i>sa silid pulungan ng HCDRD)</i>				
4. Attend final meeting for the preparation of final report at the area  <i>(Dumalo sa Huli o Pangwakas na pagpupulong para sa paghahanda ng pangwakas ulat sa itinalagang lugar)</i>	4.Submit Final Report of Action Taken  <i>(Isumite ang Huling Ulat ng Aksyon na Ginawa)</i>	None  <i>(Wala)</i>	5 Days  <i>(5 Days)</i>	<i>Section Head / Community Development Officer Community Development Section</i>
<b>TOTAL:</b>  <b><i>(KABUUAN)</i></b>		None  <i>(Wala)</i>	<b>25 Days and 15 Min.</b>  <b><i>(25 Oras at 15 Minuto)</i></b>	

## 11. 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

(Pagtanggap ng mga Nakasulat na Reklamo/ Ulat at Pagbigay ng Kaukulang Aksyon Alinsunod sa Alituntunin ng Ordinansa ng Lungsod Quezon Blg. SP-2444, Serye 2015, Executive Order Blg. 44, Serye 2019 at ang Kodigo ng Pamahalaang Lokal 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.

(Ang HCDRD ay tumatanggap at nagbibigay ng kaukulang aksyon na ayon sa saklaw ng mandato nito alinsunod sa alituntunin ng Ordinansa ng Lungsod Blg. SP-2444, Serye 2015, Executive Order Blg. 44 at ang Kodigo ng Pamahalaang Lokal 1991, sa pamamagitan ng personal na pagpapadala ng nakasulat na reklamo/ulat o sa pamamagitan ng email.)

<b>Office or Division:</b>	Legal Support Group under the Office of the Department Head			
<b>Classification:</b>	Highly Technical Transaction ( <i>Lubhang Teknikal na Transaksyon</i> )			
<b>Type of Transaction:</b>	G2C – Government to Citizen ( <i>G2C – Pamahalaan sa Mamamayan</i> )			
<b>Who may avail:</b>	As per Section 5 Rule III - Implementing Rules and Regulations Pursuant to Ordinance No. SP-2444 Series of 2015 At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association. ( <i>Indibidwal o Awtorisadong kinatawan ng benepisyaryong HOA alinsunod sa Seksyon 5, Patakaran III ng Alituntunin ng Ordinansa ng Lungsod Quezon Bilang SP-2444, Serye 2015</i> )			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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)  ( <i>Nakasulat na Reklamo/Ulat sa pamamagitan ng personal na pagpapadala o email sa email address: <a href="mailto:HCDRD@quezoncity.gov.ph">HCDRD@quezoncity.gov.ph</a> (1 orihinal na kopya)</i> )		Client  ( <i>Kliyente</i> )		
2. Documentary Evidence (1 original copy)  ( <i>Dokumentadong Ebidensya (1 orihinal na kopya)</i> )		Client  ( <i>Kliyente</i> )		
3. Investigation Report duly signed by authorized and/or concerned HOA officer (1 original copy)  ( <i>Investigation Report na pirmado ng awtorisado o kaukulang opisyal ng HOA (1 orihinal na kopya)</i> )		HOA of Client  ( <i>HOA of Kliyente</i> )		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Any interested person/s and/or duly authorized representative/s of a beneficiary	1.1. Accepts the complaint/report and makes preliminary assessment/ verification thereof.	None  ( <i>Wala</i> )	1-2 Days  ( <i>1-2 Araw</i> )	HCDRD thru its Legal Support Group  ( <i>HCDRD sa</i>

Homeowner's Association-submits complaint/report.	<i>(Tatanggapin ang nakasulat na reklamo/ ulat at magsasagawa ng preliminaryong assessment o verification nito)</i>			<i>pamamagitan ng Legal Support Group ng HCDRD)</i>
<i>(Isusumite ng Indibidwal o Awtorisadong kinatawan ng benepisyaryo ng HOA ang nakasulat na reklamo/ulat.)</i>	<p>1.2. Submits to the City Legal Department the complaint and all relevant documents thereto, together with the preliminary findings, for resolution and/ or appropriate legal action/s. (copy furnished the parties concerned)</p> <p><i>(Isusumite sa City Legal Department ang nakasulat na reklamo/ ulat at lahat ng dokumentadong ebidensya kasama ng preliminary findings, para sa resolusyon at/ o kaukulang legal na aksyon (bibigyan ng kopya ang mga may kinalaman na partido))</i></p>	<p>None (Wala)</p>	<p>1 Day (1 Araw)</p>	<p><i>HCDRD thru its Legal Support Group</i></p> <p><i>(HCDRD sa pamamagitan ng Legal Support Group ng HCDRD)</i></p>
<p><b>TOTAL:</b></p> <p><i>(KABUUAN):</i></p>		<p><b>None</b> (Wala)</p>	<p><b>3 Days</b> (3 Araw)</p>	

## 12. Relocation And Resettlement Program

### (Programang Relokasyon at Pagpapatira)

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.

(Ang programang naglilipat at nagpapatira sa mga tao at ibang pang mga informal settler families (ISFs) na naninirahan sa mga lugar na mapanganib. Bago ang paglipat, dapat tiyakin ng HCDRD, ang pagkakaroon ng relokasyon o resettlement na sumusunod sa iniaatas ng mga umiiral na batas.)

<b>Office or Division:</b>	Community Development Section under Housing and Resettlement Division			
<b>Classification:</b>	Qualified for Multi-Stage Processing (Kwalipikado para sa Maramihang Yugto ng Pagproseso)			
<b>Type of Transaction:</b>	G2C – Government to Citizen (G2C – Pamahalaan sa Mamamayan) G2G – Government to Government (G2G – Pamahalaan sa Pamahalaan)			
<b>Who may avail:</b>	Informal Settler Families in Quezon City (Mga pamilyang walang pormal na paninirahan sa Lungsod Quezon)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request (1 original copy)  (Sulat kahilingan (1 orihinal na kopya))			Client  (Kliyente)	
2. Valid ID (Any Government Issued Identification Card) 1 photocopy ( to present original copy)  (Dokumentong pagkakakilanlan na ibinigay ng gobyerno 1 photocopy (ipakita ang orihinal na kopya))			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
3. Investigation Report and Other Required Documents (1 original copy)  (Ulat ng imbestigasyon at iba pang kinakailangang dokumento (1orihinal na kopya))			HCDRD-Community Development Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with attached requirements to Community Development Section.  (Magsumite ng sulat kahilingan na may kalakip na kinakailangang	1. Receive letter request and checks attached requirements.  Tumanggap ng sulat kahilingan at suriin ang mga kalakip na dokumentong kinakailangan	None  (Wala)	5 Min.  (5 Minuto)	Community Development Officer Community Development Section

<i>dokumento sa Community Development Section.</i>				
<p>2. Attend consultation meetings / Social Preparation at the site or at Barangay.</p> <p><i>(Dumalo ng mga konsultasyong pagpupulong /Paghahanda sa lugar o sa Barangay)</i></p>	<p>2. Assigned Development Officer initiates series of meetings and dialogues in compliance with Republic Act 7279.</p> <p><i>(Pasisimulan ng itinalagang Development Officer ang serye ng mga pagpupulong at mga diyalogo bilang pagsunod sa Republic Act 7279.)</i></p>	None (Wala)	5 Days (5 Araw)	Community Development Officer Community Development Section
<p>3. Submit the list of relocation requirements to HCDRD front desk</p> <p><i>(Isumite ang listahan ng mga kinakailangang dokumento para sa relokasyon sa front desk ng tanggapan ng HCDRD)</i></p>	<p>3. Submit Report from Development Officer assigned based on the investigation report submitted.</p> <p><i>(Magsumite ng ulat mula sa itinalagang Development Officer batay sa ulat ng pagsisiyasat na isunumite)</i></p>	None (Wala)	10 Days (10 Araw)	Community Development Officer Community Development Section
<p>4. Attend pre-relocation seminar at the site or at Barangay.</p> <p><i>(Dumalo sa mga pre-relokasyon na pagpupulong sa itinalagang lugar o sa barangay)</i></p>	<p>4.1. Conduct pre-relocation seminar at the site or at Barangay.</p> <p><i>(Magsagawa ng pre-relokasyon na pagpupulong sa itinalagang lugar o sa barangay)</i></p>	None (Wala)	1 Day (1 Araw)	Community Development Officer Community Development Section
	<p>4.2. Endorse the list and requirements for pre-qualification of data to NHA</p> <p><i>(I-endorso ang listahan at mga kinakailangang dokumento para sa pagsusuri ng datos sa NHA)</i></p>		10 Days (10 Araw)	Department Head Assistant Department Head HCDRD  Section Head Community Devt. Section
<p>5. Attend orientation and receive a schedule of actual relocation at the area or HCDRD</p>	<p>5. Guide the client and implement the selection of beneficiaries as per NHA qualification.</p> <p><i>(Gabayan ang kliyente at</i></p>	None (Wala)	10 Days (10 Araw)	Community Development Officer Community Development Section

Conference Room.  (Dumalo sa oryentasyon at tumanggap ng iskedul ng aktwal na relokasyon sa lugar o sa silid pulungan ng HCDRD)	ipatupad ang pagpilli ng mga benipisyaryo ayon sa kwalipikasyon ng NHA)			
<b>TOTAL:</b>  <b>(KABUUAN):</b>		<b>None</b>  (Wala)	<b>36 Days and 5 Min.</b>  (36 Araw at 5 Minuto)	

### 13. Issuance of Certification to Community Association as a Requirement of the Department of Human Settlements and Urban Development (DHSUD) (Pag-Isyu ng Sertipikasyon)

The Community Associations request for certification as requirement of the Department of Human Settlements and Urban Development (DHSUD) for accreditation.

(Ang kahilingan ng Samahan ng Komunidad para sa sertipikasyon na kinakailangan ng Department of Human Settlements and Urban Development (DHSUD).)

Office or Division:	Administrative Division	
Classification:	Simple Transaction (Simpleng Transaksyon)	
Type of Transaction:	G2C – Government to Citizen (Pamahalaan sa Mamamayan)	
Who may avail:	Homeowner’s Association	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request to Atty. Joselito V. Conejero, HCDRD Department Head  (Sulat Kahilingan kay Atty. Joselito V. Conejero, Tagapamuno ng Departamento ng HCDRD)		Client  (Kliyente)
2. Inspection Report  (Ulat ng Inspeksyon)		Project Officer or Assigned Person
3. Original Sealed Copy of Certification from Barangay indicating that: <ul style="list-style-type: none"><li>• *the requesting association is the only Neighborhood Association existing in the area and being acknowledged by the Barangay.</li><li>• *the members are bonafide resident of the concerned Barangay</li></ul> (Orihinal na selyadong kopya ng sertipikasyon mula sa barangay na nakasaad na ang Samahan na humihiling ay ang Neighborhood Association na umiiral sa lugar at kinikilala ng barangay)		Barangay Hall
4. List of Officers and members with corresponding signature  (Listahan ng mga opisyal at mga miyembro na katumbas ang lagda)		Client  (Kliyente)
5. Tax mapping and Google map		Client  (Kliyente)
6. Election of Minutes of the Meeting  (Katitikan ng pagpupulong ng Halalan)		Client  (Kliyente)
7. Updated General Information Sheet		Client  (Kliyente)
8. Land Title or Tax Declaration (if available)		Register of Deeds



<i>(Titulo ng lupa o Deklarasyon ng Buwis)</i>				
9. Group picture of association officers  <i>(Larawan ng mga opisyal ng samahan)</i>		Client  <i>(Kliyente)</i>		
10. Barangay and Community Relations Department (BCRD) Accreditation Certificate (if the association is not registered, officers must execute the Undertaking issued by HCDRD)  <i>(Barangay and Community Relations Department (BCRD) Sertipikasyon ng Akreditasyon (Kapag ang Samahan ay hindi rehistrado sa tanggapan ng BCRD, ang mga opisyal ng samahan ay kailangang isagawa at lagdaan ang "Undertaking" na inisyu ng HCDRD)</i>		Barangay and Community Relations Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for issuance of certification with attached complete requirements for accreditation at DHSUD  <i>(Magsumite ng sulat kahilnagn para sa "issuance" ng sertipikasyon na may kumpletong mga dokumento na kailangan para sa akreditasyon sa DHSUD)</i>	1.1. Evaluate the requirements submitted by the community associations  <i>(Suriin ang mga dokumento na isinumite ng Samahan ng komunidad)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 Minuto)</i>	Supervising Administrative Officer Administrative Officer Department Head
	1.2. Encode the certification  <i>(i-encode ang sertipikasyon)</i>	None  <i>(Wala)</i>	30 Min.  <i>(3 Minuto)</i>	
	1.3. Endorse the certification to the Department Head for signature  <i>(Iendorso ang sertipikasyon sa tagapamuno ng Departamento para sa lagda)</i>	None  <i>(Wala)</i>	30 Min.  <i>(3 Minuto)</i>	
2. Wait for the release of certification  <i>(Hintayin ang pag-release ng sertipikasyon)</i>	2. Issue requested certification  <i>(I-isyu ang hiniling na sertipikasyon)</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 Minuto)</i>	Supervising Administrative Officer Administrative Officer
<b>TOTAL:</b>  <i>(KABUUAN):</i>		None  <i>(Wala)</i>	<b>1 Hour and 8 Min.</b>  <i>(1 Oras at 8 Minuto)</i>	

# HUMAN RESOURCE MANAGEMENT DEPARTMENT

## Internal Services

### 1. Preparation of Regular Payroll for the Payment of Salaries

<b>Office or Division:</b>	Compensation and Benefits Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<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>	
1. Letter Request / Transmittal			Departments / Offices  Human Resource Management Department	
2. Certification as to entitlement (2 copies)				
3. Accomplishment report (for COS, Consultants and Job Order only)				
4. Attendance Report (2 copies)				
5. DTR				
6. Approved Leave (if applicable, for Permanent only)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</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	1.1. Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing.	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Checks and ensures that all required documents and information are present, correct, and accurate.	None	4 Hours	<i>Payroll Staff</i>
	1.3. Prepares payroll, and encode deductions, loans, and adjustments.	None	4 Hours	<i>Payroll Staff</i>
	1.4. Prints the initial payroll for verification and validation of encoded loans and deductions.	None	2 Hours	<i>Payroll Staff</i>
	1.5. Approves and finalizes the prepared payroll.	None	20 Min.	<i>Compensation and Benefits Division Chief</i>
	1.6. Prints and signs the prepared bank remittance.	None	1 Hour*	<i>HRMD Head</i>
	Upload to Landbank WeAccess for disbursement to	None	20 Min.	<i>Payroll Staff</i>

	employees' bank accounts.			
	Prints the final payroll summary (earnings and deductions, loan and contribution remittances, and withholding tax), payslips, and OBR.	None	1 Day	<i>Payroll Staff</i>
	Forwards the final printed payroll summary to the City Accounting Department.	None	10 Min.	<i>Payroll Unit</i>
	Forwards the final printed OBR to the City Budget Department.	None	10 Min.	<i>Payroll Unit</i>
	Forwards the printed bank remittance to the Office of the City Administrator	None	10 Min.	<i>Payroll Unit</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 4 Hours, and 20 Min. per payroll</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 2. Preparation of Regular Payroll for the Payment of Bonuses, Allowances, and Incentives

Office or Division:	Compensation and Benefits Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	QCG Officials and Employees (Permanent, Job Order, Consultants and Contracts of Service)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request / Transmittal			Departments / Offices	
2. Certification of entitlement (2 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	1.1. Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing.	None	10 Min.	Receiving Clerk
	1.2. Checks and ensures that all required documents and information are present, correct, and accurate.	None	5 Hours	Payroll Staff
	1.3. Prepares the payroll and adjusts the amount to be received based on the eligible entitlement.	None	5 Hours	Payroll Staff
	1.4. Verifies and validates to ensure accuracy and completeness.	None	2 Hours	HRMO
	1.5. Approves and finalizes the prepared payroll.	None	20 Min.	Compensation and Benefits Division Section Chief
	1.6. Prints and signs the prepared bank remittance.	None	*1 Hour	HRMD Head
	1.7. Upload to Landbank WeAccess for disbursement to employees' bank accounts.	None	20 Min.	Payroll Staff
	1.8. Prints the final payroll list and OBR.	None	2 Hours	Payroll Staff
	1.9. Forwards the final printed payroll summary to the City Accounting Department.	None	10 Min.	Payroll Unit
	1.10. Forwards the final printed OBR to the City Budget Department.	None	10 Min.	Payroll Unit
	1.11. Forwards the printed bank remittance to the Office of the City Administrator	None	10 Min.	Payroll Unit
TOTAL:		None	2 Days and 20 Min. per payroll	

**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 and Salary Differential

<b>Office or Division:</b>	Compensation and Benefits Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<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>	
1. Letter Request/Transmittal			Departments / Offices  Human Resource Management Department	
2. Accomplishment Report (for COS, JO and Consultant only)				
3. Attendance Report (2 copies)				
4. Appointment (Certified True Copy, for Permanent only)				
5. Contract (Certified True Copy, for COS, JO and Consultant only)				
6. DTR				
7. Approved Leave (if applicable, Permanent only)				
8. Position Description Form (PDF) (for Permanent only)				
9. Oath of Office				
10. Certification of Assumption of Duty				
11. Statement of Actual Duties (for COS only)				
12. Personal Data Sheet (PDS) (original)				
13. Certificate of Funding (for Permanent only)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits the required documents for payroll preparation of personnel under their jurisdiction	1.1. Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing.	None	20 Min.	<i>Receiving Clerk</i>
	1.2. Checks and ensures that all required documents and information are present, correct, and accurate.  Prepares and prints the payroll list, OBR, and other necessary payroll documents.	None	1 Day	<i>Payroll Staff</i>
	1.3. Verifies and validates information on the payroll to ensure accuracy and completeness.  Affix initials on the prepared payroll to confirm Authenticity	None	30 Min.	<i>Compensation and Benefits Division Chief/ Assistant Division Chief</i>

	1.4. Signs and Approves the prepared payroll	None	1 Day*	<i>HRMD Head</i>
2. The Liaison Officer receives the signed Special payroll.	2. Records and releases the prepared payroll to the appropriate office/department.	None	10 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 1 Hour per payroll</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

#### 4. Preparation of Special Payroll for the Payment of Bonuses, Allowances, and Incentives

<b>Office or Division:</b>	Compensation and Benefits Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<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>	
1. Letter Request/Transmittal			Departments / Offices	
2. Certification as to Entitlement (2 copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</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	1.1. Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing.	None	20 Min.	<i>Receiving Clerk</i>
	1.2. Checks and ensures that all required documents and information are present, correct, and accurate.  Prepares and prints the payroll list, OBR, and other necessary payroll documents.	None	1 Day	<i>Payroll Staff</i>
	1.3. Verifies and validates information on the payroll to ensure accuracy and completeness.  Affix initials on the prepared payroll to confirm Authenticity	None	30 Min.	<i>Compensation and Benefits Division Chief / Assistant Division Chief</i>
	1.4. Signs and Approves the prepared payroll	None	1 Day*	<i>HRMD Head</i>
2. The Liaison Officer receives the signed Special payroll.	2. Records and releases the prepared payroll to the appropriate office/department.	None	10 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 1 Hour per payroll</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 5. Preparation of Special Payroll for Longevity and Loyalty Benefits

Office or Division:	Compensation and Benefits Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	QCG Officials and Employees (Permanent)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request for Longevity / Loyalty (2 copies)			Departments / Offices  Human Resource Management Department	
2. Latest Service Record including COS (2 copies, 1 original & 1 photocopy)				
3. Latest Certificate of Leave Without Pay (LWOP) (2 copies, 1 original & 1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	1.1. Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing.	None	20 Min.	Receiving Clerk
	1.2. Checks and ensures that all required documents and information are present, correct, and accurate.  Prepares and prints the payroll list and OBR.	None	1 Day	Payroll Staff
	1.3. Verifies/validates and affixes initials on the prepared payroll to ensure accuracy and completeness.	None	30 Min.	Compensation and Benefits Division Chief / Assistant Division Chief
	1.4. Signs and Approves the prepared payroll	None	1 Day*	HRMD Head
2. The Liaison Officer receives the signed Special payroll.	2. Records and releases the prepared payroll to the concerned departments/ offices.	None	10 Min.	Releasing Clerk
TOTAL:		None	2 Days and 1 Hour per payroll	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s



## 6. Preparation of Payroll for RATA (Representation and Transportation Allowance)

Office or Division:	Compensation and Benefits Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	QCG City Officials who are entitled to RATA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request for Department / Office Head / Asst. Dept. Head / Division Chiefs			Departments / Offices	
2. Attendance Report (2 copies)			Human Resource Management Department	
3. Certification as to entitlement (2 copies)				
4. Office Order (for Officer-In-Charge/ Acting Chief only)				
5. Certification of No Issued Vehicles from CGSD			City General Services Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Liaison Officer submits the required documents for payroll preparation of personnel under their jurisdiction	1.1. Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing.	None	20 Min.	Receiving Clerk
	1.2. Checks and ensures that all required documents and information are present, correct, and accurate.  Prepares and prints the payroll list and OBR.	None	1 Day	Payroll Staff
	1.3. Verifies/ validates and affixes initials on the prepared payroll to ensure accuracy and completeness.	None	30 Min.	Compensation and Benefits Division Chief / Assistant Division Chief
	1.4. Signs and Approves the prepared payroll	None	1 Day*	HRMD Head
	1.5. Forwards the prepared payroll to the relevant departments/ offices for auditing.	None	10 Min.	Releasing Clerk
TOTAL:		None	2 Days and 1 Hour per payroll	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 7. 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 – Government to Government		
<b>Who may avail:</b>		QCG Officials and Employees (Permanent)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Payroll Request Form (QCG.HRMD.CBD.F.05)			HRMD's Receiving	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Payroll Request Form (QCG.HRMD.CBD.F.05)	1.1. Receives and records the request, ensuring it is filled out properly, and forwards it to the Payroll Section for processing.	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Verifies the request and prepares the Income Tax Returns (ITR).	None	1 Day	<i>Payroll Staff</i>
	1.3. Validates the information provided in the Income Tax Return (ITR) and affix initials.	None	30 Min.	<i>HRMO</i>
	1.4. Affixes the E-signature to confirm approval.	None	10 Min.	<i>Payroll Staff</i>
2. The client receives the printed Income Tax Returns (ITR)	2. Records and releases the Income Tax Return (ITR)	None	10 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 1 Hour</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 8. Loan Deduction and Deletion

<b>Office or Division:</b>	Compensation and Benefits Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	QCG Officials and Employees (Permanent)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Payroll Request Form (QCG.HRMD.CBD.F.04)			HRMD's Receiving	
2. Authorization from KAPAMALQ (for KAPAMALQ loans only)			KAPAMALQ	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Payroll Request Form (QCG.HRMD.CBD.F.04)	1.1. Receives and records the request, ensuring it is filled out properly, and forwards it to the Payroll Section for processing.	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Checks and validates the information provided in the payroll request form.	None	2 Hours	<i>Payroll Staff</i>
	1.3. Approval and processing of loan deductions/deletions	None	2 Hours	<i>Compensation and Benefits Assistant Division Chief</i>
	1.4. Updates the employee's loan deduction/deletion in the payroll system.	None	20 Min.	<i>HRMO</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 30 Min.</b>	

## 9. Processing of Application for Vacation Leave / Sick Leave (One Month or More)

<b>Office or Division:</b>	Compensation and Benefits Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All QCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter approved, signed and endorsed by the Department Head			Departments / Offices	
2. For Vacation Leave (VL) application (Office and General Clearance for one month or more)				
3. For Sick Leave application (SL)(Medical Certificate/Medical Abstract, Office Clearance				
4. Medical certificate for SL application in excess of five days				
5. Leave application				
<b>NOTE: SUBMIT IN TWO (2) SETS</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit leave application with supporting documents	1.1. Receives, records, and attaches the routing slip with the control number of the leave application along with the required documents.	None	10 Min.	<i>Administrative Support Staff (central receiving/ releasing section)</i>
	1.2. Records received leave applications and the necessary documents for verification and forwarded to the designated leave staff.	None	10 Min.	<i>Administrative Support Staff (leave section)</i>
	1.3. Compute/ re-computes leave credits	None	2 Days	<i>Administrative Assistant II/ Senior Administrative Assistant II/ Administrative Aide III</i>
	1.4. Reviews and verifies computed or re-computed leave cards and initials leave applications.	None	30 Min.	<i>Human Resource Management Officer III</i>
	1.5. Checks and initials leave applications.	None	15 Min.	<i>Human Resource Management Officer V</i>
	1.6. Signs leave applications	None	*6 Hours	<i>Head, Human Resource Management Department</i>

2. Receives approved leave application (Liaison)	2. Releases leave applications	None	5 Min.	<i>Administrative Assistant II/ Senior Administrative II/ Administrative Aide III</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 7 Hours, and 10 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 10. Processing of Application for Terminal Leave and/or 50% Monetization of Leave Credits

Office or Division:	Compensation and Benefits Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	QCG Plantilla Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requirements for Terminal Leave				
1. Leave application			Departments / Offices	
2. Office and General clearance (with a certificate of no pending case)				
3. GSIS Clearance				
4. Statement of Assets and Liabilities (SALN)				
5. Office clearance only if less than 1 month				
Requirements for 50% Monetization of Leave Credits				
1. Letter request of applicant stating the purpose of availment approved, signed and endorsed by the Department/Office Head			City Administrator	
2. Letter of Endorsement approved by the Office of the City Administrator				
3. Waiver of those who will not avail the 10 days monetization for the fiscal year				
4. Medical Certificate/ Medical Abstract (for medical purpose)				
5. Leave Application and Leave Card				
NOTE: SUBMIT IN TWO (2) SETS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for Terminal Leave application and/or 50% Monetization	1.1. Receives, records, and attaches the routing slip with the control number of the leave application along with the required documents	None	10 Min.	Administrative Support Staff (central receiving/ releasing section)
	1.2. Records received leave applications and the necessary documents for verification and forwarded to the designated leave staff.	None	10 Min.	Administrative Support Staff (leave section)
	1.3. Compute/ re-computes leave credits	None	2 Days (simple)  5 Days (complex)	Administrative Assistant II/ Senior Administrative Assistant II/ Administrative Aide III
	1.4. Reviews and verifies computed or re-computed leave cards and initial leave applications.	None	30 Min.	Human Resource Management Officer III

	1.5. Checks, initials leave applications and signs leave certification.	None	15 Min.	<i>Human Resource Management Officer V</i>
	1.6. Signs and initials leave applications.	None	6 Hours*	<i>Head, Human Resource Management Department</i>
	1.7. Forward the signed Terminal leave and/or 50% Monetization to the Office of the City Mayor for approval.	None	10 Min.	<i>Administrative Support Staff (leave section)</i>
	1.8. Receives and forwards signed and approved terminal leave and/or 50% monetization to the payroll section.	None	10 Min.	<i>Administrative Support Staff (leave section)</i>
	1.9. Prepares payroll	None	1 Day	<i>Administrative Support Staff (payroll section)</i>
2. Receives payroll	2. Releases payroll	None	5 Min.	<i>Administrative Support Staff (central receiving/releasing section)</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 7 Hours, and 30 Min. (simple)</b>  <b>8 Days, 7 Hours, and 30 Min. (complex)</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 11. Processing of Application for 10 Days Monetization of Leave Credits

<b>Office or Division:</b>	Compensation and Benefits Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	QCG Plantilla Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request approved, signed and endorsed by the Department/Office Head			Department / Office	
2. Leave application				
<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 leave application properly endorsed by the Department Head	1.1. Receives, records, and attaches the routing slip with the control number of the leave application along with the required documents.	None	10 Min.	<i>Administrative Support Staff (central receiving/ releasing section)</i>
	1.2. Records received leave applications and the necessary documents for verification and forwarded to the designated leave staff.	None	10 Min.	<i>Administrative Support Staff (leave section)</i>
	1.3. Compute/ re-compute leave credits and prepare travel authority	None	1 Day	<i>Administrative Assistant II/ Senior Administrative Assistant II/ Administrative Aide III</i>
	1.4. Reviews and verifies computed or re-computed leave cards and initials leave applications.	None	30 Min.	<i>Human Resource Management Officer III</i>
	1.5. Checks, initials leave applications and signs leave certification.	None	15 Min.	<i>Human Resource Management Officer V</i>
	1.6. Signs the leave application	None	6 Hours*	<i>Head, Human Resource Management Department</i>
	1.7. Forward the approved 10-day monetization to the payroll section.	None	10 Min.	<i>Administrative Assistant II/ Senior Administrative Assistant II/ Administrative Aide III</i>
	1.8. Prepares Payroll	None	1 Day	<i>Payroll Clerk</i>
2. Receives prepared payroll (Liaison)	2. Releases leave applications with approved travel authority	None	5 Min.	<i>Administrative Support Staff (leave section)</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 7 Hours, and 20 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s



## 12. Processing of Application for Rehabilitation Leave, Magna Carta for Women (RA 9710) and Maternity Leave

<b>Office or Division:</b>	Compensation and Benefits Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	QCG Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request approved, signed and endorsed by the Department/Office Head		Department / Office		
2. Leave application				
3. Office Clearance				
4. Medical Certificate/Medical Abstract from OB-GYNE (for Maternity leave)		Attending Physician		
<b>Additional Requirements for Maternity</b>				
5. Child's Birth Certificate		City Civil Registry Department/ PSA		
6. Marriage Contract				
7. Affidavit of Singleness (for Unmarried Women)				
<b>Additional Requirements for Rehabilitation Leave</b>				
8. Incident Report from the Office concern		Department / Office		
<b>Additional Requirements for VAWC</b>				
9. Barangay Protection Order (BPO)		Barangay		
10. Temporary/Permanent Protection Order (TPO/PPO)		Court		
11. Certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO,TPO or PPO has been filed with the said office (If the protection order is not yet issued by the barangay or the court)		Barangay/ Prosecutor/ Clerk of Court		
12. Police report specifying the details of the occurrence of violence on the victim and a medical certificate (in the absence of BPO/TPO/PPO or the certification)		Police		
NOTE: SUBMIT IN TWO (2) SETS				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits leave application of employee/s under their jurisdiction	1.1. Receives and records communication and leave application (with routing slip)	None	10 Min.	<i>Administrative Support Staff (central receiving section)</i>
	1.2. Receives and records communication and leave application (with routing slip)	None	10 Min.	<i>Administrative Support Staff</i>
	1.3. Computes/ Re-computes leave application	None	2 Days	<i>HRMA/HRMO In-charge</i>

	1.4. Reviews and verifies computed/re-computed leave records and affix initials on the application	None	30 Min.	<i>Section Chief</i>
	1.5. Affix initials on the application	None	15 Min.	<i>Compensation and Benefits Division Chief</i>
	1.6. Approves/ Signs the leave application	None	6 Hours*	<i>HRMD Head</i>
2. Receives the approved leave application	Records and releases the approved leave	None	5 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 7 Hours, and 10 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

### 13. Processing of Application for Travel Authority

Office or Division:	Compensation and Benefits Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	QCG Plantilla Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request approved, signed and endorsed by the Department/Office Head			Departments / Offices	
2. Leave application				
3. Office Clearance (if less than 1 month)				
4. Office Clearance and General Clearance (if 1 month or more)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application with supporting documents	1.1. Receives, records, and attaches the routing slip with the control number of the leave application along with the required documents.	None	10 Min.	Administrative Support Staff (central receiving/ releasing section)
	1.2. Records received leave applications and the necessary documents for verification and forwarded to the designated leave staff.	None	10 Min.	Administrative Support Staff (leave section)
	1.3. Compute/ re-compute leave credits and prepare travel authority	None	2 Days	Administrative Assistant II/ Senior Administrative Assistant II/ Administrative Aide III
	1.4. Reviews and verifies computed or re-computed leave cards and initials leave applications.	None	30 Min.	Human Resource Management Officer III
	1.5. Checks and initials the leave application and the travel authority	None	15 Min.	Human Resource Management Officer V
	1.6. Signs the leave application and initials the travel authority.	None	6 Hours*	Head, Human Resource Management Department
	1.7. Forward the signed vacation leave and travel authority to the Office of the City Mayor for approval.	None	10 Min.	Administrative Support Staff (leave section)
2. Receives approved Authority to	2. Releases leave applications with	None	5 Min.	Administrative Support Staff (leave section)

Travel / 50% Monetization	approved travel authority			
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 7 Hours, and 20 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 14. Endorsement for Landbank ATM

Office or Division:	Compensation and Benefits Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All QCG Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request / Letter endorsement from Department/Office Head concerned			Department / Office	
2. Duly notarized affidavit in case of loss or damaged ATM				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request/ indorsement for ATM Landbank	1.1. Receives and checks the documents submitted	None	5 Min.	Receiving Clerk
	1.2. Verifies status of the ATM i.e. newly hired permanent, damaged, loss, changed of name and others	None	15 Min.	Administrative Support Staff
	1.3. Prepares endorsement letter to Landbank QC Hall Branch	None	15 Min.	Administrative Staff
	1.4. Signs/ Approves Endorsement Letter	None	1 Day*	HRMD Head
2. Receives endorsement to Landbank	2. Records and releases signed endorsement letter	None	5 to 10 Min.	Releasing Clerk
TOTAL:		None	1 Day and 45 Min.	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 15. 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 – Government to Government		
<b>Who may avail:</b>		QCG Permanent Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Must have applied for Consolidated, Policy or Emergency Loan in the GSIS Kiosk;			GSIS Kiosk (Government Service Insurance System), GSIS Application (GSIS Touch)	
2. Duly Notarized Affidavit			Department/Office	
3. Photocopy of Payslip				
4. Indorsement from the Office/Dept. of employee applying for loan.				
5. Certificate of No Pending Case				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all the requirements	1.1. Receives and records the documents	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Verifies the net take home pay of the employee, must not be lower than PHP 5,000.00	None	30 Min.	<i>HRMA in-charge</i>
	1.3. Assesses, validates documents of Loan application	None	1 Hour	<i>Agency Authorized Officer</i>
	1.4. Access the GSIS Authorized Officer Website and approves loan for qualified applicant	None	20 Min.	<i>Agency Authorized Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours</b>	

## 16. Process for Application for Retirement

<b>Office or Division:</b>	Compensation and Benefits Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	QCG Officials and Permanent Employees who are 65 years old (compulsory retirement) or less than 65 years old (optional retirement)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request approved and endorsed by the Department / Office Head			Departments / Offices	
2. Application form for Retirement (GSIS Form) duly filled-out by the Retiree				
3. Office Clearance and General Clearance (Certificate of No Pending Case)			Departments / Offices City Legal Department	
4. Service Record with Certification as to leave without pay (LWOP)			HRMD	
5. Birth Certificate (PSA)			PSA	
NOTE: SUBMIT IN TWO (2) SETS				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application and requirements	1.1. Receives and records the documents	None	5 Min.	Receiving Clerk
	1.2. Records and checks attachments of Application for Retirement	None	10 Min.	Administrative Support Staff (leave section)
	1.3. Checks/ Assesses, attachments and prepares endorsement.	None	20 Min.	Administrative Aide III, Reproduction Machine Operator II, Administrative Assistant III, Senior Administrative Assistant II
	1.4. Assesses pertinent documents and affix initials on the application for retirement	None	10 Min.	Human Resource Management Officer III
	1.5. Affix initials on the application	None	5 Min.	Human Resource Management Officer V
	1.6. Approves/ Signs the application for retirement and endorsement letter	None	1 Day*	HRMD Head/HRMD Asst. Head
2. Receives signed application	2. Records and releases signed application for retirement	None	5 Min.	Administrative Aide III, Reproduction Machine Operator II, Administrative Assistant III, Senior Administrative Assistant II (Releasing Clerk)
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 55 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 17. Processing of Documents for Hiring of New Consultants / Contract of Service (COS) Personnel / Job Order (JO) Personnel 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 – Government to Government	
<b>Who may avail:</b>	Departments, Offices, and Units Under the Executive Branch of the Quezon City Government	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>FOR NEWLY-HIRED</b>		
1. Endorsement/Approval from the City Mayor or City Administrator (1 Original Copy)		Department/Office/Unit Concerned
2. Recommendation Letter from the Department/Office/Unit Heads		Department/Office/Unit Concerned
3. Recommendation Letter from the Department/Office/Unit Heads (1 Original Copy)		Department/Office/Unit Concerned
4. Service Contract duly signed by the employee and their Department Head (1 Original Copy)		Department/Office/Unit Concerned
5. Panunumpa Sa Katungkulan (1 Original Copy)		Department/Office/Unit Concerned
6. Duly Accomplished and Updated Personal Data Sheet (Civil Service Form No. 212, revised 2017) - must have an attached passport sized ID picture taken within the last six (6) months, thumbmark, and original signatures on all pages. Please note that scanned and digital pictures are not allowed (1 Original Copy)		Consultant/Contract of Service/Job Order Personnel Concerned
7. Statement of Actual Duties of personnel (1 Original Copy)		Department/Office/Unit Concerned
8. NBI Clearance (1 Certified True Copy)		National Bureau of Investigation (NBI)
9. Valid Drug Test Report/Certificate from any DOH accredited centers with receipt (1 Certified True Copy)		Any DOH-Accredited Drug Testing Center
10. Birth Certificate (1 Photocopy)		Philippine Statistics Authority (PSA)
11. Credentials (1 Photocopy) - Credentials include PRC License, Eligibility Certificate, Transcript of Record, Diploma or any certification that could support the individual's qualification and achievement as stated in the PDS.		Professional Regulation Commission (PRC) University/ College Graduated Consultant/ Contract of Service/ Job Order Personnel Concerned
<b>FOR RENEWAL</b>		
1. Recommendation Letter from the Department/Office/Unit Heads		Department/Office/Unit Concerned
2. Service Contract duly signed by the employee and their Department Head		Department/Office/Unit Concerned
3. Panunumpa Sa Katungkulan		Department/Office/Unit Concerned
4. Duly Accomplished and Updated Personal Data Sheet (Civil Service Form No. 212, revised 2017)		Department/Office/Unit Concerned
5. Statement of Actual Duties of personnel		Department/Office/Unit Concerned
6. Contractual Appraisal Form with at least SATISFACTORY rating		Department/Office/Unit Concerned
7. Valid Drug Test Report/Certificate from any DOH		Any DOH-Accredited Drug Testing



accredited centers with receipt - For <u>renewal of contracts</u> , if the drug test certificate has already expired, the personnel shall undergo a new drug test.			Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Liaison Officer of the department, office, or unit submits all the mandatory requirements	1.1. Receives, records, and assigns a control number route the submitted documents.	None	1 Hour*	Receiving Clerk HRMD
	1.2. Routes the submitted document to RCMD.			
	1.3. Receives and records the documents in the Log Book.	None	1 Hour*	HRMA/HRMO RCMD
	1.4. Forwards the documents to the assigned HRMA responsible for the relevant department, office, or unit.			
	1.5. Reviews and verifies the documents as to the validity, veracity, and accuracy of documents submitted.	None	6 Days*	HRMA/HRMO RCMD
2. <b>For Documents with Revisions:</b> Liaison Officer receives documents for revision or correction.	2. Returns reviewed documents and informs the Liaison Officer for the needed revisions or corrections.	None	15 Min.	HRMA/HRMO RCMD
3. <b>For Documents with Revisions:</b> Liaison Officer submits the revised documents	3.1. Receives the submitted revised documents.	None	15 Min.**	HRMA/HRMO RCMD
	3.2. Encodes personnel details in the Master List for records purposes.	None	1 Hour	HRMA/HRMO RCMD
	3.3. Evaluates and affixes initials on the contract and <i>Panunumpa sa Katungkulan</i> .	None	45 Min.	HRMA/HRMO RCMD
	3.4. Approves and signs the Contract and <i>Panunumpa sa Katungkulan</i> .	None	1 Day***	HRMD Head
	3.5. Forwards the Contract to the City Budget Department (CBD) for certification as to the existence of appropriation.	None	1 Hour	HRMA/HRMO RCMD
	3.6. Receives and records	None	30 Min.	HRMA

	the signed Contract from the Office of the City Mayor.			RCMD
4. Liaison Officer receives signed Contract and <i>Panunumpa sa Katungkulan</i>	4. Releases original Contract and <i>Panunumpa sa Katungkulan</i> to concerned Departments/ Offices/Units.	None	30 Min.	HRMA RCMD
5. The Liaison Officer returns the original Contracts and <i>Panunumpa sa Katungkulan</i> and submits the photocopy of the approved Contracts and Oath of Office	5.1. Receives the original documents and prepares certified true copy of approved Contract and <i>Panunumpa sa Katungkulan</i> .	None	1 Hour	HRMA RCMD
	5.2. Certifies the Contract and <i>Panunumpa sa Katungkulan</i>	None		HRMO RCMD
6. Receives certified true copies of Contracts and Oath of Office	6. Releases certified true copy of Contracts and Oath of Office to the Liaison Officer of concerned office.	None	30 Min.	HRMA RCMD
<b>TOTAL PROCESSING TIME FOR DOCUMENTS WITH NO REVISIONS</b>		None	<b>7 Days, 7 Hours, and 15 Min.</b>	
<b>TOTAL PROCESSING TIME FOR DOCUMENTS WITH REVISIONS OR CORRECTIONS</b>		None	<b>7 Days, 7 Hours, and 45 Min.</b>	

**Note:**

\* The turnaround time considers the volume and number of personnel listed in the contract, as well as multiple submissions by each department, office, and unit thus, processing time may change due to these factors.

\*\* The turnaround time for returning revised or corrected documents depends on the department, office, or unit's processing time and is not included in the standard processing time.

\*\*\* The total turnaround time considers the availability of the signatory due to prior scheduled training/s and/or meeting/s and processing time may change due to these factors.

## 18. Processing of Documents for Hiring of Consultants / Contract of Service (COS) Personnel /Job Order (JO) Personnel Under the Legislative Branch

<b>Office or Division:</b>	Recruitment and Career Management Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Legislative Offices of the Quezon City Government	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>FOR NEWLY-HIRED</b>		
1. Recommendation/Indorsement Letter from the City Councilor for Hiring of their respective Personnel	Department/Office/Unit Concerned	
2. List of Screened Personnel (with photos) released by the Office of the Vice Mayor	Department/Office/Unit Concerned	
3. Certification of Assumption of Duties	Department/Office/Unit Concerned	
4. Certification of Vital Work	Department/Office/Unit Concerned	
5. Service Contract for Consultants, Committees, and Contract of Service Personnel with Actual Duties and Functions	Department/Office/Unit Concerned	
6. Service Contract for Job Order Personnel	Department/Office/Unit Concerned	
7. Panunumpa sa Katungkulan	Department/Office/Unit Concerned	
8. Statement of Actual Duties for Job Order Personnel	Department/Office/Unit Concerned	
9. Duly Accomplished Personal Data Sheet (CSC Form No. 212, revised 2017)	Consultant/Contract of Service/Job Order Personnel Concerned	
10. Valid Drug Test Report/Certificate from any DOH accredited centers	Any DOH-Accredited Drug Testing Center	
11. NBI Clearance	National Bureau of Investigation (NBI)	
12. Photocopy of Birth Certificate	Philippine Statistics Authority (PSA)	
13. Photocopy of any Valid Government-Issued ID	Consultant/Contract of Service/Job Order Personnel Concerned	
<b>FOR RENEWAL</b>		
1. Recommendation/Indorsement Letter from the City Councilor for Renewal of their respective Personnel	Legislative Office Concerned	
2. List of Screened Personnel (with photos) released by the Office of the Vice Mayor	Legislative Office Concerned	
3. Certification of Assumption of Duties	Legislative Office Concerned	
4. Certification of Vital Work	Legislative Office Concerned	
5. Service Contract for Consultants, Committees, and Contract of Service Personnel with Actual Duties and Functions	Legislative Office Concerned	
6. Service Contract for Job Order Personnel	Legislative Office Concerned	
7. Panunumpa sa Katungkulan	Legislative Office Concerned	
8. Statement of Actual Duties for Job Order Personnel	Legislative Office Concerned	
9. Duly Accomplished and Updated Personal Data Sheet (Civil Service Form No. 212, revised 2017)	Legislative Office Concerned	
10. Valid Drug Test Report/Certificate from any DOH accredited centers with receipt - For <u>renewal of contracts</u> , if the drug test certificate has already expired, the personnel shall undergo a new drug test.	Any DOH-Accredited Drug Testing Center	

11. Contractual Appraisal Form with at least SATISFACTORY rating			Legislative Office Concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Liaison or Administrative Officer submits Recommendation for Hiring of Consultant/COS /JO Personnel under their respective jurisdiction together with all the documentary requirements	1.1. Receives, records, and routed the documents submitted to the personnel in-charge.	None	1 Hour*	Receiving Clerk HRMD
	1.2. Routes the submitted document to RCMD.			
	1.3. Receives and records the documents in the Log Book.	None	1 Hour*	HRMA/HRMO RCMD
	1.4. Forwards the documents to the assigned HRMA responsible for the relevant office under the Legislative.			
	1.5. Reviews and verifies the documents as to the validity, veracity, and accuracy of documents submitted.	None	6 Days*	HRMA/HRMO RCMD
2. For Documents with Revisions: Liaison Officer receives documents for revision or correction.	2.1. Returns reviewed documents and informs the Liaison Officer for the needed revisions or corrections.	None	15 Min.	HRMA/HRMO RCMD
3. For Documents with Revisions: Liaison Officer submits the revised documents	3.1. Receives the submitted revised documents.	None	15 Min.**	HRMA/HRMO RCMD
	3.2. Encodes in the Master List for records purposes.	None	1 Hour	HRMA/HRMO RCMD
	3.3. Evaluates and affixes initials on the contract and <i>Panunumpa sa Katungkulan</i> .	None	45 Min.	HRMA/HRMO RCMD
	3.4. Approves and signs the Contract and <i>Panunumpa sa Katungkulan</i> .	None	1 Day***	HRMD Head
	3.5. Forwards the Contract to the City Budget Department	None	1 Hour	HRMA/HRMO RCMD

	(CBD) for certification as to the existence of appropriation.			
4. Liaison Officer submits the original signed Contract and its photocopy	4. Receives and records the signed Contract	None	30 Min.	HRMA RCMD
5. Receives certified copy of contracts	5.1. Certifies the Contract and <i>Panunumpa sa Katungkulan</i>	None	45 Min.	HRMO RCMD
	5.2. Releases certified true copy of Contracts and Oath of Office to the Liaison Officer of concerned office.	None	30 Min.	HRMA RCMD
<b>TOTAL PROCESSING TIME FOR DOCUMENTS WITH NO REVISIONS</b>		None	<b>7 Days, 6 Hours, and 30 Min.</b>	
<b>TOTAL PROCESSING TIME FOR DOCUMENTS WITH REVISIONS OR CORRECTIONS</b>		None	<b>7 Days and 7 Hours</b>	

**Note:**

\* The turnaround time considers the volume and number of personnel listed in the contract, as well as multiple submissions by each department, office, and unit and processing time may change due to these factors.

\*\* The turnaround time for returning revised or corrected documents depends on the department, office, or unit's processing time and is not included in the standard processing time.

\*\*\* The total turnaround time considers the availability of the signatory due to prior scheduled training/s and/or meeting/s and processing time may change due to these factors.

## 19. Appointment and Promotion of Plantilla Personnel

<b>Office or Division:</b>	Personnel Actions Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client	
<b>Who may avail:</b>	All qualified and eligible applicant	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For new/lateral/COS/JO applicants applying for plantilla position:</b>		
1. Fully accomplished CS Form No. 212, Revised 2017 Personal Data Sheet (PDS) with recent passport-sized picture with attached Work Experience Sheet;	Departments / Offices	
2. Certified True Copy of Training Certificates, if applicable	Training Provider	
3. Authenticated Copy of Transcript of Records or Diploma, if applicable	School/ College Last Attended	
4. Proof of Eligibility – report of rating/license/certificate of admission to the Bar/ certificate of eligibility/eligibility card (original copy, authenticated copy, certified true copy, photocopy, scanned copy, or site/screen capture of the eligibility using the Civil Service Eligibility Verification System, Professional Regulation Commission's (PRC)'s Licensure Examination and Registration Information System (LERIS), or Supreme Court of the Philippines (SC) Lawyer's List <ul style="list-style-type: none"><li>• Certificate of Eligibility/ Eligibility Card issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB);</li><li>• Valid professional license issued by the PRC, Certificate of Admission to the Bar issued by the SC and License ID issued by the Maritime Industry Authority (MARINA) for positions that involve the practice of the profession;</li><li>• Professional license or Certificate of Registration or Report of Rating issued by the PRC, certificate of Admission to the Bar issued by the MARINA for positions that do not involve the practice of profession; or</li><li>• Valid license issued by authorized regulatory agencies such as the National Telecommunications Commission (NTC)/ Civil Aviation Authority of the Philippines (CAAP)/ Land Transportation Office (LTO)/ Philippine National Police (PNP)</li></ul>	Professional Regulation Commission / Supreme Court of the Philippines / Civil Service Commission and other regulatory agencies	
5. Copy of Contractual Appraisal Report in the last rating period	Departments / Offices	
6. CSC form No. 211, Revised 2018 (Medical Certificate) w/ attached drug test, urinalysis, blood test and x-ray result and psychological test (neuropsychiatric test results for positions which involve the maintenance of peace and order and	Clinic/Laboratory	

protection of life and property)				
7. Original copy of NBI Clearance		National Bureau of Investigation		
8. Notarized Affidavit of No Relation (For Career Appointees)		Departments/ Offices		
9. Original copy of PSA Marriage Certificate, if applicable		Philippine Statistics Authority		
10. Original copy of PSA Birth Certificate		Philippine Statistics Authority		
<b>For QCG plantilla personnel applying for promotion:</b>				
1. Fully accomplished CS Form No. 212, Revised 2017 Personal Data Sheet (PDS) with recent passport-sized picture with attached Work Experience Sheet		Departments / Offices		
2. Certified True Copy of Training Certificates, if applicable		Training Provider		
3. Certified True Copy of Transcript of Records or Diploma, if applicable		Departments / Offices		
4. Proof of Eligibility – report of rating/license/certificate of admission to the Bar/ certificate of eligibility/ eligibility card (original copy, authenticated copy, certified true copy, photocopy, scanned copy, or site/screen capture of the eligibility using the Civil Service Eligibility Verification System, Professional Regulation Commission’s (PRC)’s Licensure Examination and Registration Information System (LERIS), or Supreme Court of the Philippines (SC) Lawyer’s List: <ul style="list-style-type: none"><li>• Certificate of Eligibility/ Eligibility Card issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB);</li><li>• Valid professional license issued by the PRC, Certificate of Admission to the Bar issued by the SC and License ID issued by the Maritime Industry Authority (MARINA) for positions that involve the practice of the profession;</li><li>• Professional license or Certificate of Registration or Report of Rating issued by the PRC, certificate of Admission to the Bar issued by the MARINA for positions that do not involve the practice of profession; or</li><li>• Valid license issued by authorized regulatory agencies such as the National Telecommunications Commission (NTC)/ Civil Aviation Authority of the Philippines (CAAP)/ Land Transportation Office (LTO)/ Philippine National Police (PNP)</li></ul>		Professional Regulation Commission / Supreme Court of the Philippines / Civil Service Commission and other regulatory agencies		
5. Copy of Individual Performance Commitment and Accountability (IPCA) Report in the last rating period		Departments / Offices		
6. Drug test result		Clinic / Laboratory		
7. Original copy of NBI Clearance		National Bureau of Investigation		
8. Notarized Affidavit of No Relation (For Career Appointees)		Departments / Offices		
CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON

STEPS			TIME	RESPONSIBLE
1. Office / Department Head requests for the publication of positions	1.1. Receives, records and routes the request	None	20 Min.	<i>Receiving Clerk</i>
	1.2. Verifies the availability of the positions and prepares publication documents for initial of PAD Head	None	1 to 2 Working Days	<i>HRMO</i>
	1.3. Checks the publication documents for approval of the HRMD Head	None	5 Working Days (depending on the number of requests)	<i>PAD Head</i>
	1.4. Signs/ approves the publication document	None	1 to 2 Days	<i>HRMD Head</i>
	1.5. Forwards electronic copy via email and hard copies to CSC for publication.  Note: Once the request is published in the CSC bulletin of vacant positions, it shall be posted for at least 15 days before it can be filled up	None	20 Min.	<i>HRMO</i>
	1.6. Post the publication in the designated areas in Quezon City Hall	None	1 Hour	<i>Liaison</i>
2. Office / Department submit required documents of pre-screened applicants	2.1. Receives, records and routes the submitted requirements of the pre-screened applicants	None	20 Min.	<i>Receiving Clerk</i>
	2.2. Checks the documents submitted	None	3 to 10 Working Days (depends on the number of applicants)	<i>HRMA / HRMO</i>
	2.3. Evaluates application considering the applicant's qualification and prepares the Comparative Assessment Forms, Compliance letter / observation or findings, if there is any	None		<i>HRMA / HRMO</i>
	2.4. Prepares/issues list of offices/departments, as approved by the HRMPSB Chairman/ Office of the City Mayor, for HRMPSB deliberation	None	1 Day	<i>HRMA / HRMO</i>
	2.5. HRMD acts as secretariat during the HRMPSB En Banc Screening of Contenders	None	1 Day	<i>HRMO</i>
	2.6. Prepares Appointment/s, RA 7160 and other pertinent documents pursuant to Sec. 5 Rule II of CSC ORAOHRA for signature of Appointing Authority  (Estimated time of Appointing Authority signature: 3 weeks to 6 weeks)	None	5 to 10 Working Days (depends on the number of applicants)	<i>HRMO &amp; HRMA</i>



	2.7. Once Appointment/s is/are signed, prepares various documents such as Notice of Issued Appointments, transmittal of the same to SHRU and request letter for Certificate of funding and photocopies the attachments	None	1 Day	<i>HRMO &amp; HRMA</i>
	2.8. Post the Notice of Issued Appointments to HRMD Bulletin, Forwards the transmittal to SHRU and the request letter for Certificate of Funding to the City Accounting Department  (Estimated time for Certificate of Funding: 7-14 days)	None	1 Hour	<i>Liaison</i>
	3. Require office / department to submit additional document for CSC attestation and on-boarding purposes of successful applicant			
	3.1. 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: 7-14 days)	None	1 Day	<i>HRMO &amp; HRMA</i>
	3.2. Once all supporting documents of Appointments are complied, prepares Appointment Transmittal and Action Form (ATAF) for appointment/s and supporting documents for CSC attestation	None	30 Min.	<i>HRMO &amp; HRMA</i>
	3.3. Scans and photocopies ATAF for CSC Attestation	None	1 Hour	<i>HRMO &amp; HRMA</i>
	3.4. Forwards ATAF via email	None	15 Min.	<i>HRMO &amp; HRMA</i>
	3.5. Attested Appointment/s are received from CSC  (Estimated attestation period: 1 month to 2 months)	None	20 Min.	<i>Receiving Clerk</i>
	3.6. Prepares Transmittal Letter of attested appointment/s	None	1 Day	<i>HRMO &amp; PAD Head</i>
	3.7. Transmit the attested appointment/s to concerned Departments	None	20 Min.	<i>Liaison</i>
<b>TOTAL:</b>		<b>None</b>	<b>34 Days, 5 Hours, and 25 Min.</b>	

**Note:**

- 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, Appointee is furnished a copy of the disapproval letter and informed of the procedure.

## 20. Issuance of Authority to Transfer

Office or Division:	Personnel Action Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	QCG Employee who opt to transfer to any Local/National Agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter approved and indorsed by the Department/Office Head concerned			Department / Office	
2. Office Clearance				
3. General Clearance				
4. Certification of No Pending Case (from the City Legal Dept.)				
5. Assumption of duty (from Accepting Agency)*				
6. CTC Appointment papers (from Accepting Agency) *				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter together w/ the requirements	1.1. Receives, records and routes request	None	10 Min.	Receiving Clerk
	1.2. Assesses and evaluates the documents as to completeness and validity. Prepares Authority to Transfer	None	1 Day	HRMO in-charge
	1.3. Checks the documents and recommends the Authority to Transfer by affixing his/her initials	None	30 Min.	Personnel Action Division Chief
	1.4. Recommends approval of the Authority to Transfer to the City Mayor by affixing his initial	None	1 Day*	HRMD Head
	1.5. Forwards the documents to the Office of the City Mayor for signature and approval (estimated approval period: 1 to 3 Days)	None	20 Min.	Liaison
	1.6. Receives signed documents from the Office of the City Mayor	None	10 Min.	Receiving Clerk
2. Receives the Original copy of the Authority to Transfer	2. 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 Min.	Releasing Clerk
TOTAL:		None	2 Days, 1 Hour, and 20 Min.	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 21. Change of Name and Marital Status

<b>Office or Division:</b>	Personnel Action Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All female QCG employees who are married			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 2 certified Photocopy of marriage contracts (PSA copy)			PSA	
2. Request letter endorsed by the Office/Dept. Head of the employee concern			Department / Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter and other pertinent documents	1.1. Receives, records and routes request with supporting documents	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Requests retrieval of 201 file for proper notation of the changes and prepares Indorsement letter to CAD	None	30 Min.	<i>HRMA/HRMO in-charge</i>
	1.3. Affix initials on the indorsement letter to CAD and departments concerned	None	10 Min.	<i>Personnel Action Division Chief</i>
	1.4. Affixes signature on the endorsement letter	None	1 Day*	<i>HRMD Head</i>
	1.5. Updates PMIS record of the employee concern	None	5 Min.	<i>HRMO III</i>
	1.6. Updating of Agency Remittance Advice (ARA) to be forwarded to Government Service Insurance System (GSIS)	None	10 Min.	<i>HRMA/HRMO in-charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 5 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 22. 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 – Government to Government			
<b>Who may avail:</b>	QCG Employees who are on AWOL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Office/ Department Heads Recommendation for Dropping from the Rolls			Dept / Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation signed by the Office/ Department Head Concern	1.1. Receives, records and routes Office/ Dept. recommendation letter	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Reviews and prepares Notice/ Order of Separation	None	1 Day	<i>HRMA/HRMO in-charge</i>
	1.3. Checks and initials on the Notice/ Order of Separation	None	20 Min.	<i>Personnel Action Division Head</i>
	1.4. Recommends approval/ Signs Notice of Separation	None	10 Min.	<i>HRMD Head</i>
	1.5. 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 Min.	<i>Liaison</i>
	1.6. Receives signed Notice from the Office of the City Mayor	None	5 Min.	<i>Receiving Clerk</i>
	1.7. Prepares a memorandum to department concerned transmitting the signed notice of separation	None	30 Min.	<i>HRMO III</i>
	1.8. Signs the memorandum/ transmittal	None	1 Day*	<i>HRMD Head</i>
	1.9. Transmits memorandum/ signed notice of separation to the Department Concerned	None	20 Min.	<i>Liaison</i>
	1.10. File photocopy to employees 201	None	10 Min.	<i>Records Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 2 Hours, and 5 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 23. Issuance of Acceptance of Resignation

<b>Office or Division:</b>	Personnel Action Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	QCG Employees 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>	
1. Resignation letter of employee			Department / Office	
2. Indorsement from the Head of Department / Office				
3. Office Clearance				
4. General Clearance				
5. SPMS (last 2 rating period)				
6. Certificate of No Pending Case (from City Legal 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 Resignation letter and requirements	1.1. Receives, records and routes documents as to the completeness	None	5 Min.	<i>Receiving Clerk</i>
	1.2. Checks the documents and prepares Acceptance of Resignation	None	30 Min.	<i>HRMA/HRMO in-charge</i>
	1.3. Validates acceptance of resignation and recommends approval to the Head	None	15 Min	<i>Personnel Action Division Chief</i>
	1.4. Affix initials and recommends approval of acceptance to the City Mayor	None	1 Day*	<i>HRMD Head</i>
	1.5. 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 Min.	<i>Liaison</i>
	1.6. Receives signed Acceptance from the Office of the City Mayor	None	5 Min.	<i>Receiving/ Releasing Clerk</i>
	1.7. Releases signed acceptance and informs Department/ Office concerned through memorandum	None	10 Min	<i>Releasing Clerk</i>
	1.8. File the photocopy of signed acceptance to employees 201/120 file	None	5 Min.	<i>Records Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 30 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 24. Issuance of Service Record (SR)

<b>Office or Division:</b>	Personnel Action Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<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>	
1. Duly accomplished Request Form			Department / Office	
<b>For Optional Retirement:</b> 2. Duly accomplished GSIS Form with date of retirement duly signed by the Department Head/Officer-In-Charge			GSIS / Requesting Party	
<b>For Decased Employee:</b> 3. Photocopy of Death Certificate either from the Philippine Statistics Authority (PSA) or Civil Registry Office			PSA and/or City Civil Registry Department	
<b>For Transfer:</b> 4. Photocopy of Appointment and Certificate of Assumption			Requesting Party	
<b>If transaction is done through a representative:</b> 5. Valid Authorization Letter			Requesting Party and/or his/her representative	
6. Photocopy of valid identification (ID) of the requestor and the authorized representative				
<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 and submit duly accomplished request form	1.1. Receives and records filled-up request forms	None	15 Min.	<i>Receiving Clerk</i>
	1.2. Retrieves 201 or 120 files and hands them over to the assigned officer’s office/dept.	None	30 Min.	<i>Records Personnel</i>
	1.3. Prepares Service Record	None	7 Hours*	<i>HRMA/HRMO in-charge</i>
	1.4. Checks/ Initials/ recommends approval of the requested document	None	5 Hours	<i>HRMO IV</i>
	1.5. Signs/ approves Service Record	None	1 Day**	<i>HRMD Head</i>
	1.6. Record signed requested document before handing over to the releasing counter	None	30 Min.	<i>HRMA/HRMO</i>
2.Receives signed document	2. Releases signed documents to the requesting party	None	15 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	

### Note:

\*For Complex SR requests- there is no record on PMIS backup files, there are complicated issues; the estimated result will be released within fifteen (15) days.

\*\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s.

Service Record requested for Longevity pay, loyalty pay claim and GSIS purposes shall be forwarded to the Cash and Benefits Division for computation of leave without pay (LWOP).

## 25. Issuance Of Certificate Of Employment (COE) And Certificate Of Employment With Compensation (CEC)

Office or Division:	Personnel Actions Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	QCG Permanent, Co-Terminus, and Contracts of Service (Active or In-Active) employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Request Form			HRMD	
2. Original Copy of Barangay Certification as fire victim (For financial Assistance purposes)			Barangay (where the victim currently resides)	
If the transaction is done through a representative:			Requesting party and/or his/her representative	
3. Valid Authorization letter				
4. Photocopy of valid identification (ID) of the requestor and the authorized representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the duly accomplished request form	1.1 Receives and records filled-up request forms	None	15 Min.	Receiving Clerk
	1.2 Retrieves 201 or 120 files and hands them over to assigned officer’s office/dept.	None	3 Hours	Records Personnel
	1.3 Prepares Certificate of Employment (COE) and /or Certificate of Employment with Compensation (CEC)	None	7 Hours	HRMA/HRMO in-charge
	1.4 Checks/Initials/ recommends approval of the requested document	None	5 Hours	HRMO IV
	1.5 Signs/approves Certificate of Employment (COE) and Certificate of Employment with Compensation (CEC)	None	1 Day*	HRMD Head
	1.6 Record the signed requested document before handing it over to the releasing counter	None	30 Min.	HRMA/HRMO
2. Receives signed document	2. Releases signed documents to the requesting party	None	15 Min.	Releasing Clerk
TOTAL:		None	3 Days	



## 26. 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.

Office or Division:	Human Resource Development and Administrative Support Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All QC Employees (Permanent and COS)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request from the Office / Department Head			Department / Office	
2. Invitation from Sponsoring agency				
3. Breakdown of Expenses (if on Official Business)				
4. 3 airfare canvass (if on Official Business)				
5. List of participants				
6. Program of activities (if any)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Liaison Officer Department Concerned submits the request	1.1. Receives, records and routes request (with complete supporting documents)	None	15 Min.	Receiving Clerk
	1.2. Reviews documents submitted and prepares authority to attend if activity is on official business / official time	None	30 Min.	HRMO Admin Staff
	1.3. Checks the authority and recommends approval	None	30 Min.	HRMO V
	1.4. Recommends approval of the authority to attend to the	None	1 Day*	HRMD Head



	City Mayor by affixing his initial			
	1.5 Forwards the Travel Authority to the Office of the City Mayor for approval and signature (estimated approval period: 1 to 2 days)	None	1 to 2 Day*	<i>Liaison Officer</i>
	1.6. Receives approved authority from the Office of the City Mayor	None	10 Min.	<i>Receiving Clerk</i>
2. The Liaison Officer of Department Concerned receives the document	2. Records and releases Original Travel Authority to concerned Office and retains photo copy for file.	None	15 Min.	<i>HRMD Admin. Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 1 Hour, and 40 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 27. 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 – Government to Government			
<b>Who may avail:</b>	All QC Employees (Permanent)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request for Foreign Travel (indicating inclusive date/s of travel and place/s of destination from employee)			Department / Office	
2. Invitation from Sponsoring Agency or Organizer of the Conference/Seminar				
3. Recommending approval from the City Administrator/IAS re fund allocation in conformity with EO 77 or National Budget Circular No. 563 s.2016				
4. Flight details or itinerary of travel (if applicable)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer Department Concerned submits the request	1.1. Receives, records and routes request (with complete supporting documents)	None	15 Min.	<i>Receiving Unit</i>
	1.2. Reviews documents submitted and prepares travel authority if activity is on official business / official time	None	30 Min.	<i>HRMD Admin. Staff</i>
	1.3. Checks Travel Authority and recommends approval	None	30 Min.	<i>HRMO Admin Staff</i>
	1.4. Recommends approval of Travel Authority to the City Mayor by affixing his initial	None	1 Day*	<i>HRMD Head</i>
	1.5. Forwards the Travel Authority to the Office of the City Mayor for approval and signature (estimated approval period: 1 to 2 days)	None	1 to 2 Day*	<i>HRMD and OCM Staff</i>
	1.6. Receives signed Travel Authority from Office of the Mayor	None	10 Min.	<i>Receiving Clerk</i>
2. The Liaison Officer of Department Concerned receives the document	2. Records and releases Original Travel Authority to concerned Office and retains photo copy for file	None	15 Min.	<i>HRMD Admin Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 1 Hour, and 40 Min.</b>	

### 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.

## 28. 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 – Government to Government			
<b>Who may avail:</b>	All QC Employees (Permanent and COS)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Endorsement letter from the requesting department, office or unit			Department / Office	
2. Source of Fund				
3. List of participants				
4. Breakdown of Expenses / Cost Derivation				
5. Recommendation from the Office of City Administrator				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</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	1.1. Receives, records and routes request for the conduct of training/ workshops/ capability building seminars.	None	15 Min.	<i>Receiving Clerk</i>
	1.2. Checks the attachments as to completeness	None	30 Min.	<i>HRMD Admin Staff</i>
	1.3. Drafts/ Prepares Authority to conduct for approval of the HRMD Head	None	30 Min.	<i>HRMD Admin Staff</i>
	1.4. Signs/ Recommends approval of authority to the City Mayor	None	1 Day*	<i>HRMD Head</i>
	1.5. Forwards recommended Authority to the Office of the City Mayor for approval (estimated approval period: 1 to 2 Days)	None	1-2 Day*	<i>HRMD and OCM Staff</i>
	1.6. Receives approved authority from the Office of the City Mayor	None	10 Min.	<i>Receiving Clerk</i>
2. Receives approved Authority	2. Records and releases signed Authority and release the same to the requesting office.	None	15 Min.	<i>HRMD and OCA Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 1 Hour, and 40 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

## 29. Participation In Learning And Development Program

<b>Office or Division:</b>	Human Resource Development and Administrative Support Services Division - Strategic Human Resource Unit (SHRU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Quezon City Government employees and personnel with at least three (3) months in service			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Active Account in the HRMD Online Platform			Self-Accomplished in the HRMD Online Platform ( <a href="http://hrmd.quezoncity.gov.ph">hrmd.quezoncity.gov.ph</a> )	
2. Accomplished e-TNA and ILDP				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registers through HRMD Online Platform	1. Opens registration and closes it once maximum capacity is reached	None	1 Day*	<i>L&amp;D Team</i>
2. Receives confirmation email from the L&D Team	2. Sends official confirmation email notifying participants with confirmed slots	None	1 Day	<i>L&amp;D Team</i>
3. Attends L&D Intervention	3. Monitors the attendance	None	1 Day	<i>L&amp;D Team</i>
4. Completes the L&D intervention or course requirements	4. Monitors completion of course requirements	None	7 Days	<i>L&amp;D Team</i>
5. Receives the Certificate of Attendance or Completion	5. Issues Certificates of Attendance or Completion to participants who meet all requirements	None	7 Days	<i>L&amp;D Team</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 4 Hours</b>	

**Note:**

\*Registration in the HRMD online platform opens 5 to 14 days before the actual day of L&D event and closes automatically once maximum capacity is reached.

### 30. Online Application for Quezon City Internship Program

<b>Office or Division:</b>	Human Resource Development and Administrative Support Services Division - Strategic Human Resource Unit (SHRU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior High School / College / University students or volunteers who can render onsite internship			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Resume of the Intern Applicant			Self-Accomplished	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Completes online application in Kalibrr and receives acknowledgement message	1. Sends automated acknowledgement message to intern applicants with complete application	None	10 Min.	<i>SHRU Team</i>
2. Receives invitation for interview in Kalibrr.	2. Screens intern applicants and moves potential candidates to shortlist	None	7 Days	<i>SHRU Team</i>
3. Confirms availability and receives interview details in Kalibrr	3. Sends interview details to candidates who confirmed availability	None	4 Days	<i>SHRU Team</i>
4. Attends interview and orientation	4. Interviews candidates, and orients accepted interns	None	1 Day	<i>SHRU Team</i>
<b>TOTAL:</b>		<b>None</b>	<b>16 Days and 10 Min.</b>	

## 31. Issuance of ID

<b>Office or Division:</b>	Human Resource Development and Administrative Support Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Quezon City Hall employees On the Job Trainees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter signed by the department head or authorized personnel.			Department / Office	
2. For all ID requests, attach a picture (4.5 cm x 3.5 cm in size, with a signature over the printed name).				
3. Details of the requested employee will be provided in an Excel file, which should be sent to the email of the staff responsible for creating the ID.				
4. For newly hired COS, Consultant, or Job Order employees, attach a photocopy of each employee's contract as an additional requirement.				
5. For newly appointed permanent plantilla employees, attach the dully signed appointment paper by the City Mayor.				
6. For the replacement of a lost ID, attach a picture of the employee (4.5 cm x 3.5 cm in size, with a signature over the printed name) along with a signed Affidavit of Loss as part of the additional requirements.				
7. For a damaged ID, attach a picture of the employee (4.5 cm x 3.5 cm in size, with a signature over the printed name) along with the damaged ID for replacement.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents	1.1. Receives request and checks attached additional requirements	None	2 Min.	<i>Receiving Clerk</i>
	1.2. Check the email for the information sent by the requesting DOU	None	2 Min.	<i>Admin Staff</i>
	1.3. Copy all the information of the personnel concerned to the ID template	None	2 to 5 Min.	<i>Admin Staff</i>
	1.4 Print the ID of the requesting personnel	None	3 to 15 Min.	<i>Admin Staff</i>
2. Receives the printed ID	2. Record and Release the ID to the requesting personnel	None	2 to 3 Min.	<i>Administrative Support Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>27 Min. per request</b>	

## 32. Rationalization

<b>Office or Division:</b>	Human Resource Development and Administrative Support Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	QCG Department/Office Head			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter from the DOU Head			Department / Office	
2. Existing Organizational Structure				
3. Proposed Organizational Structure that includes the existing plantilla positions (Clearly distinguish which positions are existing from the proposed positions)				
4. Staffing Pattern of proposed positions (organized per division and section)				
5. Duties and functions of all proposed position titles.				
6. If there are any positions to be rectified or to be abolished, it should be included in the proposal.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1.1. Receives, records and routes documents	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Reviews and analyses proposed rationalization	None	20 Days	<i>HRMA/HRMO in-charge</i>
	1.3. Prepares comments and recommendation	None	7 Days	<i>HRMA/HRMO in-charge</i>
	1.4. Reviews comments and recommends approval to HRMD Head	None	1 Day*	<i>HRMD Asst. Dept. Head</i>
	1.5. Approves/ Signs comments and recommendation	None	1 Day*	<i>HRMD Head</i>
2. Receives comments and recommendations as approved by HRMD Head	2. Records and releases signed report to the DOU concerned	None	10 Min.	<i>Releasing Clerk</i>
3. Re-submits proposal integrating the comments and recommendations of HRMD	3.1. Receives and records re-submitted proposal	None	10 Min.	<i>Receiving Clerk</i>
	3.2. Reviews proposal for finalization of documents	None	7 Days	<i>HRMA/HRMO in-charge</i>
	3.3. Prepares a letter addressed to DOU concerned interposing no objection on the proposal	None	1 Day	<i>HRMA/HRMO in-charge</i>
	3.4. Reviews and recommends approval	None	1 Day*	<i>HRMD Asst. Dept. Head</i>

	of the review			
	3.5. Signs/ Endorses the approval of the review on the proposed rationalization	None	1 Day*	<i>HRMD Head</i>
4. Receives approval of proposed rationalization	4. Records and releases signed endorsement	None	10 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>39 Days and 40 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s



### 33. Job Application

<b>Office or Division:</b>	Human Resource Development and Administrative Support Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Walk-in Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Application			Applicant	
2. Personal Data Sheet with Picture/ Resume/ Biodata			Civil Service Commission website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the above requirements to the receiving counter	1.1. Inform applicants to apply thru <a href="http://Kalibrr.com">Kalibrr.com</a>	None	15 Min.	<i>Receiving Clerk</i>
	1.2. Receives, records and hand over applications to the HRMO	None	15 Min.	<i>Receiving Clerk</i>
	1.3. Assigns and puts a control number to each and every application	None	30 Min.	<i>HRMO</i>
	1.4. Evaluates the submitted document and prepares the Transmittal Letter (including the educational attainment, eligibility, address, etc.) for approval of HRMD Head	None	1 Hour	<i>HRMO</i>
	1.5. Sign/ approve the transmittal letter	None	1 Day*	<i>HRMD Head</i>
	1.6. Transmits the letter of the applicant to the department/ office where his/her qualifications is suited	None	1 Day**	<i>Liaison</i>
	1.7. 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 ( <i>estimated response time: 3 to 5 Days</i> )	None	1 Hour	<i>HRMA</i>
2. The applicant will receive an email or personally claim a copy of the transmittal letter from HRMD.	1.8. After receiving the response of the office/department concerned, the applicant will be informed about the status of his/her application	None	1 Hour	<i>HRMA</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 4 Hours</b>	

**Note:**

\*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s.

\*\*Liaison collates information and visits each department based on the daily schedule, which varies depending on operational needs, rotating across departments as required

### 34. Proud To Be QCG Awards

<b>Office or Division:</b>	Human Resource Development and Administrative Support Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Quezon City Government Employees and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Endorsement letter of the nomination of employee, personnel or the Department, Office, or Unit (DOU) from the DOU Head.			Department, Office, or Unit (DOU)	
2. Documentation or proof of the remarkable deed, exemplary performance, or achievement (e.g. diploma showing completion of a post-graduate degree, personal testimonies on exemplary services).				
3. Any other requirements as specified for the award.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit endorsement letter signed by the DOU Head	1.1. Receive the letter and route to the appropriate HRMD Division	None	30 Min.	<i>Receiving Clerk</i>
	1.2. Review the endorsement letter and recommend suitable awards.	None	30 Min.	<i>HRMD Officer</i>
	1.3. Consult with the HRMD Head to finalize the awards selection.	None	1 Hour*	<i>HRMD Head</i>
2. Receive information on the awarding schedule	2.1. Confirm the awardees' availability for the awarding ceremony.	None	1 Day**	<i>HRMD Officer</i>
	2.2. Coordinate with the Quezon City Tourism Department (QCTD) and the Office in-charge of the Flag Raising Ceremony Program to organize the brief awarding ceremony.	None	1 Day***	<i>HRMD Officer</i>
	2.3. Prepare the following documents:  a. Certificates of the awardees b. Letter addressed to the Office of the City Mayor for signature of the certificates c. Letter addressed to the Office-in-Charge of the Flag Raising Ceremony requesting to include the awarding ceremony in the program and copy	None	2 Hours	<i>HRMD Officer</i>

	furnish QCTD.			
	2.4. Review and recommend approval	None	30 Min.*	<i>HRMD Head</i>
	2.5. Record the signed letters from the HRMD Head and submit to the Office of the City Mayor (OCM), Office-in-Charge of the Flag Raising Ceremony, and QCTD.	None	30 Min.	<i>Releasing Clerk</i>
	2.6. Create a PowerPoint presentation featuring the names of the awardees to be displayed during the program.	None	30 Min.	<i>HRMD Officer</i>
	2.7. Draft the write-up for the announcement of the awardees' names and accomplishments to be read at the awarding ceremony.	None	30 Min.	<i>HRMD Officer</i>
	2.8. Secure the approval of the Office in-charge for the Awarding Ceremony and relay approval to the QCTD.	None	1 Day***	<i>HRMD Officer Office in-charge</i>
	2.9. Coordinate the final schedule (usually a week after HRMD contacted the awardee) call time, venue of awarding, and other instructions to the awardees.	None	30 Min.	<i>HRMD Officer</i>
	2.10. Prepare the certificates to be given during the Awarding Ceremony.	None	1 Hour and 30 Min.	<i>HRMD Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 4 Hours</b>	

**Note:**

\*Subject to the time availability of the signatory due to prior scheduled training/s and/or meeting/s

\*\*Subject to the prompt response of the awardee and subject to the number of lined-up awardees. The order of awarding will be based on the DOU who have first submitted endorsement letters to the HRMD.

\*\*\* Subject to the prompt response of the Office in-charge of the Flag Raising Ceremony or the QCTD.

### 35. Submission Of Strategic Performance Management System (SPMS)

<b>Office or Division:</b>	Human Resource Planning and Organizational Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	QCG Employees (Plantilla)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Office Performance Commitment and Review (OPCR)			Departments / Offices	
2. Division Performance Commitment and Review (DPCR)				
3. Individual Performance Commitment and Review (IPCR)				
<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 accomplished OPCR, DPCR, IPCR, Summary List of Ratings	1.1. Receives documents, assigns control number, records relevant information and routes them to the Planning and Organizational Development Division.	None	30 Min.	<i>Receiving Clerk</i>
	1.2. Conducts an initial review to ensure that documents are properly accomplished and signed by authorized signatories.  <i>*Incomplete data/forms are returned to the respective DOU for correction and are subject to review upon resubmission</i>	None	2 Days	<i>HRMO in-charge</i>
	1.3. Consolidates the submitted OPCR's and endorses them to the PMT for validation.	None	1 Day*	<i>HRMO in-charge</i>  <i>OCA as PMT Chairman</i>
	1.4. After PMT validation, the OPCR's will be forwarded to the City Mayor for approval.	None	3 Day*	<i>HRMO in-charge</i>  <i>OCA as PMT Champion</i>
	1.5. Scans completed appraisals for updating database records.	None	1 Day* Per office depending on the number of plantilla employees per DOU	<i>Computer Operator II</i>

	1.6. Completed and scanned appraisal forms will be filed for future reference and use.	None	10 Min.	<i>HRMO in-charge Computer Operator II</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Days, 40 Min.</b>	

**Note:**

\*Subject to time availability of the signatory due to prior commitments.

# LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT PROMOTIONS OFFICE

## External Services

### 1. Startup QC (Professional Category)

The Startup QC Professional Category is a program designed to provide equity-free financial grants to innovative startup ventures in their early stages that demonstrate promising and viable products or services. It aims to support entrepreneurs by offering three key phases: evaluation, business model development, and product development, with curated activities to mentor and guide them through the process of refining and implementing their business models. The program seeks to foster innovation, promote entrepreneurship, and contribute to the growth of the startup ecosystem in Quezon City.

Office or Division:	Local Economic Development and Investment Promotions Office		
Category	External Service		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Applicants must be at least 21 years of age, and at least one member must be from Quezon City. They must not have been convicted of any offenses, have no relatives on the screening committee, and must possess a Minimum Viable Product (MVP).		
Operating Hours:	8:00 AM - 5:00 PM		
Statute:	Republic Act 11337 - Innovative Startup Act; SP-3109,S-2022 also known as "An Ordinance Institutionalizing the Startup QC Program and Appropriating Funds Therefor"		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. E-Application Form (1) Original Copy Or (1) Electronic Copy		Quezon City Government - QC E-Services <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>	
2. Video Pitch (Maximum of 5 Minutes)		Applicant	
<b>Remarks:</b> <i>Present your business plan clearly in under five (5) minutes, showcasing the minimum viable product. Ensure the content is suitable for viewers of all ages.</i>			
3. Ten (10) pages of Business Proposal (1) Original Copy Or (1) Electronic Copy		Applicant	
<b>Remarks:</b> CONTENT GUIDELINES 1. Company Name: What’s the name of your startup? 2. Executive Summary: An overview of your business plan 3. Why Join Startup QC 4. Problem: What issue does your business tackle, and what gap does it fill? 5. Goals & Objectives: What outcomes do you aim			

for, and what metrics will measure success over time? 6. Solution: What key approach will your business concept take to solve the problem and add value for your target market? 7. Feasibility: Technical feasibility of the product & business plan 8. Market Analysis: Present an analysis of market trends, target demographics, and competitive landscape. 9. Business Model: How a company creates value and generates revenue 10. Team Profile: Brief introduction and achievements about the team				
4. Team Lead Requirement 4.1. Valid ID <ul style="list-style-type: none"> <li>QC ID (Quezon City Government)</li> </ul> <b>Remarks:</b> <i>Should be a resident of Quezon City</i>		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Apply via QC E-services  Location: <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>	1. None	None	3 Days	QC LEDIPO
Notes/ Instruction: 1.2. You may register by logging in to <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>				
1.3. Click the STARTUP QC PROGRAM and choose Professional Category.				
1.4. Complete the E-application form and submit all necessary requirements.				
1.5. If requirements are not complete, applicants will be given allotted time to submit their requirements.				
2. Wait for an email confirmation	2.1 Screen and evaluate the application	None	90 Days	Office of the City Mayor, Office of the City Administrator, City Council, Local Economic Development and Investment Promotions Office,
	2.2 The office will send an email confirmation to the email			

	address provided with regards to the status of the application			Small Business Cooperatives Development and Promotions Office, Quezon City University, Education Affairs, Youth Development Office, Business Permit and Licensing Department
<b>TOTAL:</b>		<b>None</b>	<b>93 Days</b>	



## 2. Startup QC (Student Category)

The Startup QC Student Category is an initiative designed to nurture the entrepreneurial spirit among students. This competition encourages participants to develop innovative business ideas and pitch these to a broad audience within the startup ecosystem. It offers cadetship sessions, networking opportunities, and potential prizes for winning business plans, inspiring the next generation of young business leaders.

Office or Division:	Local Economic Development and Investment Promotions Office
Category	External Service
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Applicants may join as individuals or as teams, provided that at least one member is from Quezon City. All participants must be at least 18 years old and currently enrolled in a college or university in the Philippines at the time of application. Additionally, applicants must not have any relatives who are part of the program committee.
Operating Hours:	8:00 AM - 5:00 PM
Statute:	Republic Act 11337 - Innovative Startup Act; SP-3109,S-2022 also known as "An Ordinance Institutionalizing the Startup QC Program and Appropriating Funds Therefor"
<b>CHECKLIST OF REQUIREMENTS</b>	
1. E-Application Form (1) Original Copy Or (1) Electronic Copy	Quezon City Government - QC E-Services <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>
2. Video Pitch (Maximum of 5 Minutes)	Applicant
<b>Remarks:</b> <i>Present your business plan clearly in under five (5) minutes, showcasing the minimum viable product. Ensure the content is suitable for viewers of all ages.</i>	
3. Ten (10) pages of Business Proposal (1) Original Copy Or (1) Electronic Copy	Applicant
<b>Remarks:</b> CONTENT GUIDELINES 1. Company Name: What's the name of your startup/team? 2. Executive Summary: An overview of your business plan 3. Why Join Startup QC? 4. Problem: What issue does your business tackle, and what gap does it fill? 5. Goals & Objectives: What outcomes do you aim for? What metrics will measure success over time? 6. Solution: What key approach will your business concept take to solve the problem and add value for your target market? 7. Feasibility: Technical feasibility of the product & business plan 8. Market Analysis: Present an analysis of market	

trends, target demographics, and competitive landscape. 9. Business Model: How a company creates value and generates revenue 10. Team Profile: Brief introduction and achievements about the team				
4. Team Lead Requirement 4.1. Government Issued ID ( <i>Any of the following</i> ) <ul style="list-style-type: none"> <li>• QC ID (Quezon City Government) (Must be a Resident QC ID)</li> <li>• Driver's License from Land Transportation Office</li> <li>• National ID from Philippine Postal Corporation</li> <li>• Postal ID from Philippine Postal Corporation</li> <li>• Barangay Certificate (Barangay Hall of Residential Address)</li> </ul> 4.2 Latest School ID or enrollment form (Currently Attending University / College)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Apply to QC E-services  Location: <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>	None	None	3 Days	QC LEDIPO
Notes/ Instruction: 1.2. Register by logging in to <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>				
1.3. Click the STARTUP QC PROGRAM and choose Student Category.				
1.4. Complete the E-application form and submit all necessary requirements.				
1.5. If requirements are not complete, applicants will be given allotted time to submit their requirements.				
2. Wait for an email confirmation	2.1. Screen and evaluate the application	None	90 Days	Office of the City Mayor, Office of the City Administrator, City Council, Local Economic Development and
	2.2. The office will send an email			

	confirmation to the email address provided with regards to the status of the application			Investment Promotions Office, Small Business Cooperatives Development and Promotions Office, Quezon City University, Education Affairs, Youth Development Office, Business Permit and Licensing Department
<b>TOTAL:</b>		<b>None</b>	<b>93 Days</b>	

### 3. Revised Quezon City Economic Development Incentives Code

The City Ordinance No. SP-3296, S-2024, which amends Ordinance No. SP-2219, S-2013—commonly referred to as the “QUEZON CITY ECONOMIC DEVELOPMENT INCENTIVES CODE OF 2013,” serves as a comprehensive legislative framework designed to foster economic growth and attract investments in Quezon City. Central to this framework is the establishment of the Quezon City Economic Development Investment Board (QC-EDIB). The board administers a diverse array of fiscal and non-fiscal incentives specifically tailored to the needs of medium and large enterprises.

These incentives, which include tax exemptions and discounts, are designed to attract both domestic and foreign businesses to establish and expand their business operations within Quezon City. All medium and large enterprises that wish to avail themselves of these incentives are required to submit their application, along with the necessary documentary requirements, to the Local Economic Development and Investment Promotions Office (LEDIPO) pursuant to Section 10 of the ordinance. By supporting enterprises that generate employment and align with the city's investment development plans, the code aims to create an inclusive and sustainable economic environment.

Office or Division:	Local Economic Development and Investment Promotions Office		
Category	Internal Service		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business Entity		
Who may avail:	Medium and large enterprises intending to avail the incentives package.		
Operating Hours:	8:00 AM - 5:00 PM		
Statute:	City Ordinance No. SP-3296, S-2024, which amends Ordinance No. SP-2219, S-2013—commonly referred to as the “QUEZON CITY ECONOMIC DEVELOPMENT INCENTIVES CODE OF 2013.”		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Fully accomplished Quezon City Business Incentive Application Form		Online thru <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	
2. A copy of Business Permit		QC Business Permits and Licensing Department (BPLD)	
3. A copy of Board Resolution authorizing its officer to sign, apply, and submit requirements in behalf of applicant’s enterprise, <i>if applicable</i>		c/o client	
4. Building Permit No., Certificate of Occupancy No., and Tax Declaration No. for the newly constructed building, <i>if applicable</i>		Department of the Building Official and Office of the City Assessor	
5. Certified True Copy of Audited Financial Statement of the previous taxable year showing at least One Billion (Php1,000,000,000.00) gross sales or interest income, <i>if applicable</i>		Bureau of Internal Revenue (BIR)	
6. Certified True Copy of Certification showing an Amendment of Business Address indicating the Principal Office or Principal Address is now located in Quezon City filed with the Securities and Exchange Commission (SEC), <i>if applicable</i>		Security and Exchange Commission (SEC)	

7. A General Information Sheet (GIS) from the Securities and Exchange Commission for the past fifteen (15) years to indicate that its registered principal office address has been located in Quezon City for at least fifteen (15) years, <i>if applicable</i>			Security and Exchange Commission (SEC)	
8. Deed of Undertaking, <i>if applicable (this will be required upon the approval of the application)</i>			QC Local Economic Development and Investment Promotions Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to QC E-Services using this link: <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	1. The website should enable a client to access their QC E-Services account.	None	1 Min.	QC-LEDIPO Planning and Programs Division
2. Click on the Investor's Portal, then select the Sign Up menu to continue with the business incentive you are applying for. Enter your Mayor's Permit Validation details to be redirected to the application form.	2. The website should enable clients to access the Quezon City Business Incentive Application Form.	None	2 Min.	QC-LEDIPO Planning and Programs Division
3. Fully accomplished the Quezon City Business Incentive Application Form and upload all the documentary requirements through the Investor's Portal.	3.1. The website should enable clients to save data and display the documentary requirements.	None	10 Min.	QC-LEDIPO Planning and Programs Division
	3.2. Mark the application as <b>"For Initial Screening"</b>			
4. None	4.1. Check the compliance and completion of the submitted requirements with all the qualifications outlined in the Code, IRR, and the relevant Investment Priority Plan (IPP) of Quezon City for initial screening.	None	7 Working Days	QC-LEDIPO Planning and Programs Division
	4.2. Issue a notice to inform the client about the complete submission of documentary requirements through the Investor's Portal.			
	4.3. Mark the application as <b>"For Verification"</b>			
5. Receive a notification through the Investor's Portal	5. None	None	1 Working Day	QC-LEDIPO Planning and

confirming that all documentary requirements have been fully submitted or completed.				Programs Division
6. None	6.1. Verify the list of applicants using the Mayor's Permit number for recommendations to the QC-EDIB.	None	3 Working Days	QC-LEDIPO Planning and Programs Division
	6.2. Issue a notice to inform the client that they have successfully passed the initial screening through the Investor's Portal.			
	6.3. Mark the application as <b><i>"For Review and Approval"</i></b>			
7. Receive a notification through the Investor's Portal confirming that you have successfully passed the initial screening.	7. None	None	1 Working Day	QC-LEDIPO Planning and Programs Division
8. None	8. Generate a list of verified applicants and submit recommendations to the QC-EDIB for inclusion in the agenda of the next QC-EDIB meeting.	None	7 Working Days	QC-LEDIPO Planning and Programs Division
9. None	9. Decide through a majority vote at a regular or special meeting, which applicants should be approved or disapproved, and issue resolutions pertaining to the issues or items brought before it.	None	7 Working Days	QC-EDIB
10. None	10.1. Issue a Notice of Award or Notice of Incentives Package to a client through the Investor's Portal.	None	7 Working Days from the date of issuance of the resolution	QC-LEDIPO Planning and Programs Division
	10.2. Issue Affidavit of Undertaking, along with Deed of Undertaking, if applicable, to the qualified enterprise granting the QC-EDIB and QC-LEDIPO the			

	<p>authority to conduct supervisory and monitoring visits, and obligates the registered enterprise to submit periodic reports, as well as permission for supervisory and monitoring visits by QC-EDIB and/or QC-LEDIPO on its actual business operation via Investor's Portal.</p> <p>10.3. Mark the application as <b><i>"For Submission"</i></b></p>			
11.1. Receive a notification through the Investor's Portal indicating the approved business incentives.	11.1. Receive and check the signed and notarized Affidavit of Undertaking from the qualified enterprise.	None	20 Working Days from the date of issuance of the undertaking	QC-LEDIPO Planning and Programs Division
11.2. Download the Affidavit of Undertaking and, if applicable, the Deed of Undertaking, that was sent through the Investor's Portal.	11.2. Mark the status of application as <b><i>"For Certification"</i></b>			
11.3. Sign and notarize the Affidavit of Undertaking and, if applicable Deed of Undertaking, to allow for periodic reports, and grant permission for supervisory and monitoring visits by QC-EDIB and/or QC-LEDIPO concerning its actual business operation.				
11.4. Submit the signed and notarized affidavit of undertaking to QC-LEDIPO along with the Building Plans, the latest Real Property Tax Clearance, and Deed of Undertaking related to principal				

office relocation, and other pertinent documents, if applicable, either by mail or in-person.				
12. None	12.1. Issue and release the Certificate of Incentives along with an annotated Tax Declaration for Official Business Document in Quezon City through Investor's Portal.	None	20 Working Days from the date of submission of the undertaking	QC-LEDIPO Planning and Programs Division
	12.2. Mark the application as <b><i>"For Monitoring"</i></b>			
<b>TOTAL:</b>		<b>None</b>	<b>73 Working Days</b>	



# MARKET DEVELOPMENT AND ADMINISTRATION DEPARTMENT

## External Services

### 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 or Division:</b>	Public Market Division, 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			eServices Site	
2. QC ID			Barangay Hall / Appropriate Government Agency	
3. 2X2 ID picture			Applicant / Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the eServices site and access the Market One-Stop Shop.	1. None	None	10 Min.	<i>Applicant</i>
2. Click “Submit stall application”	2. None	None	2 Min.	
3. Click “Select new stall application”	3. None	None	2 Min.	
4. Select the Market and the vacant stall to be applied	4. None	None	5 Min.	
5. Fill out the online application	5. None	None	20 Min.	
6. Upload the required documents	6.1. None	None	10 Min.	<i>Market Supervisor</i>
	6.2. Review the completeness and accuracy of the application, information, and requirements submitted	None	1 Hour	
7. Sets a schedule for a face-to-face interview	7. None	None	10 Min.	<i>Applicant</i>
8. Interview of the	8.1. Interviews and	None	1 Hour	<i>Head, Public</i>

applicant	screens applicant Recommends application for approval			Market Division
	8.2. Recommends application for final approval	None	5 Min.	<i>Action Officer for Administration</i>
9.1. Pay the Application Fee, Stall Rights and Security Bond	9.1. None	Application Fee Php 150		
9.2. <b>If paying online:</b>	9.2.1. Reviews accuracy of online payment and approves payment	Stall Rights: Class A: Php15,000	10 Min.	<i>Applicant</i>
	9.2.2. Receives payment for Application Fee, Stall Rights and Security Bond, and issues Electronic OR	Class B: Php10,000  Class C: Php5,000	Refer to the process of the City Treasurer's Office	<i>City Treasurer's Office</i>
	9.3.1. Print Order of Payment	Security Bond: Php10,000 or 3 months of rental fee, whichever is higher	10 Min.	<i>Applicant/ Admin Clerk</i>
9.3.1. Go to the City Treasurer's Office, pay the Application Fee, Stall Rights and Security Bond	9.3.2. Receives payment for Application Fee, Stall Rights, and Security Bond, and issues OR		Refer to the process of City Treasurer's Office	<i>City Treasurer's Office</i>
9.3.2. Upload or Present OR for scanning and uploading	9.3.3. Uploads OR		10 Min.	<i>Applicant/ Admin Clerk</i>
10. Sign the Contract of Lease	10.1. Prints Contract of Lease	None	10 Min.	<i>Applicant/ Admin Clerk</i>
	10.2. Signs the contract and to make notarize the same		1 Hour	<i>Applicant</i>
	10.3. Upload the notarized Contract		10 Min.	<i>Admin Clerk</i>
	10.4. Approve Stall Application	None	30 Min.	<i>City Market Administrator</i>
11. Receive approved Stall Award Certificate	11.1. Printing of Stall Award Certificate	None	10 Min.	<i>Admin Clerk</i>
	11.2. Signs the Stall Award Certificate	None	Refer to the process of Office of the City Mayor	<i>Hon. City Mayor</i>
	11.3. Releases Award to the Applicant	None	10 Min.	<i>Admin Clerk/Applicant</i>
12. None	12. Close the	None	5 Min.	<i>Admin Clerk</i>

	application			
	<b>TOTAL:</b>	<b>PHP</b> <b>25,150.00</b> (Class A) <b>PHP</b> <b>20,150.00</b> (Class B) <b>PHP</b> <b>15,150.00</b> (Class C)	<b>5 Hours and 29 Min.</b>	<b>For Online Payment</b>
		<b>PHP</b> <b>25,150.00</b> (Class A) <b>PHP</b> <b>20,150.00</b> (Class B) <b>PHP</b> <b>15,150.00</b> (Class C)	<b>5 Hours and 39 Min.</b>	<b>For Manual Payment</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 or Division:</b>	Public Market Division, 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			eServices Site	
2. Proof of payment of business taxes and fees			Stallholder/Client/Market Field Office	
3. Current ID picture			Stallholder/Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the eServices site and access the Market One-Stop Shop.	1. None	None	10 Min.	<i>Applicant</i>
2. Click “Submit stall application”	2. None	None	2 Min.	
3. Click “Select Renewal of stall application”	3. None	None	2 Min.	
4. Select the stall to be renewed	4. None	None	5 Min.	
5. Review the detail in the stallholder’s profile and update when applicable	5. None	None	10 Min.	
6. Uploads the required documents	6.1. None	None	10 Min.	<i>Market Supervisor</i>
	6.2. Review the completeness and accuracy of the application, information, and requirements submitted	None	1 Hour	
	6.3. Reviews and recommends application for approval	None	10 Min.	<i>Head, Public Market Division</i>
	6.4. Recommends application for final approval	None	5 Min.	<i>Action Officer for Administration</i>
7.1. Pay for the Application Fee online or manually	7.1. None	Application Fee Php 150		
7.2. <b>If paying online:</b>	7.2.1. Reviews accuracy of online payment and approves payment		10 Min.	<i>Applicant</i>
	7.2.2. Receives		Refer to the	City Treasurer’s

	payment for Application Fee and issues Electronic OR		process of City Treasurer's Office	Office
7.3.1. <b>If paying manually:</b>	7.3.1. Print Order of Payment		10 Min.	<i>Applicant/ Admin Clerk/ Market Clerk</i>
7.3.2. Go to the City Treasurer's Office, pay the Application Fee	7.3.2. None		Refer to the process of City Treasurer's Office	<i>Applicant</i>
7.3.3. None	7.3.3. Receives Application Fee and Issues OR			City Treasurer's Office
7.3.4. Upload or Present OR for scanning and uploading	7.3.4. Uploads OR		10 Min.	<i>Applicant/ Admin Clerk/ Market Clerk</i>
8. Sign the Contract of Lease	8.1. Prints Contract of Lease	None	10 Min.	<i>Applicant/ Admin Clerk/ Market Clerk</i>
	8.2. Signs the contract, and to make notarize the same		1 Hour	<i>City Market Administrator</i>
	8.3. Uploads the notarized Contract		10 Min.	<i>Admin Clerk</i>
8.1. None	8.4. Approves Renew Stall Application	None	1 Hour	<i>City Market Administrator</i>
9. Receive approved Stall Award Certificate	9.1. Printing of Stall Award Certificate	None	10 Min.	<i>Admin Clerk</i>
	9.2. Signs the Stall Award Certificate		Refer to the process of Office of the City Mayor	<i>Hon. City Mayor</i>
	9.3. Releases Stall Award Certificate to applicant		10 Min.	<i>Admin Clerk</i>
10. None	10. Close the application	None	5 Min.	<i>Admin Clerk</i>
<b>TOTAL:</b>		<b>PHP 150.00</b>	<b>4 Hours and 49 Min.</b>	<b>For Online Payment</b>
		<b>PHP 150.00</b>	<b>4 Hours and 59 Min.</b>	<b>For Manual Payment</b>

### 3. 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, due to physical incapacity or disability except for the reason by death of the stallholder.

<b>Office or Division:</b>	Public Market Division, 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.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-up Online Application A. Transferor/Succession 1. Deed of Transfer (Notarized & For Transfer Only)			Applicant/Client	
2. Affidavit of Incapacitated adjudicated stallholder (for Succession only)				
B. Transferee/Successor 1. QC ID			Barangay Hall/Appropriate Government Agency	
2. Current ID Picture			Applicant/Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the eServices site and access the Market One-Stop Shop.	1. None	None	10 Min.	<i>Stallholder (Transferor)</i>
2. Click “Submit the Stall Application”	2. None	None	2 Min.	
3. Click “Transfer Stall Application”	3. None	None	2 Min.	
4. Click “Transfer” (If two stalls click the stall to be transferred)	4. None	None	2 Min.	
5. Enter the transferee's email address and reason for transfer, click “apply”	5. None	None	5 Min.	
6. Click “susunod” in attestation window	6. None	None	5 Min.	
7.1. Fill-out the application and upload the required documents	7.1. None	None	10 Min.	<i>Applicant (Transferee)</i>
7.2. None	7.2. Review the completeness and accuracy of the application form information and	None	1 Hour	<i>Market Supervisor</i>

	requirements submitted.			
8. Sets a schedule for an interview	8. None	None	10 Min.	<i>Applicant</i>
9.1. Personal interview of the applicant	9.1. Interviews and screens applicant (Transferee)  Recommends application for approval	None	1 Hour	<i>Head, Public Market Division</i>
9.2. None	9.2. Recommends application for final approval	None	5 Min.	<i>Action Officer for Administration</i>
10.1. Pay for the Application Fee and Transfer Fee online or manually		Application Fee Php 150		
10.2. <b>If paying online:</b>	10.2.1. Reviews accuracy of online payment and approves payment	Transfer Fee Php 1000	10 Min	<i>Applicant</i>
	10.2.2. Receives payment for Application Fee, Transfer Fee, and issue Electronic OR		Refer to the process of City Treasurer's Office	City Treasurer's Office
			10 Min.	<i>Applicant/ Admin Clerk</i>
10.3.1. <b>If paying manually:</b>	10.3.1. Print Order of Payment for Application Fee		Refer to the City Treasurer's Office	<i>Applicant</i>
10.3.2. Go to the City Treasurer's Office, pay the Application Fee	10.3.2. None			City Treasurer's Office
10.3.3.	10.3.3. Receives Application Fee, Transfer Fee, and Issues OR		10 Min.	<i>Applicant/ Admin Clerk</i>
10.3.4. Upload or Present OR for scanning and uploading	10.3.4. Uploads OR			
11. Sign the Contract of Lease	11.1. Prints Contracts of Lease	None	10 Min.	<i>Applicant/Admin Clerk</i>
	11.2. Signs the contract to make notarize the same		1 Hour	<i>Applicant</i>
	11.3. Upload the notarize Contract		10 Min.	<i>Admin Clerk</i>
	11.4. Approves Stall Transfer Application		1 Hour	<i>City Market Administrator</i>
12. Receive approved Stall Award Certificate	12.1. Printing of Stall Award Certificate		10 Min.	<i>Admin Clerk</i>

	12.2. Signs the Stall award Certificate	None	Refer to the process of Office of the City Mayor	<i>Hon. City Mayor</i>
	12.3. Release the Award to applicant		10 Min.	<i>Admin Clerk/Applicant</i>
None	Close the application	None	5 Min.	<i>Admin Clerk</i>
<b>TOTAL:</b>		<b>PHP 1,150.00</b>	<b>5 Hours and 46 Min.</b>	<b>Online</b>
		<b>PHP 1,150.00</b>	<b>5 Hours and 56 Min.</b>	<b>Manual</b>



## 4. 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 or Division:</b>	Public Market Division, 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		Applicant/Client		
A. Transferor/Succession				
1. Death Certificate of the Awardee				
2. Marriage Contract (PSA Copy)		Applicant/Client		
3. Birth Certificate (PSA Copy)		Applicant/Client		
4. Waiver of Rights of Other Successor		Applicant/Client		
B. Transferee/Successor		Barangay Hall / Appropriate Government Agency		
1. QC ID				
2. Current ID picture		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the market supervisor for the transfer of stall	1.1. None	None	10 Min.	<i>Applicant</i>
	1.2. Log-in to the eServices site and access the Market One-Stop Shop	None	10 Min.	<i>Market Supervisor</i>
	1.3. Click "Submit the Stall Application"	None	2 Min.	
	1.4. Click "Transfer Stall Application"	None	2 Min.	
	1.5. Enter the transferee's email address and reason for transfer, click "apply"	None	5 Min.	
	1.6. Click "susunod" in attestation window	None	5 Min.	
2. Fill-out the online application form and upload all the required documents.	2.1. None	None	10 Min.	<i>Applicant</i>
	2.2. Reviews completeness and accuracy of the application form information and requirements submitted.	None	1 Hour	<i>Market Supervisor</i>
3. Sets a schedule for an interview	3. None	None	10 Min.	<i>Applicant</i>
4. Personal interview of the applicant	4.1. Interviews and screens applicant (Transferee)	None	1 Hour	<i>Head, Public Market Division</i>
	Recommends application for approval			

	4.2. Recommends application for final approval	None	5 Min.	<i>Action Officer for Administration</i>
5.1. Pay for the Application Fee and Transfer Fee online or manually.		Application Fee Php 150		
5.2. <b>If paying online:</b>	5.2.1. Reviews accuracy of online payment and approves payment	Transfer Fee Php 1000	10 Min.	<i>Applicant</i>
	5.2.2. Receives payment for Application Fee, Transfer Fee, and issue Electronic OR		Refer to the process of City Treasurer's Office	City Treasurer's Office
5.3.1. <b>If paying manually:</b>	5.3.1. Print Order of Payment for Application Fee		10 Min.	<i>Applicant/Admin Clerk</i>
5.3.2. Go to the City Treasurer's Office, pay the Application Fee	5.3.2. None		Refer to the City Treasurer's Office	<i>Applicant</i>
5.3.3.	5.3.3. Receives Application Fee, Transfer Fee, and Issues OR			City Treasurer's Office
5.3.4. Upload or Present OR for scanning and uploading	5.3.4. Uploads OR		10 Min.	<i>Applicant/Admin Clerk</i>
6. Sign the Contract of Lease	6.1. Prints Contract of Lease.	None	10 Min.	<i>Applicant/Admin Clerk</i>
	6.2. Signs the contract and to make notarize the same		1 Hour	<i>Applicant</i>
	6.3. Upload the notarized contract		10 Min.	<i>Admin Clerk</i>
	6.4. Approves Stall Transfer Application		1 Hour	<i>City Market Administrator</i>
7. Receive approved Stall Award Certificate	7.1. Printing of Stall Award Certificate	None	10 Min.	<i>Admin Clerk</i>
	7.2. Signs the Stall Award Certificate		Refer to the process of Office of the City Mayor	<i>Hon. City Mayor</i>
	7.3. Release the Award to applicant		10 Min.	<i>Admin Clerk/Applicant</i>
8. None	8. Close the application	None	5 Min.	<i>Admin Clerk</i>
<b>TOTAL:</b>		<b>PHP 1,150.00</b>	<b>5 Hours and 54 Min.</b>	<b>Online</b>
		<b>PHP 1,150.00</b>	<b>6 Hours and 4 Min.</b>	<b>Manual</b>

## 5. Payment of Monthly Rental

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

<b>Office or Division:</b>	Public Market Division, 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 ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</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.	1. None	None	10 Min.	<i>Stallholder</i>
2.1. Pay for the Market Rental Fee online or manually.		Market Rental Fee/s		
2.2. <b>If paying online:</b>	2.2.1. Reviews accuracy of online payment and approves payment		10 Min.	<i>Stallholder</i>
	2.2.2. Receives payment for Application Fee, Transfer Fee, and issue Electronic OR		Refer to the process of City Treasurer's Office	City Treasurer's Office
2.3.1. <b>If paying manually:</b>	2.3.1. Print Order of Payment for Application Fee		10 Min.	<i>Stallholder/ Admin Clerk/ Market Clerk</i>
2.3.2. Go to the City Treasurer's Office, pay the Application Fee	2.3.2. None		Subject to manual payment process of City Treasurer's office	<i>Stallholder</i>
2.3.3.	2.3.3. Receives Application Fee, Transfer Fee, and Issues OR			City Treasurer's Office
2.3.4. Upload or Present OR for scanning and uploading	2.3.4. Uploads OR	None	10 Min.	<i>Stallholder/ Admin Clerk/ Market Clerk</i>
3. None	3. Close the application	None	5 Min.	<i>Market Clerk/Admin Clerk</i>
<b>TOTAL:</b>		<b>Market Rental Fee/s</b>	<b>25 Min.</b>	<b>Online</b>
			<b>35 Min.</b>	<b>Manual</b>

## 6. Issuance of Market Certification

Market Certification to be issued to Stallholders in the eight (8) city markets.

<b>Office or Division:</b>	Public Market Division, 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 ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</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	1. None	None	10 Min.	<i>Stallholder</i>
2. Click “Submit The Stall Application”	2. None	None	2 Min.	
3. Click “Market Certification”	3. None	None	2 Min.	
4.1. Pay for the Market Certification Fee		Market Certification Fee Php 50		
4.2. <b>If paying online:</b>	4.2.1. Reviews accuracy of online payment and approves payment		10 Min.	<i>Stallholder</i>
	4.2.2. Receives payment for Application Fee, Transfer Fee, and issue Electronic OR		Refer to the process of City Treasurer's Office	City Treasurer's Office
4.3.1. <b>If paying manually:</b>	4.3.1. Print Order of Payment for Application Fee		10 Min.	<i>Stallholder/ Admin Clerk/ Market Clerk</i>
4.3.2. Go to the City Treasurer's Office, pay the Application Fee	4.3.2. None		Refer to the process of City Treasurer's Office	<i>Stallholder</i>
4.3.3.	4.3.3. Receives Application Fee, Transfer Fee, and Issues OR			City Treasurer's Office
4.3.4. Upload or Present OR for scanning and uploading	4.3.4. Uploads OR		10 Min.	<i>Stallholder/ Admin Clerk/ Market Clerk</i>
5. Receives the Approved Market Certification	5. Print the Market Certification	None	10 Min.	<i>Stallholder/ Admin Clerk/ Market Clerk</i>
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>34 Min.</b>	<b>Online</b>
		<b>PHP 50.00</b>	<b>44 Min.</b>	<b>Manual</b>

## 7. Stall Repair / Construct 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 or Division:</b>	Public Market Division, 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 (if annually paid); or latest quarterly paid OR (where the repair is covered)			Applicant/Client	
2. Renovation Plan			Applicant/Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the eServices site and access the Market One-Stop-Shop.	1. None	None	10 Min.	<i>Stallholder</i>
2. Click "Submit Stall Application"	2. None	None	2 Min.	
3. Click "Repair"	3. None	None	2 Min.	
4. Select stall where repair permit will be applied	4. None	None	2 Min.	
5. Fill out the form	5. Reviews completeness and accuracy of the application form information and requirements submitted.	None	5 Min.	
6. Upload the required documents and submit the application	6.1. None	None	10 Min.	<i>Market Supervisor</i>
	6.2. Reviews completeness and accuracy of the application form information and requirements submitted	None	1 Hour	
	6.3. Inspects site for proposed repair/construction.  Reviews application form information and requirements submitted.	None	1 Day	Technical Services Division
	6.4. Approves the application	None	5 Min.	<i>Head, Public Market Division</i>
7.1. Pay the Repair Permit Fee online or manually		Repair Permit Fee Php 200		
7.2. <b>If paying</b>	7.2.1. Reviews accuracy of		10 Min.	<i>Stallholder</i>

<b>online:</b>	online payment and approves payment			
	7.2.2. Receives payment for Application Fee, Transfer Fee, and issue Electronic OR		Refer to the process of City Treasurer's Office	City Treasurer's Office
<b>7.3.1. If paying manually:</b>	7.3.1. Print Order of Payment		10 Min.	<i>Stallholder/ Admin Clerk/ Market Clerk</i>
7.3.2. Go to the City Treasurer's Office, pay the Application Fee	7.3.2. None		Refer to the process of City Treasurer's Office	<i>Stallholder</i>
7.3.3.	7.3.3. Receives Application Fee, Transfer Fee, and Issues OR			City Treasurer's Office
7.3.4. Upload or Present OR for scanning and uploading	7.3.4. Uploads OR		10 Min.	<i>Stallholder/ Admin Clerk/ Market Clerk</i>
7.4.	7.4. Approves the application	None	5 Min.	<i>Head, Public Market Division</i>
8. Receives the approved application form	8.1. Prints the approved application form	None	10 Min.	<i>Stallholder/ Admin Clerk/ Market Clerk</i>
	8.2. Flags repair as completed once it is finished.  Close the application	None	10 Min.	Technical Services Division
<b>TOTAL:</b>		<b>PHP 200.00</b>	<b>1 Day, 2 Hours, and 11 Min.</b>	<b>Online</b>
		<b>PHP 200.00</b>	<b>1 Day, 2 Hours, and 21 Min.</b>	<b>Manual</b>

## 8. Request for 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 or Division:</b>	Public Market Division, 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 ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the eServices site and access the Market One-Stop-Shop.	1. None	None	10 Min.	<i>Stallholder</i>
2. Click "Submit Stall Application"	2. None	None	2 Min.	
3. To add and extension click "Add/Remove Stall Extension"	3. None	None	2 Min.	
4. Fill out the form and submit the application	4. None	None	10 Min.	
5. None	5. Reviews completeness and accuracy of the application form information and requirements submitted.	None	1 Hour	<i>Market Supervisor</i>
6. None	6.1. Reviews application information. 6.2. Physical Stall Installation 6.3. Inputs the measurements that may be added. 6.4. Uploads an image of the Floor plan.	None	1 Day	Technical Services Division
7. None	7. Approves the stall extension application.	None	5 Min.	<i>Head, Public Market Division</i>
8. None	8. Close the application	None	5 Min.	<i>Admin Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 34 Min.</b>	

## 9. Removal of Stall Installation

Stall Extension is permissible up to one-half (1/2) meter only, provided a 1.5 meter passageway is left accessible.

<b>Office or Division:</b>	Public Market Division, 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 extend their stalls			
<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. Log-in to the eServices site and access the Market One-Stop-Shop.	1. None	None	10 Min.	<i>Stallholder</i>
2. Click "Request to remove Stall Application"	2. Recommends for approval	None	15 Min.	<i>Stallholder/Market Supervisor</i>
3. None	3. Physical Stall Inspection  Recommends approval to remove stall extension	None	30 Min.	Technical Services Division
4. None	4. Approves the Request to remove the stall extension application  Click "Remove"	None	5 Min.	<i>Head, Public Market Division</i>
5. None	5. Close the application	None	5 Min.	<i>Admin Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 5 Min.</b>	



## 10. 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 or Division:</b>	Public Market Division, 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>		
1. QC ID		Helper (applicant)		
2. Health Certificate		QC Health Department		
3. Current ID Picture		Helper (applicant)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to the eServices site and access the Market One-Stop-Shop	1. None	None	5 Min.	<i>Stallholder</i>
2. Go to Manage Market Lease. Click the stall where the helper will be registered. Then click the Helper Management tab.	2. None	None	5 Min.	
3. Fill out information in the Helper Management tab.	3. None	None	10 Min.	
4. Upload all the requirement of the helper: QC ID, Health Certificate, Current Picture	4.1. None	None	10 Min.	
	4.2. Reviews submitted documents and recommends for the approval of the application for helper	None	5 Min.	<i>Market Supervisor</i>
	4.3. Approves the application	None	5 Min.	<i>Head, Public Market Division</i>
5. Receives the ID	5. Print ID and release ID to stallholder	None	23 Min.	<i>Stallholder/ Admin Clerk</i>
6. None	6. Close the application	None	2 Min.	<i>Admin Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 5 Min.</b>	

## 11. Voluntary Surrender of Stall

Stallholders may opt to voluntarily surrender the use of the stall.

<b>Office or Division:</b>		Public Market Division, 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		
<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. Log in to the eServices site and access the Market One-Stop-Shop	1. None	None	10 Min.	<i>Stallholder</i>
2. Select “terminate lease” button	2. None	None	2 Min	
3. Surrender the Stall Award Certificate	3. None	None	5 Min.	
4.nNone	4. Review and recommend for approval	None	5 Min.	<i>Market Supervisor</i>
5.nNone	5. Approves recommendation	None	5 Min.	<i>Head, Public Market Division</i>
6. None	6. Close the application	None	5 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>32 Min.</b>	

## 12. Application for a Temporary Vending Site

Temporary Vending Sites are areas designated by the City Mayor that are suitable for vending activities providing livelihood to QCitizens.

<b>Office or Division:</b>	Hawkers Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Street vendors within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter addressed to City Mayor thru the CMA requesting for an area to be declared a TVS				
2. Sketch/mapping of the proposed TVS				
3. Filled-up Online Application			QC E-services website	
4. Barangay endorsement allowing the area to be a TVS			Barangay where the proposed TVS is situated.	
5. Written consent/Certificate of no objection from the nearby establishment of the proposed TVS.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit manually letter-request applying for a TVS with the following attachments: a. Sketch/mapping of the proposed TVS. b. Barangay endorsement allowing the area to be a TVS. c. Written consent from the nearby establishment	1. None	None	10 Min.	<i>Applicant</i>
2. None	2. Review the completeness and accuracy application form information, requirements submitted, and permissibility of vending sites.	None	1 Hour	<i>Verifier - Market Admin Clerk, Hawkers Division</i>
3. Log-in to QC E-Services site and click Market One-Stop Shop	3. None	None	5 Min.	<i>Market Admin Clerk, Hawkers Division</i>
4. Click Register New Vending Site	4. None	None	5 Min.	<i>Market Admin Clerk, Hawkers Division</i>
5. Upload the required documents	5. None	None	20 Min.	<i>Market Admin Clerk, Hawkers Division</i>
6. None	6. Inspect and report the proposed		1 Day	<i>Hawkers Division Field</i>

	vending site whether it satisfies the requirements to be designated a TVS.			Team
7. None	7. Recommends application for approval	None	1 Day	Evaluation - Head, Hawkers Division
8. None	8. Recommends application for approval	None	1 Hour	<i>Action Officer for Operations, MDAD</i>
9. None	9. Recommend application for approval	None	1 Hour	<i>City Market Administrator</i>
10. None	10. Upload digital mapping in MOSS	None	1 Hour	Technical Services Division
11. None	11. Review uploaded digital mapping	None	1 Hour	<i>Market Admin Clerk, Hawkers Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 5 Hours, and 40 Min.</b>	

### 13. Application for Hawker's 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 or Division:</b>	Hawkers Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - 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		QC E-Services Site		
2. Barangay Certification specifying the vending site or location (1 original copy)		Barangay where the vendors are selling.		
3. NBI Clearance or Police Clearance		NBI Satellite Office QC Hall Complex		
4. Health Certificate (required for Food Vendors only)		QCHD-Environmental Sanitation Division Office		
5. QC ID		QC E-services Site for Digital ID and wait for the announcement for the releasing of physical ID		
6. Written consent/Certificate of no objection from the nearby establishment of the proposed TVS				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	1. None	None	5 Min.	<i>Applicant</i>
2. Click Apply for Hawker Permit	2. None	None	5 Min.	<i>Applicant</i>
3. Click New	3. None	None	1 Min.	<i>Applicant</i>
4. Choose the Temporary Vending Site	4. None	None	10 Min.	<i>Applicant</i>
5. Fill-up Application form	5. None	None	10 Min.	<i>Applicant</i>
6. Upload the required documents a. Barangay clearance for Hawker's permit b. NBI Clearance or police clearance c. Health certificate for food vendors	6. None	None	20 Min.	<i>Applicant</i>
7. None	7. Review the completeness and accuracy of the application form information, requirements submitted, and permissibility of	None	1 Day	<i>Verifier - Market Admin Clerk, Hawkerc Division</i>

	vending sites.			
8. None	8. Recommends application for approval	None	1 Hour	<i>Evaluation Head, Hawkers Division</i>
9. None	9. Recommends application for approval	None	1 Hour	<i>Action Officer, for Operations, MDAD</i>
10. 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.	10. <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 - PHP 50  Misc. Fee - PHP 157  Vending Fee - PHP 25/sqm	<b>For Online Payments:</b> 2 to 5 Days  <b>For Manual Payments:</b> 1 Day	City Treasurer's Office
11. If paid manually	11. Input OR number and upload OR proof (optional) to QC eServices site.	None	4 Min.	<i>Market Admin Clerk, Hawkers Division</i>
12. None	12. Approves Application	None	10 Min.	<i>City Market Administrator</i>
13. Return to the MDAD Office for the processing and releasing of Hawker Permit.	13. Issues the Hawker Permit (valid for 1 year)	None	15 Min.	<i>Market Admin Clerk, Hawkers Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 to 5 Days (if vendor pays online)</b>  <b>1 Day and 3 Hours (if vendor pays manually)</b>	

## 14. Renewal of Hawker's Permit

Hawker's permit is valid for 1 calendar year (15th January to 31st of December). It is issued to qualified vendors upon completion of the requirements, It is a measure to control the proliferation of vendors in the City and provide them with a secured temporary vending site under regulation of MDAD in accordance with policies, guidelines, and procedures.

<b>Office or Division:</b>	Hawkers Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - 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		QC E-Services Site		
2. Barangay Certification specifying the vending site or location (1 original copy)		Barangay where the vendor is selling		
3. NBI Clearance or Police Clearance (if already expired)		NBI Satellite Office — QC Hall Complex or visit the NBI official website  Police station having jurisdiction where he or she is selling.		
4. Health Certificate (required for Food Vendors only) (if already expired)		QCHD-Environmental Sanitation Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	1. None	None	5 Min.	<i>Applicant</i>
2. Click Apply for a Hawker Permit	2. None	None	5 Min.	<i>Applicant</i>
3. Click Renewal of Hawker permit application	3. None	None	5 Min.	<i>Applicant</i>
4. Review the details on the form and update if needed	4. None	None	10 Min.	<i>Applicant</i>
5. Upload the required documents (Barangay Clearance, if already expired)	5. None	None	5 Min.	<i>Applicant</i>
6. None	6. Review the completeness and accuracy of the application form information, requirements submitted, and permissibility of vending site.	None	1 Day	<i>Verifier - Market Admin Clerk, Hawkerc Division</i>
7. None	7. Recommends application for	None	1 Hour	<i>Evaluation Head, Hawkerc</i>

	approval			Division
8. None	8. Clears application for pending violation and arrearages.	None	1 Day	Market Inspection Unit
9. None	9. Recommends application for approval	None	1 Hour	Action Officer for Operations, MDAD
10. 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.	10. <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 - PHP 50  Contract of Lease Fee Renewal - PHP 100  Misc. Fee - PHP 156  Vending Fee - PHP 25/sqm	<b>For Online Payments:</b> 2 to 5 Days  <b>For Manual Payments:</b> 1 Day	City Treasurer's Office
11. If paid manually	11. Input OR number and upload OR proof (optional) to QC eServices site.	None	5 Min.	Market Admin Clerk, Hawker Division
12. Return to the MDAD Office for the processing and releasing of Hawker Permit.	12. Issues the new Hawker Permit.	None	15 Min.	Market Admin Clerk, Hawker Division
<b>TOTAL:</b>			<b>2 to 5 Days (if vendor pays online)</b>  <b>3 days (if vendor pays manually)</b>	



## 15. Application for Ambulant Vendor's Permit

An ambulant vendor's permit is given to qualified vendors who do not permanently occupy a definite place or stall in the public market but who come either daily or occasionally to sell his/her goods within the market premises.

<b>Office or Division:</b>	Market Development and Administration Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - 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		QC E-services website		
2. Barangay Certification (1 original copy)		Barangay where the vendor is mainly selling		
3. Consent from Barangay within district		Barangays other than the core barangay within the same district		
4. NBI Clearance or Police Clearance		NBI Satellite Office – QC Hall Complex or NBI official website, or local police station		
5. Health Certificate (for Food Vendors only)		QC E-services website		
6. QC ID		QC E-services office or QC E-services website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	1. None	None	5 Min.	<i>Applicant</i>
2. Click Apply for Hawker Permit	2. None	None	5 Min.	<i>Applicant</i>
3. Click Ambulant Vendor	3. None	None	5 Min.	<i>Applicant</i>
4. Choose the core Barangay	4. None	None	10 Min.	<i>Applicant</i>
5. Fill-up Application Form	5. None	None	10 Min.	<i>Applicant</i>
6. Upload the required documents	6. None	None	10 Min.	<i>Applicant</i>
7. None	7. Review completeness and accuracy of the application form information and requirements submitted	None	1 Day	<i>Verifier – Market Admin Clerk, Hawkers Division</i>
8. None	8. Recommends application for approval	None	1 Hour	<i>Evaluation Head, Hawkers Division</i>
9. None	9. Recommends application for approval	None	1 Hour	<i>Action Officer for Operations, MDAD</i>

10. None	10. Approves application	None	10 Min.	<i>City Market Administrator</i>
11. Pay for the Application  <b>Payment Option:</b> Pay vending fee: Pay application form fee online (redirect to QC e-Payment)  Print order of payment: Go to the City Treasurer's Office and pay the application form fee	11. <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.	<b>Minimum Taxes and Fees:</b>  Application fee: P50  Garbage fee: P156  ID fee: P50  Vending fee: P20/sqm/day	<b>For Online Payments:</b> 2 to 5 Days  <b>For Manual Payments:</b> 1 Day	City Treasurer's Office
12. If paid manually	12. Input OR number and upload OR proof (optional) to QC E-Services website	None	4 Min.	<i>Market Admin Clerk, Hawkers Division</i>
13. Return to MDAD Office for the processing and releasing of Hawkers Permit.	13. Issues the Hawkers Permit (valid for 1 year)	None	15 Min.	<i>Market Admin Clerk, Hawkers Division</i>
<b>TOTAL:</b>		None	<b>3 to 5 Days (if paid online)</b>  <b>2 Days and 4 Hours (if paid manually)</b>	

## 16. Application for Termination of a Temporary Vending Site

Being temporary in nature, some instances will trigger the termination of it such as but not limited to - the need for the use of sidewalk for government projects, the narrowing of a sidewalk as a result of road constructions, cessation of the consent previously given by the nearby property owner, non-compliance to the rules and regulations of street vending.

<b>Office or Division:</b>	Hawkers Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Street vendors within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter addressed to City Mayor through the CMA requesting for an area to cease being a TVS				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	1. None	None	5 Min.	<i>Market Admin Clerk, Hawkerc Division</i>
2. Click Recommend Termination of TVS	2. None	None	5 Min.	<i>Market Admin Clerk, Hawkerc Division</i>
3. Upload the required documents – letter expressing intention to retire TVS	3. None	None	20 Min.	<i>Market Admin Clerk, Hawkerc Division</i>
4. None	4. Recommends application for termination	None	1 Hour	<i>Evaluation - Head, Hawkerc Division</i>
5. None	5. Recommends application for termination	None	1 Hour	<i>Action Officer for Operations, MDAD</i>
6. None	6. Recommends application for termination	None	1 Hour	<i>City Market Administrator</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours and 30 Min.</b>	

## 17. Application for Termination of a Temporary Vending Site Stall

Being temporary in nature, some instances will trigger the termination of it such as but not limited to - the need for the use the sidewalk for government projects, the narrowing of & sidewalk as a result of road constructions, cessation of the consent previously given by the nearby property owner, non-compliance of the rules and regulations of street vending.

<b>Office or Division:</b>	Hawkers Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Street vendors within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter addressed to City Mayor through the CMA requesting for the stall to be terminated				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	1. None	None	5 Min.	<i>Market Admin Clerk, Hawkers Division</i>
2. Click Recommend Termination of TVS	2. None	None	5 Min.	<i>Market Admin Clerk, Hawkers Division</i>
3. Upload the required documents	3. None	None	20 Min.	<i>Market Admin Clerk, Hawkers Division</i>
4. None	4. Review completeness and accuracy of the application form information and requirements submitted	None	1 Day	<i>Verifier - Market Admin Clerk, Hawkers Division</i>
5. None	5. Recommends application for approval	None	1 Hour	<i>Evaluation - Head, Hawkers Division</i>
6. None	6. Recommends application for approval	None	1 Hour	<i>Action Officer for Operations, MDAD</i>
7. Final Approval of Termination	7. Recommends application for termination	None	1 Hour	<i>City Market Administrator</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 3 Hours, and 30 Min.</b>	

## 18. Issuance of Franchise to Operate a Public Market

<b>Office or Division:</b>	Market Development and Administration Department / Market Business Permit and Licensing Unit (MBPLU) - Private Market Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	All public markets operating within the territorial jurisdiction of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent (LOI)		Committee on Markets and Slaughterhouses		
2. SEC Certificate of Registration (for Corporation)		Securities and Exchange Commission		
3. DTI Certificate of Registration (for Single Proprietorship/Business Name)		Department of Trade and Industry		
4. Building Permit / Occupancy Permit		Building Official Department		
5. Sanitary Permit		QC Health Department		
6. Locational Clearance		Quezon City Planning Department		
7. Fire Safety Inspection Certificate		Bureau of Fire		
8. EPWMD Clearance		Department of Sanitation Quezon City		
9. ECC / NCC		Department of Energy and Natural Resources		
10. LLDA Clearance		Laguna Lake Development Authority		
11. Discharge Permit		Laguna Lake Development Authority		
12. Sewage Treatment Plant (STP)		Private Entity		
13. Inspection and Evaluation Report		Private Markets Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of all requirements	1. MDAD for endorsement to City Council	None		Private Markets Division
2. Application and completion of Documentary Requirements to be submitted to MDAD for verification and evaluation	2. Receive application and documentary requirements	None	2 to 3 Days	Private Market Division
3. Submit all documents including reports of the Private Market Division (MDAD) to Market Committee Quezon City Council	3. Receive documents	None		Committee on Markets and Slaughterhouses, Quezon City Council
4. Deliberation of the proposed Resolution for Franchise and ratifying the same to attend Owner or Representative	4. Deliberation on the proposed Resolution	None		Committee on Markets and Slaughterhouses, Quezon City Council
5. Franchise Resolution is passed by the QC City Council	5. Awarded to the client	None		City Secretary, QC City Council
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	

**Note:**

\*If with complete requirements

## 19. Hawkers Permit / ID Processing

<b>Office or Division:</b>	Market Development and Administration Department / Market Business Permit and Licensing Unit (MBPLU) - Private Market Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	All Sidewalk Vendors operating within the jurisdiction of QC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application Form			MPBLU-MDAD	
2. Barangay Clearance			Barangay Hall	
3. Approved letter as Temporary Vending Site (TVS)			City Market Administrator	
4. Health Certificate (for food handlers)			QC Health Department	
5. Fire Safety Inspection Clearance (FSIC) (if using flammable materials)			Bureau of Fire (Local)	
<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 Hawkers application form	1. Give application form to client	None	1 Min.	MBPLU (Window 1)
2. Submit filled-up application with attached photo, signed, and notarized together with requirements for evaluation	2. Receive the required documents to be checked and evaluate for completeness	None	5 Min.	MBPLU (Window 1)
3. Submit application for clearance	3. Receive application for clearance	None	2 Min.	MBPLU Inspection Unit (MIU)
4. Submit Cleared application for Remarks & Recommendation with notation by the Head of Hawkers Division	4. Receive application for appropriate action	None	5 Min.	Hawkers Division
5. Assessment of Taxes and Fees	5. Assess and issue Tax Bill to client	Application Fee: PHP 50.00 Garbage Fee: PHP 156.00 CTC: PHP 50.00 ID: PHP 50.00, Vending Fee: PHP 20.00/sqm/day	10 Min.	Assessor, MBPLU
6. Pay the total Taxes and Fees	6. Accept payment	As assessed	5 Min.	Market Fees Collection (CTO)
7. Submit Photocopy of Official Receipt of payments made	7. Received copy of the Official Receipt	None	1 Min.	MBPLU

8. Forward all documents and 1x1 photo for the Processing of IDs for vendor and helper	8. Process Identification Cards	PHP 50.00	30 Min.	ID Processing Team (MBPLU)
9. Releasing of ID and Hawker's Permit	9. Give ID and Permit to vendors	None	3 Min.	MBPLU (Window 2)
<b>TOTAL:</b>		<b>₱3,946.00</b>	<b>1 Hour and 2 Min. per client</b>	

## 20. Registration of Sidewalk Vendors

<b>Office or Division:</b>	Market Development and Administration Department / Market Business Permit and Licensing Unit (MBPLU) - Private Market Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	All vendors operating on government right of way, sidewalk, or easement			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form (1 original copy)		Market Business Permit and Licensing Unit (MBPLU)		
2. QC ID		City Administrator's 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 application for registration	1. Give application form to client	None	1 Min.	Vendors Registration Team, MBPLU (Window 1)
2. Submit application and documentary requirements for evaluation	2. Receive the required documents	None	5 Min.	<i>Evaluator</i> , MBPLU (Window 2)
3. Encoding of entries to database and obtaining biometrics of applicant	3. Encode data entries and perform biometric capture of client	None	10 Min.	<i>Encoder</i> , MBPLU (Window 3)
<b>TOTAL:</b>		<b>None</b>	<b>16 Min. per client</b>	

# NOVALICHES DISTRICT HOSPITAL

## Accounting and Finance Section

### 1. Processing Of NDH Employees' Payroll For Fringe Benefits

Payroll for Fringe Benefits covering benefits for qualified employees regular or plantilla, contract of service, consultants, and other benefits as remuneration for services rendered. This process is carried out from Monday to Friday excluding holidays (8:00 a.m. – 5:00 p.m.)

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Accounting Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Eligible NDH Employees (Plantilla, Contract of Service and Consultants)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Authority to Collect (1 original copy)			Accounting Section	
2. Obligation Request Slip (OBR) (3 original copy)			Accounting Section	
3. Disbursement Voucher (3 original copy)			Accounting Section	
4. Payroll (3 original copy)			Accounting Section	
5. Daily Time Record (1 original copy)			Personnel Section	
6. Certification of Entitlement from DOH (1 photocopy)			Accounting Section	
7. Employees' Justification for Entitlement of Fringe Benefit (1 photocopy/ each employee)			Personnel Section	
8. Joint Circulars/Memos/Guidelines Supporting the Entitlement of the Fringe Benefit (1 photocopy)			Accounting Section	
9. Attendance Report (1 original copy)			Personnel Section	
10. Accomplishment Report (1 original copy)			Personnel Section	
11. Collection List (1 original copy)			Accounting Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personnel Section Staff submits the attendance report, original DTRs, Accomplishment Report and other attachments to process payroll for fringe benefits to the Accounting Section.	1.1. Accounting Section Staff checks the attendance report based on the DTRs, Accomplishment Report and other attachments.	None	5 Days	Accounting Section Staff
	1.2. Process the authority to collect of Fringe Benefit.		10 Days	Bookkeeper
	1.3. Process the payroll, OBR & Disbursement Voucher for Fringe Benefits		1 Day	Bookkeeper
	1.4. Submit to City Accounting for fiscal control; to City Budget for funding; City Treasury for funds availability; City HRMD for certification of valid appointments and approval of ACA for Fiscal Affairs. After completion, benefits can be disbursed to qualified employees.		14 Days	Liaison Officer
<b>TOTAL:</b>		<b>None</b>	<b>30 Days</b>	



## 2. Preparation Of Medical Assistance Fund Utilization Report

Report on the utilization of the Medical Assistance through cash advance and for submission to City Accounting Department - Fiscal Management and Control Division (FMCD) for review and pre-audit.

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Authorized Special Disbursing Officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Patient's Intake Sheet (2 original copy)		Medical Social Service Section (Malasakit Center)		
2. Certificate of Indigency (1 original copy & 1 photocopy)		Barangay Hall where the patient resides		
3. Statement of Account (2 original copy)		Billing and Claims Section		
4. Transmittal Summary (3 original copy)		Medical Social Service Section (Malasakit Center)		
5. Liquidation Report (3 original copy)		Accounting and Finance Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Medical Social Service (Malasakit Center) to submit summary of beneficiaries who availed financial assistance including other relevant documents.	1.1. Receives, checks and verifies the summary of beneficiaries who availed medical assistance including other relevant documents.	None	25 Days	<i>Accountant</i>
	1.2. Processes and submits liquidation report and other supporting documents to City Accounting for pre-audit.	None	4 Days	<i>Bookkeeper</i>
	1.3. Receives the Fund Utilization Report certified correct by the City Accountant; approved by the City Mayor and stamped received by the resident Auditor (COA)	None	Time may vary depending on the processing time of City Accounting and City Mayor*	<i>City Accountant, City Mayor and Commission on Audit (COA)</i>
	1.4. Submits Fund Utilization Report of Medical Assistance to the Funding Agency.		1 Day	<i>Bookkeeper</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Days</b>	

**Note:**

\*Time may vary depending on the processing time of the City Accounting Department.

# Admitting Section

## 1. Admission Registration Process

To register patients for admission. This service is open from Monday to Sunday, 24 hours. Length of Service: 30 minutes depending on the number of patients being served.

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patient for admission			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Admission and Discharge Record with Doctor's Order			Emergency Room Department / Out Patient Department	
2. Patient Information Form (1 copy original)			Admitting Section	
3. Consent to Hospital Care (1 copy original)			Admitting Section	
4. Hospital Card (1 copy original)			Patient	
5. Valid Government Issued ID (1 copy original)			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. Present Admission and Discharged Form from Emergency Department / Out Patient Department	1. Receives Admission and Discharge Record with Doctor's order and check for completeness then Check the availability of rooms	None	3 Min.	<i>Admitting Clerk</i>
2. Patient / relative / companion to fill up the Patient's Information form and sign relevant documents	2. Instruct patient / relative / companion to fill up Patient's Information form and process admission documents	None	25 Min.	<i>Admitting Clerk</i>
3. Receives Patient Reminders form	3. Issue Patient Reminders form	None	1 Min.	<i>Admitting Clerk</i>
4. Proceed to the assigned nurse on duty for further instructions	4. Forward Admission and Discharge Record to ER Department / OPD	None	1 Min.	<i>Admitting Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

## 2. Emergency Room Registration

Emergency Room Consultation Registration process. This service is open from Monday to Sunday, 24 hours. Length of Service: 10 – 16 minutes depending on the number of patients being served.

<b>Office or Division:</b>	Hospital Operations and Patient Support Services - Admitting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patient seeking emergency care			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Hospital Card (1 copy original)			Admitting Clerk	
2. Valid Government Issued ID (1 copy original)			Government Agencies	
3. Emergency Room Stub (1 copy original)			Triage Nurse	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Patient / relative / companion will present Emergency Room Stub from triage	1. Received Emergency Room Stub	None	1 Min.	<i>Admitting Clerk</i>
2.Fill up the Patient Information Form and present hospital card for old patient together with patient's valid ID. For new patient, accepts hospital card.	2. Instruct patient / relative / companion to fill up Patient Information form and process patient's ER record. For new patient, issue hospital card.	None	18 Min.	<i>Admitting Clerk</i>
3. Proceed to Emergency Room patient waiting area	3. Forward ER record to the ER Nurse on Duty.	None	1 Min.	<i>Admitting Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.</b>	

# Billing and Claims Section

## 1. Preparation Of Statement Of Account (SOA)

This process is to ensure the release of Statement of Account to patients with accurate computation at the right time. Service available during Monday – Sunday from 8:00 a.m. to 5:00 p.m.

<b>Office or Division:</b>		Hospital Operations and Patient Support Services Division - Billing and Claims Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All admitted patients at NDH		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Hospital Card (1 copy original)			Admitting Clerk	
2. Valid Government Issued ID (1 copy original)			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.Go to the Billing and Claims Section window and request for Statement of Account (SOA)	1. Check availability of SOA and process according to the request.	None	30 Min.	<i>Billing Clerk</i>
2. Accept the printed SOA	2. Issue the printed SOA	None	5 Min.	<i>Billing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

# Cash Operations Section

## 1. Issuance Of Official Receipt

The cashier is responsible for collecting hospital fees, pharmacy sales, and central supply items, laboratory fees, radiology fees, ultrasound fees and other medical costs that are charged and billed using order of payment, statement of accounts, order forms and similar documents. The cashier is located at the Cash Operations Section Office and is available 24/7 Mondays to Sunday including Holidays.

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Cash Operations Section			
<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>	Patients or their Representatives, Affiliate Schools, Government Agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Order of Payment			Cost center where service was rendered (e.g., Emergency Department, OPD, Pharmacy, Laboratory, Radiology, Central Supply Room, etc.)	
2. Statement of Account (SOA)			Billing and Claims Section	
3. Auto-Credit Payment Notice			Philhealth - NCR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the window and present required document	1. Receive document, such as: order of payment / statement of account (SOA)	None	1 Min.	<i>Cashier</i>
2. Give cash or check payment	2. Receive cash or check from clients / creditors and Issue official receipt/s (OR) for payment from clients	Amount in the order of payment, SOA, ACPN	2 Min.	<i>Cashier</i>
3. Receive Official Receipt and clearance	3. Clear hospital bill and give instruction to the client as needed	None	2 Min.	<i>Cashier</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Min.</b>	

# Central Sterile Supply Room

## 1. Management Of Medical Supplies

Central Supply Room is responsible for managing medical supplies, this process mainly tackles on how each area requests medical supplies to be used during every shift.

<b>Office or Division:</b>	Nursing Service Division - Central Supply Room			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Employees needing medical supplies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Requisition Logbook			Central Supply 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 CSR and request the needed supplies.	1. Accepts request and checks availability of supplies then prepares and documents supplies for releasing.	None	10 Min.	<i>CSR Personnel Central Supply Room</i>
2. Receives the requested supplies and follows the documentation process.	2. Releases the requested supplies and follows the documentation process.	None	5 Min.	<i>CSR Personnel Central Supply Room</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

## 2. Sterilization, Storage And Distribution

Instruments will be sterilized at the Central Supply Room until the instruments will be brought back to their respective area for usage.

<b>Office or Division:</b>		Nursing Service Division - Central Supply Room		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government – Government to Government – for government services whose client is a government employee or another government agency		
<b>Who may avail:</b>		Offices using sterilized instruments		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Requisition Logbook			Central Supply Room	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Instruments for autoclaving will be brought to CSR with autoclave logbook per unit..	1.1 Receives, checks and documents instruments for autoclaving.	None	6 Min.	<i>CSR Personnel</i>
	1.2 Maintenance will autoclave the instruments.		2 Hours	<i>CSR Personnel</i>
2. Receives instruments with proper documentation.	2. Once done, CSR personnel will sign a logbook and will be released with proper documentation.	None	4 Min.	<i>CSR Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 10 Min.</b>	

# Continuous Quality Improvement Unit

## 1. Processing Of Client's Feedback

Public Assistance and Help Desk process of assistance to hospital clients who want to file / give feedback (complaint or commendation) towards an office, hospital service or personnel.

<b>Office or Division:</b>	Special Unit - Continuous Quality Improvement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Client availing service/s from NDH			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Hospital Client Experience Survey (HCES) Form		NDH Public Assistance & Complaint Desk Also available in all office reception window		
2. Government Issued ID		Government Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
.1. Client submits written feedback using the HCES form.	1.1. PRO receives feedback (HCES form) and check for completeness of data.	None	5 Min.	<i>Patient Relation Officer (PRO)</i>
	1.2. PRO Refers feedback (complaint or commendation) to the concerned department.  For complaints: PRO shall escalate concern to CQI Unit or Director's Office for appropriate complaint management and resolution.		5 Min.	<i>Patient Relation Officer (PRO)</i>
2. Client may opt to wait for feedback resolution or may give contact details for feedback updates.	2. PRO to follow-up feedback resolution and conduct proper documentation.	None	5 Min.	<i>Patient Relation Officer (PRO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

**Note:**

\*Processing time may vary depending on the complexity of feedback.



## 2. Conduct Of Hospital Client Experience Survey

This procedure specifically aims to measure organizational performance in terms of customer satisfaction and ensure that the Patient feedback will be observed to develop measures and approaches to continuously improve the quality, efficiency, and effectiveness of the system in the delivery of healthcare services to the public.

<b>Office or Division:</b>		Special Unit - Continuous Quality Improvement Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Client availing service/s from NDH		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Hospital Client Experience Survey (HCES) Form		NDH Public Assistance & Complaint Desk Also available in all office reception window		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get and answer the HCES form.	1. Ask the client to answer an HCES form and guide them on how to answer the form and then check for completeness.	None	5 Min.	<i>Patient Relation Officer</i>
2. Drop the completed HCES form into the Client Survey Box located at each reception window.	2.1. Collect completed HCES forms from the survey boxes and enter the data into the HCES Online Report generator.	None	1 Day	<i>Patient Relation Officer (PRO)</i>
	2.2. Review any feedback indicating complaints that need resolution.		5 Min.	
	2.3. Coordinate the feedback with the relevant office for appropriate resolution.		5 Min.	<i>Patient Relation Officer</i>
	2.4. The PRO (Public Relations Officer) should follow up on feedback resolution and communicate with the client if necessary.		5 Min.	<i>Patient Relation Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 20 Min.</b>	

**Note:**

\*Processing time may vary depending on the complexity of feedback.

### 3. Novaliches District Hospital Occurrence Variance Reporting (NOVR)

Promotes open communication for reporting occurrence variance without fear and provides NDH personnel the opportunity to address issues and further improve public service.

<b>Office or Division:</b>	Special Unit - Continuous Quality Improvement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Novaliches District Hospital Personnel including Outsource Services			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. NDH Occurrence Variance Reporting (NOVR) Form			Available in every Department / Section / Unit / CQI Unit	
<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 all details in the NOVR Form.	1. Receive and review the NOVR form.	None	5 Min.	<i>CQI Unit Staff</i>
2. Receive feedback about the created NOVR.	2. Transmit feedback form to the respective Department / Section / Unit / Committee and others if applicable.	None	5 Min.	<i>CQI Unit Staff</i>
3. Sign in the NOVR logbook.	3. Request to write and sign in the NOVR logbook.	None	5 Min.	<i>CQI Unit Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

#### 4. Control Of Documents (Procedure / Form / Manual)

Procedure for control of documents for procedure, form or other administrative and institutional policy.

<b>Office or Division:</b>	Special Unit - Continuous Quality Improvement (CQI) Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Division / Department / Section / Unit who may avail approval and control of documents. (Procedures / Forms / Manual)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Draft / Proposed document/s (1 original copy)			CQI Unit (NDH Multipurpose Hall, Third Floor)	
2. DRAR (Document Review and Approval Request)			CQI Unit (NDH Multipurpose Hall, Third Floor)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit draft / proposed document/s with an accomplished DRAR form.	1.1. Receive proposed document/s and an accomplished DRAR form.	None	5 Min.	<i>CQI Staff</i>
	1.2. Process document/s for coding		1 Day	<i>CQI Staff</i>
2. Receives approved and controlled document.	2. Issue approved and controlled document	None	5 Min.	<i>CQI Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 10 Min.</b>	

# Dental Section

## 1. Dental Care Management

Procedures for Oral Examination, Tooth Extraction, Oral Prophylaxis, and Tooth Restoration.

Office or Division:	Ancillary Services Division - Dental Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All OPD patients seeking dental care management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For NEW PATIENT:				
1. OPD Patient Information Form		OPD Triage		
2. Valid Government ID / QC ID		Government Offices / QC Hall		
For OLD PATIENT:				
1. Hospital Card		OPD Triage		
2. Valid Government ID / QC ID		Government Offices / QC Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the OPD triage area.  For New patient: Accomplish OPD Patient Information Form.  For Old patient: Present NDH Hospital Card	1. Follow OPD process	Outpatient Department Consultation fee:  Old patient PHP 50.00  New patient PHP 100.00	10 Min.	OPD Nurse
2. Undergo dental assessment	2. Evaluate the medical history, vital signs and make a Dental Record of the patient and formulate a treatment plan.	None	10 Min.	Dentist
3. For procedures, get Order of Payment, pay and present Receipt.	3. Dental Aide shall issue Order of Payment and instruct client to proceed to cashier for necessary payment.	See Pricelist	15 Min.	Dental Aide
4. Receive treatment, home care instructions, and prescription.	4. Receive and verify Official Receipt. Proceed to the necessary dental care management.		30 Min. to 1 Hour	Dental Aide / Dentist

	Issue prescription and instruct patient regarding home medication instructions.			
<b>TOTAL:</b>		<b>SEE PRICE LIST</b>	<b>1 Hour and 10 Min.</b>	

## DENTAL PROCEDURE PRICELIST

DENTAL PROCEDURE	FEES
<b>Consultation</b>	
1. New Patient	PHP 100.00
2. Hospital Card	PHP 50.00
3. Old Patient	PHP 50.00
<b>Tooth Extraction</b>	
1. Simple	PHP 150.00
2. Complicated	PHP 200.00
<b>Tooth Restoration</b>	
1. Temporary	PHP 75.00
2. Composite with curing	PHP 150.00 per cavity
<b>Oral Prophylaxis</b>	
1. Mild	PHP 125.00
2. Moderate	PHP 125.00
3. Heavy (Severe)	PHP 200.00
<b>Others</b>	
1. Prophylaxis with fluoride (oral)	PHP 200.00
2. Oral Examination	PHP 40.00
3. Pits and Fissure Sealant	PHP 300.00

# Department of Pediatrics

## 1. Kangaroo-Mother Care Process

Kangaroo mother care is a method of care of preterm infants. The method involves infants being carried, usually by the mother, with skin-to-skin contact.

<b>Office or Division:</b>	Clinical Services Division – Department of Pediatrics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Newborn weighing less than 2500 grams			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Consent for KMC (1 original & 1 xerox copy)			Second floor – Nurse Station	
2. KMC form (1 original copy)			Second floor – Nurse Station	
3. Patient Chart (1 original copy)			Second floor – Nurse Station	
4. Consultation Record (1 original copy)			Second floor – Nurse Station	
5. Mother-Baby Dyad Monitoring Sheet (1 original copy)			Second floor – 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. None	1.1. Receives patient's Chart from OR/DR and identify babies for KMC	None	15 Min.	<i>Delivery Room Nurse Pediatrician</i>
	1.2. Admits patient		1 Hour	<i>Pediatrician</i>
2. Give consent for KMC enrollment	2.1. Explains the benefits of KMC and secures consent for KMC then Informs Social Worker of the KMC enrollee.	None	1 Hour	<i>Pediatrician Nurse on duty Social Worker</i>
	2.2. Accompanies and Endorses patients to the ward.	None	30 Min.	<i>Delivery Room Nurse</i>
3. Follow doctor's advice and orders.	3. Patients are received by the Ward nurse on duty who then informs the Consultant on duty.	None	30 Min.	<i>Ward Nurse Pediatrician</i>
4. Learn to perform Kangaroo Mother Care.	4. Orients mother regarding KMC and how to perform it.	None	30 Min.	<i>Pediatrician</i>
5. Perform Kangaroo Mother Care.	5. Daily rounds by consultant on duty and monitor patients including KMC performance	None	30 Min.	<i>Pediatrician Ward Nurse</i>
6. Follows doctor's discharge orders and advice.	6.1. Consultant discharges patient once stable with adequate weight gain and also when mother is able to perform KMC	None	1 Hour	<i>Pediatrician Ward Nurse Social Worker</i>
	6.2. Nurses on duty reiterates instructions to the mother & involved relatives then informs SWA of the discharge who then interviews the family.			
<b>TOTAL:</b>		<b>None</b>	<b>5 Hours and 15 Min.</b>	

## 2. Newborn Screening

Performance of NBS. -NBS shall be performed after twenty- four (24) hours of life but not later than three (3) days from complete delivery of the newborn. A newborn placed in intensive care in order to ensure survival may be exempted from the three (3) day requirement but should be tested by seven (7) days of age.

<b>Office or Division:</b>	Clinical Services Division – Department of Pediatrics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All newborn inborn and out born at Novaliches District Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Newborn Hospital Card		Newborn Screening Section		
2. Newborn Screening Filter		Newborn Screening Section		
3. Doctor's Order Chart		Newborn Screening Section		
4. Order of Payment		Newborn Screening Section		
5. Identification Card		Newborn Screening Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For patients delivered at the hospital and admitted.	1. Verify the chart of the baby for doctor's order of Newborn Screening. Then receive the baby card or baby book with doctor's signature.	None	2 Min.	<i>Newborn Screener</i>
2. A corresponding fee is given for those patients delivered from other hospital.	2. Give the Coded Detached Slip Filter at the Billing Section. Provide order of payment and instruct to go at Cashier Section	None	2 Min.	<i>Newborn Screener</i>
3. Show the order of payment and pay for the corresponding fee. Official receipt will be given.	3. Receive the order of payment and corresponding fee and issue official receipt.	PHP 1,750.00	2 Min.	<i>Cashier</i>
4. Give the official receipt to the Newborn Screener and wait to be called for screening.	4. Verify the official receipt and call the name of the patient to be screened.	None	2 Min.	<i>Newborn Screener</i>
5. Enter the Newborn Screening Room to be screened and wait for the advice for claiming the result.	5.1. Call the name of the patient to be screened at the Newborn Screening Room and advise when to claim the official result Refer result of the first	None	10 Min.	<i>Newborn Screener</i>

	screening.			
	5.2. If NO findings: Claim the official result after 3-4 weeks.			
	5.3. If WITH findings: A call and advise will be received on provided phone number within 7-14 days.			
6. Claiming of result: Present the Hospital Card of the baby, Valid ID of the mother before claiming the official screening result.	6. Verify the hospital card of the baby and valid ID of the mother. Check the stamp at the back of the hospital card of the baby when screening was done. The mother will sign on the logbook as proof that the official result was already claimed.	None	2 Min.	<i>Newborn Screener</i>
<b>TOTAL:</b>		<b>PHP 1,750.00</b>	<b>20 Min.</b>	



### 3. Newborn Hearing Screening

The newborn hearing screening test helps identify babies who have permanent hearing loss as early as possible. This means parents can get the support and advice they need right from the start.

<b>Office or Division:</b>	Clinical Services Division – Department of Pediatrics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All newborn after 24 hours of life			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Hospital Card		Newborn Hearing Screening Section		
2. Newborn Hearing Screening Registry Card		Newborn Hearing Screening Section		
3. Otoacoustic Emission Machine		Newborn Hearing Screening Section		
4. Order of payment		Newborn Hearing Screening Section		
5. Official receipt		Newborn Hearing Screening Section		
6. Newborn Hearing Screening Official Result		Newborn Hearing Screening Section		
<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 Newborn Hearing Section together with the baby with 24 hours of life and their hospital card.	1. Let the mother and baby enter the Newborn Hearing Screening Sound Proof Room. Verify if the baby is more than 24 hours old using the Hospital card details.	None	2 Min.	<i>Newborn Hearing Screener</i>
2. Give details needed for the Newborn Hearing Screening Registry Card.	2. Ask the mother regarding the information needed to fill up the Newborn Hearing Screening Registry Card. Write the information given by the mother regarding details needed in the Registry Card.	None	3 Min.	<i>Newborn Hearing Screener</i>
3. Maintain a quiet environment inside the Newborn Hearing Screening Room.	3. Inspect the ears of the baby if there is any dirt or any physical deformity. Set the Otoacoustic Emission Machine in the correct date and time. Place the probe in the baby's right or left ear and start the screening. Print the result. Do the same procedure in the other ear.	None	8 Min.	<i>Newborn Hearing Screener</i>
4. Wait for the result after the screening.	4. Stamp the back of the hospital card of the baby	PHP 400.00	7 Min.	<i>Newborn Hearing</i>

For babies delivered in other hospital and lying-in/birth clinic. After screening the baby, the screener will give order of payment to be paid at the hospital cashier. After paying the corresponding fee, return to the Newborn Hearing Screening Room at present the official receipt to the screener.	and write the initial result, date and time screened, and name and signature of the screener. For babies delivered in other hospital and lying-in/birth clinic. Give a copy of order of payments to the mother and instruct to go to the Cashier Section to pay for the corresponding fee. Verify if the patient paid the correct fee and other details in the receipt. Return the Hospital Card to the mother and give details for claiming of result.			<i>Screener At Cashier</i>
5. For babies with Refer result: Remember the details for second screening	5. Provide and instruct the mother when to return for the second screening regarding the Refer result of the first screening.	None	3 Min.	<i>Newborn Hearing Screener</i>
6. Wait for the Official result of Newborn Hearing Screening.	6. Advice the mother to get the official result of the Newborn Hearing Screening and bring the Newborn Hospital Card. For the representative: Newborn Hospital Card with Valid ID of representative.	None	2 Min.	<i>Newborn Hearing Screener</i>
<b>TOTAL:</b>		<b>PHP 400.00</b>	<b>25 Min.</b>	

# Department of Surgery

## 1. Elective Operation

Process of scheduling of non-urgent, non-life-threatening operations. This includes minor and major operations.

<b>Office or Division:</b>	Clinical Services Division – Department of Pediatrics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients in need of Elective Operation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Hospital Card		Out-Patient Department / Emergency Room		
2. Patient's Chart		Records Section / Out-Patient Department		
3. Philhealth Membership		Philhealth Offices / Malasakit Center		
4. Operation Proposal		Surgery Specialty Clinic		
5. Operation Proposal		Out-Patient Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Patient Hospital Card at the OPD	1. Verify the Patient Hospital Card and retrieve the patient chart	None	20 Min.	<i>OPD Nurse Record Section Personnel</i>
2. Proceed to OPD for Consultation	2.1. Examination of the Patient	OPD Consultation Fee	20 Min.	<i>Surgeon OPD Nurse</i>
	2.2. Checking of Risk Stratification			
	2.3. Checking of Philhealth Membership	New Patient PHP 100.00 Old Patient PHP 50.00		
3. Finalize admission date and operation date	3. Preparation of operation proposal and forwarding to Operating Room	None	20 Min.	<i>OPD Nurse Operating Room Nurse</i>
<b>TOTAL:</b>		<b>PHP 50.00 / PHP 100.00</b>	<b>1 Hour</b>	

**Note:**

\*Time may vary depending on the severity of the case.

## 2. Emergency Operation

Process of scheduling of urgent and life-threatening operations. This includes minor and major operations.

<b>Office or Division:</b>	Clinical Services Division – Department of Pediatrics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients in need of Emergency Operation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. In-Patient Chart		Admitting Section		
2. Operation Proposal		Emergency Room		
3. Risk Stratification		Emergency Room/Ward		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Admitting Chart	1. Verify the Patient Data and retrieve the Patient Chart	None	5 Min.	<i>ER Nurse Admitting Section Personnel</i>
2. Patient Preparation	2. Examination of the Patient then explains Patient condition and Operation to be performed.	None	30 Min.	<i>Surgeon IM Physician ER Nurse</i>
3. Finalize Admission Date and Operation Date	3. Preparation of Emergency Operation Proposal and forwarding to Major Operating Room	None	5 Min.	<i>ER Nurse Surgeon Operating Room Nurse</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	

# Hospital Director's Office

## 1. Disposition Of Communication And Correspondence (Incoming Documents)

The disposition of Communication and Correspondence (Incoming Documents) service efficiently manages and responds to received messages and documents. It ensures timely actions, including replies, forwarding, and appropriate filing, contributing to effective communication within the organization.

<b>Office or Division:</b>	Office of the Hospital Director			
<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>	
1. Communication Letter addressed to the ff: <ul style="list-style-type: none"> <li>• Novaliches District Hospital</li> <li>• Director of Novaliches District Hospital</li> </ul> Addressee: Hospital Director Address: Novaliches District Hospital #683 Qurino Highway Barangay San Bartolome Novaliches, Quezon City, 1116 Email: NDH@quezoncity.gov.ph			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 the desired document thru the official address, email and other channels.	1.1. Receive documents - Collect all incoming documents via email, mail, or other channels.	None	5 Min.	<i>Executive Secretary</i>
	1.2. Review and prioritize - Quickly review documents to determine their importance and urgency.		5 Min.	<i>Executive Secretary Special Assistant to the Hospital Director for Administrative and Legal matters</i>
	1.3. Assign responsibility - Assign each document to the appropriate person or department for handling.		5 Min.	<i>Hospital Director</i>
2.Receive response (if only applicable)	2.1. Action and response - Take necessary actions, such as replying to emails, or forwarding important documents.	None	1 Day*	<i>Hospital Director</i>
	2.2. File or Archive -		5 Min.	<i>Executive Secretary</i>

	File documents securely for future reference or archive as needed.			
	2.3. Communication - Keep stakeholders informed of progress or updates when necessary.		5 Min.	<i>Executive Secretary</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 25 Min.*</b>	

**Note:**

\*The time frame could be subject to change based on the hospital director's availability.

\*The time frame could be adjusted based on the document's degree of complexity.

## 2. Disposition Of Communication And Correspondence (Outgoing Documents)

The Disposition of Communication and Correspondence (Outgoing Documents) service handles outgoing messages and documents with efficiency. This service ensures proper responses, forwarding, and filing, contributing to effective communication within the organization and beyond.

<b>Office or Division:</b>	Office of the Hospital Director			
<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>	Patients / their representatives, employees, local government units, national government agencies, private agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Cover Letter and attached Document			Liaison Officer	
2. Copy Recipients			Executive Assistant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.None	1.1. Create Document - Generate the outgoing document, which can be an email, letter, memo, or any other form of communication.	None	Not applicable	<i>Hospital Director Executive Assistant Executive Secretary</i>
	1.2. Review and Approval – Review the document for accuracy, clarity, and compliance with policies. Obtain necessary approvals if required.		5 Min.	<i>Hospital Director Special Assistant to the Hospital Director for Administrative and Legal matters Executive Assistant Executive Secretary</i>
2.Accept and acknowledge the document being sent.	2. Send Document - Transmit the document through the appropriate channel (email, mail, fax, etc.) to the intended recipient(s).	None	5 Min.	<i>Hospital Director</i>
3. Respond (If applicable)	3.1. Track and confirm - Keep a record of the sent document, including date and recipient(s). Confirm receipt, if possible, especially for critical communications.	None	5 Min.	<i>Executive Secretary Liaison Officer</i>
	3.2. Archive or file - Store a copy of the outgoing document for future reference or compliance purposes.	None	5 Min.	<i>Executive Secretary</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.</b>	

### Note:

\*The time frame could be subject to change based on the hospital director's availability.

\*The time frame could be adjusted based on the document's degree of complexity.

### 3. Formulation And Revision Of Hospital Policies And Procedures

The Formulation and Revision of Hospital Policies and Procedures service involves the creation, updating, and refinement of the hospital's operational guidelines. This service ensures that policies are comprehensive, aligned with industry standards, and reflective of best practices. By continually evaluating and adapting procedures, this service enhances the hospital's efficiency, compliance, and overall quality of care.

<b>Office or Division:</b>	Office of the Hospital Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NDH Offices / Division / Department / Section / Unit / Committee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Policies with complete signature from concern committee			Committee Secretary / Concern Department	
<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 documents	1.1. Receive and record	None	3 Min.	<i>Executive Assistant</i>
	1.2. Submission of document to Legal Officer document review and recommendation		2 Days	<i>Special Assistant to the Hospital Director for Administrative and Legal matters Executive Assistant</i>
	1.3. Review and approval of the documents		1 Day	<i>Hospital Director</i>
	1.4. Signing of Document.		2 Min.	<i>Hospital Director</i>
	1.5. Recording of received document		5 Min.	<i>Executive Assistant</i>
	1.6. Distribution of recorded documents.		3 Min.	<i>Executive Assistant</i>
	1.7. Receipt of documents by the corresponding Unit/ Section/ Office/ Department		2 Min.	<i>Committee Secretary Concerned Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 15 Min.</b>	



## 4. Setting An Appointment (Walk-In And Online)

The Setting an Appointment service at the Office of the Hospital Director facilitates streamlined scheduling for various administrative matters, optimizing convenience and efficiency.

<b>Office or Division:</b>	Office of the Hospital Director			
<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>	General Public, Private Sector, Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Government Issued ID			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Walk-in Client</b>				
1. All clients are directed to the Hospital Director's Office entrance where they encounter the Security Guard.	1. The Security Guard performs identification procedures and other necessary security checks for the incoming clients.	None	4 Min.	<i>Security Guard</i>
2. Clients are requested to complete the CSM form, indicating the nature of their request.	2. The Security Guard provides the clients with the Customer Satisfaction Measurement (CSM) form.	None	4 Min.	<i>Security Guard</i>
3. The client should indicate the purpose of their visit and furnish a valid identification card for the purposes of documentation and security.	3.1. The security personnel accurately record clients' relevant information, including name and purpose of visit, in the security logbook.	None	3 Min.	<i>Security Guard</i>
	3.2. Clients are then referred to the Executive Assistant of the Hospital Director.		2 Min.	<i>Security Guard Executive Assistant</i>
	3.3. The Executive Assistant handles appointment scheduling and further assistance.		8 Min.	<i>Executive Assistant</i>
	3.4. The Executive Assistant inquiries about the purpose of the client's visit and the desired appointment date and time.			

4. The client provides a designated time and date for the appointment.	4. The Executive Assistant checks the availability of appointment slots in line with the client's preferences. If disapproved, notify client through email or txt message	None	2 Min.	<i>Executive Assistant</i>
5. The client is to receive the official confirmation of the appointment.	5.1. Upon confirming an available slot, the Executive Assistant confirms the appointment details, including the appointment's date, time, and nature.	None	8 Min.	<i>Executive Assistant</i>
	5.2. A formal appointment confirmation containing relevant details is provided to the client.	None		
	5.3. If necessary, a reminder message is sent closer to the appointment date, ensuring client preparedness.	None	2 Min.	<i>Executive Assistant</i>
	5.4. At the appointed day, the security personnel will validate and perform security procedures on the client.	None	8 Min.	<i>Security Guard Executive Assistant</i>
	5.5. Subsequently, the client will be guided to the Executive Assistant, who will provide necessary support in meeting the Hospital Director.	None		
	5.6 On the scheduled date and time, clients meet with the Hospital Director as per their confirmed appointment.	None	20 Min.	<i>Executive Assistant Hospital Director</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

Appointment via Email or other communication platform				
CLIENTS' STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client emails the Hospital Director's Office with a subject line "Appointment Request - [Client Name]," providing their full name, purpose of appointment, preferred dates, and contact details for a prompt response.	1.1. Acknowledges the receipt of the client's email.	None	5 Min.	<i>Executive Assistant</i>
	1.2. Reviews the requested appointment dates and times, checking for availability. If a suitable slot is available, the Executive Assistant confirms the appointment and communicates the finalized date and time. If disapproved, notify client through email.		5 Min.	<i>Executive Assistant</i>
	1.3. The Executive Assistant sends a formal confirmation email to the client, outlining the appointment details and any pertinent instructions. Closer to the appointment date, a reminder email is sent to the client to ensure preparedness.		5 Min.	<i>Executive Assistant</i>
2. All clients are directed to the Hospital Director's Office entrance where they encounter the Security Guard.	2. The Security Guard performs identification procedures and other necessary security checks for the incoming clients. Subsequently, the Executive Assistant will accompany and guide the clients to the Hospital Director for their meeting.	None	5 Min.	<i>Security Guard</i> <i>Executive Assistant</i>
3. On the scheduled date and time, the client arrives at the Hospital Director's Office for the appointed discussion.	3. Meet with the client.	None	40 Min.	<i>Hospital Director</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

# Emergency Room Department

## 1. Emergency Room Consultation Process

Steps for patients seeking consultation in the Emergency Room. The Emergency Department is a 24-hour service department dedicated to immediate and competent first contact care of patients whose conditions require prompt attention.

<b>Office or Division:</b>	Nursing Service Division – Emergency Room			
<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. Hospital Card			Admitting Section (ER Registration)	
2. Government Issued ID / Quezon City ID			Government Offices / QC Hall	
<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 ER Satellite for Triaging and Registration for Vital Signs, interview & Physical exam	1. Interview / Triaging / Registration and Vital signs taking the Assessment of Doctor and orders will be carried out by Nurses	None	40 Min.	<i>Nurse on Duty GP on Duty Admitting Personnel</i>
2. Laboratory Requests and Prescription will be submitted at Laboratory and Pharmacy	2.1. TRelative will go to Laboratory and Pharmacy as instructed then medication will be administered as ordered	See Revenue Code	20 Min.	<i>Nurse on Duty</i>
	2.2. Patient must have disposition within the set period	None	4 Hours Maximum	<i>Nurse on Duty Doctor on Duty</i>
<b>FINAL DISPOSITION</b>				
3.1 Relative will accomplish clearance form.	3.1. Patients for Discharge / May Go Home:  Clearance form must be accomplished before discharge. Referral to SWA if unable to pay. Discharge instructions will be given	None	30 Min.	<i>Nurse on Duty</i>
3.2 Relative and/or patient will listen to THOC instructions.	3.2 Patients for Transfer to Hospital of Choice:		15 Min.	<i>Doctor on Duty</i>

3.3 Relative or patient must process admission.	3.3 Patients for Admission:  (Refer to admission process)		30 Min.	<i>Doctor on Duty Nurse on Duty</i>
<b>TOTAL:</b>		<b>*PHP 100.00 / 150.00</b>	<b>6 Hours and 15 Min.</b>	

**Note:**

\*Time may vary depending on the number of patients being served and complexity of clinical cases being managed.

## CONSULTATION FEE BASED ON THE REVENUE CODE

ACTIVITY	FEES
1. Emergency Room Consultation Fee	PHP 100.00
2. Medico Legal	PHP 150.00 (No charges if patient will be sent to precinct)

## 2. Emergency Room Admission Process

This process marks the start of continuity of care of patients, this starts at OPD and ER where doctors on duty assess and makes a disposition that patient needs to get admitted. At the Emergency Room, patients who need intensive medical care are being admitted while in the OPD, patients who are scheduled for operation are usually being admitted

<b>Office or Division:</b>	Nursing Service Division – In Patient Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients for admission			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Hospital Card			Client	
2. Government Issued ID / Quezon City ID			Government Offices / QC Hall	
3. Doctor's Order for Admission (1 copy original)			ER Department / Outpatient Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Self to treatment / management	1.1. Doctor will inform patient or relative regarding the need for admission	None	5 Min.	<i>Doctor on Duty Nurse on Duty</i>
	1.2. Supervisor will be informed and Admitting Officer for bed availability by ER NOD	None	2 Min.	<i>Nurse on Duty</i>
	1.3. Doctor will handover accomplished chart with orders to Nurse	None	12 Min.	<i>Doctor on Duty Nurse on Duty</i>
	1.4. Nurse on will carry-out doctor's orders	None	20 Min.	<i>Nurse on Duty</i>
2. Patient will sign consent form	2.1. Admitting officer will accomplish front page and consent form	None	3 Min.	<i>Nurse on Duty</i>
	2.2. Ward Nurse will be informed	None	3 Min.	<i>ER / OPD Nurse on Duty Institutional Worker</i>
	2.3. Once chart has been accomplished, Patient will be transferred to ward with Nurse and IW. If intubated, Doctor will accompany the patient as well. When the chart has been accomplished by ER / OPD nurse, nurse on duty will request for Institutional workers' assistance		15 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

**Note:**

\*Time posted may vary depending on the number of patients / clients being served

# Engineering and Facility Management Section

## 1. Repair And Maintenance Of Equipment And Facilities

Provides services for NDH Repair and Maintenance of Equipment and Facilities. Repairs are restoration work for when an asset breaks, gets damaged, or stops working. Maintenance refers to routine activities and/or corrective or preventive repair done on assets to prevent damage and prolong the life expectancy.

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Engineering and Facility Management Section			
<b>Classification:</b>	Simple, Complex and Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Novaliches District Hospital (NDH) Employees / Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Request Form (For Non-medical Equipment/ Facility)		Engineering and Facility Management Section		
2. Medical Equipment Job Request Form (For Medical Equipment)		Biomed Section		
<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 Request Form a. For non-medical equipment / facility -Job Order Request Form b. For medical equipment - Medical Equipment Job Request	1.Receive the Job Order Request Form  Classify if the Job Order is for (Biomedical, Building and Facilities, Electrical, Mechanical, Plumbing or Others	None	5 Min.	<i>Engineer / Maintenance Personnel</i>
2. Submit to Engineering Section	2. If materials are available, perform necessary works.	None	<3 Days (Simple)  3 - 7 Days (Complex)  >8 Days (Highly Technical)	<i>Maintenance Personnel</i>
3. Acknowledge Job Order for Completion of Project	3. Upon completion present Job Order to Acknowledge the Completion	None	5 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>&lt;3 Days / 3 - 7 Days / &gt;8 Days</b>	

**Note:**

\*Processing time may vary depending on the nature of repair or maintenance work requested.

## 2. Motor Pool Service

Provides Transport Services for NDH Employees and Clients. Motor Pool means a facility used to keep, maintain and services vehicles owned by the Hospitals. This service is available 24/7 (Monday to Sunday).

<b>Office or Division:</b>		Hospital Operations and Patient Support Services Division - Engineering and Facility Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		All Novaliches District Hospital (NDH) Employees and Clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Official Travel / Trip Ticket Form (1 original copy)			Engineering and Facility Management Section	
<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 manually the Official Travel / Trip Ticket Form	1. Receive the Official Travel / Trip Ticket Form  Classify if it is a: a. NDH to other Government or Private Agencies (For Employees)  b. Hospital to Hospital Patient Transfer (For Clients / Patient)  c. Hospital to Other Medical Facility, Laboratory or Clinic (For Clients / Patient)	PHP 500.00 for 1st KM  PHP 100.00 for additional KMs	10 Min.	<i>Engineer / Driver</i>
2. Submit to Engineering and Facility Management Section for signing and approval	2. Approve the form and set the official travel.	None	5 Min.	<i>Engineer Weekdays 8:00AM – 5:00 PM</i>  <i>Senior House Officer or Requesting MD Weekends and Non-Office Hours</i>  <i>Hospital Director For Outside Metro Manila</i>
3. Submit to Guard the Guard's copy	3. Perform the authorized travel / trip.	None	5 Min.	<i>Driver</i>
<b>TOTAL:</b>		<b>PHP 500.00*</b>	<b>20 Min.</b>	

**Note:**

\*Price List: PHP 500.00 for 1st KM and PHP 100.00 for additional KMs



### 3. Laundry Service

Provides Laundry Services for NDH patient care areas. Hospital laundry services provide a range of services for our hospital. They include sorting, cleaning, sanitizing, and disinfecting used linen. This ensures that patients' bed sheets and other linen items remain fresh and clean. This service is available Monday to Sunday.

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Engineering and Facility Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Novaliches District Hospital (NDH) Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Receiving Logbook			Engineering and Facility Management Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse linen to laundry worker.	1. Receive and weigh the linen.	None	30 Min.	<i>Laundry Worker</i>
2. Counter sign the logbook of laundry load.	2.1. Countercheck the linen pieces / kilogram and record in the logbook.	None	30 Min.	<i>Laundry Worker</i>
	2.2. Proceed to laundry works.		1 Day	<i>Laundry Worker</i>
3. Acknowledge completion of laundry.	3. Endorse linen to Central Supply Room.	None	5 Min.	<i>Laundry Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 5 Min.</b>	

**Note:**

\*Price List: PHP 500.00 for 1st KM and PHP 100.00 for additional KMs

# Health Information Management Section

## 1. Registration And Issuance Of Live Birth Certificate

Steps for clients requesting for Live birth certificate registration. A certificate of live birth is the first unofficial document issued upon a baby's live birth and is used for record-keeping and data entry. Once that document is processed, the government will issue the official legal document called a birth certificate.

<b>Office or Division:</b>	Ancillary Services Division - Health Information Management Section (Medical Records Section)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Patients who gave birth at Novaliches District Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Live Birth Certificate Form Tool (1 original copy)			Midwife	
2. Live Birth Certificate Form (4 original copies)			Health Information Management Section	
3. QC ID or any Government issued ID			Quezon City Hall or Government Agency	
4. Representative's QC ID or any Valid ID (1 photocopy)			Quezon City Hall or Government Agency	
5. Cedula (1 original copy)			Barangay Hall or Quezon City Hall	
6. Affidavit of Using Surname of the Father (4 original copies)			Midwife	
7. Authorization Letter (1 original copy)			Patient	
8. Marriage Certificate (1 photocopy) if married			Philippine Statistics Authority	
9. Waiver for Notary of Live Birth Certificate (1 original copy)			Health Information Management Section	
10. Official Receipt (1 original)			Cashier	
11. Order of Payment			Health Information Management Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</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.  a. For married parents, skip step 2 and 3.  b. For unmarried parents, undergo interview c/o midwife.	1.1. For married parents, undergo Interview and accomplish Live Birth Certificate form with tool form and attach a copy of marriage certificate and valid ID of both parents.	None	10 Min.	Midwife
	1.2. For unmarried parents, undergo interview and accomplish Live Birth Certificate Form with Tool Form, leave father's details blank. Attach Affidavit of using Surname of			

	Father (AUSF) and valid ID of both parents.			
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.	None	5 Min.	<i>Midwife</i>
3. For unmarried parents,  - Father of new born will proceed to the medical records section, answer Live Birth Certificate Form with Tool form and Affidavit of using Surname of Father (AUSF).  - Issuance of waiver for the notary of Live Birth Certificate.	3.1. Check the Valid ID or Cedula, instruct how to answer Live Birth Certificate Form with Tool Form and Affidavit of using Surname of Father (AUSF). 3.2. Instruct the father to notarized the Certificate of Live Birth (COLB) and return the COLB to Medical Records Section.	None	30 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
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	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
5. For claiming the certificate married and unmarried parents, must present a valid ID. For parents who cannot come to claim the certificate, authorized representative must have the following documents:  ● Authorization letter ● Copy of Mother and Father's ID ● Copy of Representative ID	5. Verify valid ID of parents, authorization letter in the absence of parents, official receipt from cashier section and release the registered live birth certificate.	PHP 50.00	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>55 Min.</b>	

## 2. Issuance Of Patient's Medical Records

Steps when requesting a certified true copy of anesthesia record / operating room technique / discharge summary / clinical abstract for discharged patients. Medical records are the document that explains all detail about the patient's history, clinical findings, diagnostic test results, pre and postoperative care, patient's progress and medication.

<b>Office or Division:</b>	Ancillary Services Division - Health Information Management Section (Medical Records Section)			
<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>	All admitted patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization Letter (1 original copy)		Patient		
2. QC ID or any Government issued ID		Quezon City Hall or Government Agency		
3. Representative's QC ID or any Valid ID (1 photocopy)		Quezon City Hall or Government Agency		
4. Official Receipt (1 original copy)		Cashier Section		
5. Request Form (1 original copy)		Health Information Management Section		
6. Order of Payment		Health Information Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the Request form and present a valid ID.  For patient representative the following document are required:  <ul style="list-style-type: none"> <li>• Authorization letter</li> <li>• Copy of patient's valid ID</li> <li>• Copy of representative valid ID</li> </ul>	1. Accept Request Form, Valid ID and Authorization Letter.	None	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
2.Will receive instructions on when to claim the document.	2. Give instructions to comeback after seven (7) working days for the release of requested document.	None	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
3.Will receive an order of payment and proceed to the cashier section for payment.	3. Give an order of payment and instruct to proceed to the cashier section for payment.	None	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
4. Present Order of	4. Accept order of	PHP 50.00/	10 Min.	<i>Cashier Clerk</i>

payment and pay indicated amount. Will receive an official receipt.	payment. Issue an official receipt.	document		<i>Cash Section</i>
5. To claim the document:  Present the official receipt and the duplicate copy of the request form to the medical records section.	5. Verify official receipt and valid IDs. Release the requested document and log to logbooks.	None	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>30 Min.</b>	

### 3. Retrieval Of Patient's Old Chart

Steps of the retrieval of old patients / discharged patient's charts. Typically, patient charts include vitals, medications, treatment plans, allergies, immunizations, test results, patient demographics, diagnoses, progress notes and reports. All information in patient charts comes from nurses, lab technicians, physicians and other practitioners involved in the patient's care.

<b>Office or Division:</b>	Ancillary Services Division - Health Information Management Section (Medical Records Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	All Out-patients, ER patients, In-patients and employees.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Hospital card		Health Information Management		
2. Information Data Sheet		Out-Patient Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Hospital card at the Out-patient Department. If lost card, answer the Information data sheet and hand it to the nurse-on-duty.	1. Accept and verify the patient's hospital card.	None	3 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
2. Wait for your name to be called.	2. Retrieve patient's old chart and released at OPD nurse-on-duty.	None	12 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

## 4. Death Certificate Releasing Process

Steps for clients requesting for a Death Certificate. A Death Certificate is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth and the date of death.

<b>Office or Division:</b>	Ancillary Services Division - Health Information Management Section (Medical Records Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Relatives of expired patient of Novaliches District Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Death Certificate Form Tool (4 original copy)		Health Information Management Section		
2. QC ID or any Government Valid ID (1 original copy)		Quezon City Hall or Government Agency		
3. Representative's QC ID or any Valid ID (1 photocopy)		Quezon City Hall or Government Agency		
4. Authorization Letter (1 original copy)		Next of kin		
5. Official Receipt (1 original copy)		Cashier Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Authorized next-of-kin / Informant should provide patient's information for the preparation of the Death certificate.	1.1. Interview the authorized next-of-kin for needed information for death certificate.	None	10 Min.	<i>Nurse-on-Duty / Attending Physician</i>
	1.2. Complete pre-form by the attending physician affixes his/her signature on the four copies of official Death Certificate forms. Re-check the information recorded in the document before forwarding it to the medical records.			
2. Request for Death Certificate at HIM.	2. Transcribe the data into the Official Death Certificate form. Check information and medical terms on the official death certificate.	None	10 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
3. For Next-of-kin / Informant of the following are required:  <ul style="list-style-type: none"> <li>Valid ID of Next-of-kin</li> <li>Valid ID of the deceased</li> </ul>	3. Identify the next-of-kin / informant before releasing the four (4) copies of the official death certificate.	None	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>

For authorized representative the following are required:				
<ul style="list-style-type: none"> <li>• Valid ID of next-of-kin</li> <li>• Valid ID of representative</li> <li>• Authorization Letter</li> </ul>				
4. Will receive an order of payment and proceed to the Cashier Section for payment.	4. Give an order of payment and instruct to proceed to the cashier section for payment.	None	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
5. Present order of payment and pay indicated amount. Will received an official receipt.	5. Accept order of payment and issue official receipt.	PHP 50.00	5 Min.	<i>Cashier Clerk Cashier Section</i>
6. Present the official receipt to the medical records section and sign in the releasing logbook	6. Present the official receipt to the medical records section and sign in the releasing logbook	None	5 Min.	<i>Medical Records Clerk / Medical Records Officer</i>
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>40 Min.</b>	



# Heart Station

## 1. 2-D Echocardiogram

Steps for patients for 2-D Echocardiogram procedure requested by the doctor. Open / Available Monday to Friday except Holidays (8:00 a.m. to 5:00 p.m.)

<b>Office or Division:</b>	Ancillary Services Division - Heart Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients of NDH (Out-patient and Inpatient)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Hospital Card (1 original copy)			Health Information Management Section	
2. Request signed by the Doctor (1 original copy)			First Floor, Heart Station	
3. Valid ID or Quezon City ID (1 original copy)			Government Offices / Quezon City Hall	
4. Order of Payment (1 original copy)			First Floor, Heart Station	
5. Official receipt (1 original copy)			Cash Operation Section	
<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 hospital card and Heart Station request form signed by the doctor.	1. Accept the Heart Station request form and give instructions depending on the requested procedure / examination. Schedule will depend on the number of patients.	None	3 Min.	Nurse Sonographer / Clerk
1.2. 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				
2. Will receive order of payment and proceed to the cashier section for payment.	2. Give order of payment and instruct patient to proceed to cashier section for payment.	2D ECHO Plain / 2D ECHO with DS PHP 2,500.00	3 Min.	Nurse Sonographer / Clerk
3. Present the order of payment and pay the indicated amount at the cashier. Patient will be given an official receipt.	3. Accept order of payment and give Official receipt after payment	None	3 Min.	Cashier

4. Present the official receipt at the Heart Station.	4. Verify the official receipt and instruct the patient to wait for their name to be called.	None	3 Min.	<i>Nurse Sonographer / Clerk</i>
5. Proceed to the procedure room for the procedure and listen to the instructions. After the procedure, the patient will be instructed when the official result will be available.	5. 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	<i>Nurse Sonographer / Cardiologist</i>
6. To claim result, present hospital card, valid ID and official receipt.	6. Verify Hospital card, valid ID or Official receipt and release official examination result.	None	3 Min.	<i>Nurse Sonographer / Clerk</i>
<b>TOTAL:</b>		<b>PHP 2,500.00</b>	<b>1 Hour and 15 Min.*</b>	

**Note:**

\*Time may vary depending on the clinical case.

## 2. Electrocardiogram

Steps for patients for Electrocardiogram procedure requested by the doctor. Open / Available Monday to Friday except Holidays (8:00 a.m. to 5:00 p.m.)

<b>Office or Division:</b>	Ancillary Services Division - Heart Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients of NDH (Out-patient)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Card (1 original copy)		Health Information Management Section		
2. Request signed by the Doctor (1 original copy)		First Floor, Heart Station		
3. Valid ID or Quezon City ID (1 original copy)		Government Offices / Quezon City Hall		
4. Order of Payment (1 original copy)		First Floor, Heart Station		
5. Official receipt (1 original copy)		Cash Operation Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the hospital card and Heart Station request form signed by the doctor. 1.2. For patients with requests 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.	1. Accept the Heart Station request form and give instructions depending on the requested procedure / examination.	None	3 Min.	<i>Nurse Sonographer / Clerk</i>
2. Will receive order of payment and proceed to the cashier section for payment.	2. Give order of payment and instruct the patient to proceed to the cashier section for payment.	PHP 300.00	3 Min.	<i>Nurse Sonographer / Clerk</i>
3. Present the order of payment and pay the indicated amount at the cashier. Patients will be given an official receipt	3. Accept order of payment and give Official receipt after payment.	None	3 Min.	<i>Cashier</i>
4. Present the official receipt at the Heart Station.	4. Verify the official receipt and instruct the patient to wait for their name to be called. Verify the official receipt and instruct the patient to wait for their name to be called.	None	3 Min.	<i>Nurse Sonographer / Clerk</i>

5. Proceed to the procedure room for the procedure and listen to the instructions. After the procedure, the patient will be instructed when the official result will be available.	5. 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	5 Min.*	<i>Nurse Sonographer / Cardiologist</i>
6. To claim the result, present a hospital card, valid ID and official receipt.	6. Verify Hospital card, valid ID or Official receipt and release official examination result..	None	3 Min.	<i>Nurse Sonographer / Clerk</i>
<b>TOTAL:</b>		<b>PHP 300.00</b>	<b>20 Min.</b>	

**Note:**

\*Time may vary depending on the clinical case.

# Human Milk Bank Unit

## 1. Provision Of Pasteurized Human Milk (Out Born Recipient)

This service is provided to infants who are not admitted to the Novaliches District Hospital and whose mother's milk supply is insufficient or who cannot breastfeed due to medical reasons.  
Schedule of Operation: 8:00 a.m. to 5:00 p.m. Monday – Sunday

<b>Office or Division:</b>	Special Unit - Human Milk Bank Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	In-Patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Hospital Card			Health Information Management Section (Medical Records)	
2. Prescription			Attending Physician	
3. Clinical Abstract			Attending Physician	
4. Cooler with gel type ice packs			Pharmaceutical Store	
5. Official Receipt for processing fee and bottle deposit			Cash Operations Section (Cashier)	
6. Kasunduan sa paggamit ng pasteurized donor milk			Human Milk Bank Unit	
7. Waiver sa pagtanggap ng pasteurized donor milk para sa mga out born recipient			Human Milk Bank Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements: • Hospital Card • Prescription • Clinical Abstract • Cooler with gel type icepacks	1.1. Review documents and evaluate accordingly	None	5 Min.	Human Milk Bank Personnel
	1.2. Check the integrity of cooler and gel type icepacks.			
	1.3. Provide order of Payment			
2. Pay to Cashier	2. Receive payment and issue an official receipt.	PHP 220.00/ 100ml	3 Min.	Cashier
3. Present official receipt to Human Milk Bank Unit then receives and accomplish Kasunduan sa paggamit ng pasteurized donor milk and Waiver sa pagtanggap ng pasteurized donor milk para sa mga out born recipient.	3. Accept official receipt. Then provide and receive accomplished Kasunduan sa paggamit ng pasteurized donor milk and Waiver sa pagtanggap ng pasteurized donor milk para sa mga out born recipient.	PHP 280.00/ bottle	5 Min.	Human Milk Bank Personnel
4. Receive orientation about pasteurized human breast milk and lactation.	4. Provide orientation about pasteurized human milk and lactation.	None	10 Min.	Human Milk Bank Personnel
5. Receive pasteurized human Breast milk	5. Give pasteurized human milk inside the cooler with a gel type ice pack.	None	2 Min.	Human Milk Bank Personnel
<b>TOTAL:</b>		<b>PHP 500.00</b>	<b>25 Min.</b>	

## 2. Provision Of Pasteurized Human Milk (In-Patient)

This service is provided to infants admitted to the Novaliches District Hospital and whose mother's milk supply is insufficient or unable to breastfeed due to medical reasons. Schedule of Operation: 08:00 a.m. to 05:00 p.m. Monday – Sunday

<b>Office or Division:</b>	Special Unit - Human Milk Bank Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	In-Patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Hospital Card			Health Information Management Section (Medical Records)	
2. Prescription			Attending Physician	
3. Clinical Abstract			Attending Physician	
4. Cooler with gel type icepacks			Human Milk Bank Unit	
5. Charge Slip			Human Milk Bank Unit	
6. Kasunduan sa paggamit ng pasteurized donor milk			Human Milk Bank Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements: <ul style="list-style-type: none"><li>Hospital Card</li><li>Prescription</li><li>Clinical Abstract</li></ul>	1. Review documents and evaluate accordingly. Issue Charge Slip and forwards to Billing and claims at the end of the shift.	PHP 220.00/ 100ml  PHP 280.00/ bottle	5 Min.	<i>Human Milk Bank Personnel</i>
2. Receive and accomplish Kasunduan sa paggamit ng pasteurized donor milk.	2. Provide and receive accomplished Kasunduan sa paggamit ng pasteurized donor milk	None	5 Min.	<i>Human Milk Bank Personnel</i>
3. Receive orientation about Pasteurized Human Milk and Lactation.	3. Provide orientation about Pasteurized Human Milk and Lactation.	None	10 Min.	<i>Human Milk Bank Personnel</i>
4. Receive Pasteurized Human Milk.	4. Give Pasteurized Human Milk inside the cooler with a gel type icepack.	None	5 Min.	<i>Human Milk Bank Personnel</i>
<b>TOTAL:</b>		<b>PHP 500.00</b>	<b>25 Min.</b>	

### 3. 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 a.m. to 05:00 p.m. Monday – Sunday

<b>Office or Division:</b>	Special Unit - Human Milk Bank Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Outpatient and In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Card		Human Milk Bank Unit, Ground Floor		
2. Serological test within six (6) months (Hepatitis B, VDRL – Syphilis and HIV Screening)		NDH Laboratory / Laboratory results done outside		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about Donation of Breast Milk.	1. Explain the requirements for breast milk Donors.	None	3 Min.	<i>Human Milk Bank Personnel</i>
2. Present Requirements:  <ul style="list-style-type: none"> <li>Hospital Card</li> <li>Serological test result valid within the last six (6) months (Hepatitis B, VDRL – Syphilis and HIV Screening)</li> </ul>	2. Screen and conduct serological test if beyond 6 months.  Classify donors if: <ul style="list-style-type: none"> <li>Accepted</li> <li>Temporary deferred</li> <li>Permanently deferred</li> </ul>	None	20 Min.	<i>Human Milk Bank Personnel</i>
3. Receive orientation about Human Milk Banking and Lactation.	3. Provide orientation about Human Milk Banking and Lactation.	None	10 Min.	<i>Human Milk Bank Personnel</i>
4. Expression of breast milk.	4. Receive expressed human breast milk.	None	2 Min.	<i>Human Milk Bank Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

# Infection Prevention and Control Unit

## 1. Monitoring Of Healthcare Associated Infection

Infection prevention and control affects all aspects of health care, including hand hygiene, surgical site infections, injection safety, antimicrobial resistance and how hospitals operate during and outside of emergencies.

<b>Office or Division:</b>		Special Unit – Infection Prevention and Control Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		NDH Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Healthcare Associated Infection Form		Infection Prevention and Control Unit Office		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HAI notice, verification and coordination with the concerned department.	1.1. Receive notice from the patient care area for suspected HAI patients using HAI form. Verify case and request for culture and sensitivity test if applicable.	None	20 Min.	Nurse on Duty IPCU Nurse IPCU Staff
	1.2. Check Medicine ward census and nurse on duty interview looking for other patients with central line, catheter and ventilator or possible HAI cases.			
2. Investigate and Monitor cases.	2. Monitor if the above mentioned patient will develop UTI or pneumonia. Investigate cases that have developed infection. Follow up and verify the culture and sensitivity result if applicable	None	20 Min.	IPCU Staff
3. Document findings	3. Compile HAI and daily monitoring forms and encode HAI cases in the Google sheet.	None	20 Min.	IPCU Nurse IPCU Staff
4.Meeting with the IPCU chair and vice chair.	4. Reporting and feedback regarding documented HAI cases and further recommendation. Document feedback and recommendation.	None	1 Hour	IPCU Chair IPCU Vice Chair IPCU Nurse
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours</b>	



## 2. Employee's Vaccination Services

Vaccinations are one of the most important ways an organization can cut health care costs and reduce employee absenteeism due to illness. By prioritizing immunization programs, organizations can protect their workforce, enhance employee health, and contribute to a healthier society.

<b>Office or Division:</b>	Special Unit – Infection Prevention and Control Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	NDH Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pre-vaccination form		Infection Prevention and Control Unit Office		
2. Employee's Vaccination form		Infection Prevention and Control Unit Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration	1. Registration (for multiple employee's vaccination activity)	None	3 Min.	<i>IPCU, Any NDH staff</i>
2. Filling out of forms	2. Filling out of necessary forms (Pre-vaccination form, employee vaccination etc.)  May ask for Hepatitis-B titer results if the employee is for Hepatitis Vaccine.	None	10 Min.	<i>Any NDH staff</i>
3. Vital signs	3. Taking of vital signs if employee is eligible for vaccination	None	5 Min.	<i>Nurse/ nursing attendant</i>
4. Screening	4. Health screening if employee is eligible for vaccination	None	5 Min.	<i>Screening physician</i>
5. Request for vaccines	5. Request for exact number of vaccines needed and delivery from the Pharmacy section	None	15 Min.	<i>IPCU, Pharmacy Section</i>
6. Vaccination	6. Administration of vaccine (Flu, pneumonia, Hepatitis-B, Covid-19)	None	2 Min.	<i>IPCU Nurse, Nurse Vaccinator, Pharmacy</i>
7. Observation	7. Observation for any adverse reaction post vaccination	None	30 Min.	<i>IPCU nurse Nurse, Vaccinator</i>
8. Documentation	8. Record and encode vaccination documents	None	1 Hour	<i>IPCU</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 10 Min.</b>	

### 3. Education On Infection Prevention And Control

Incorporating infection prevention and control education into your daily practice improves compliance, encourages open dialogue, and supports optimal infection prevention and control outcomes. Teaching strategies should be specific to your client and their learning needs.

<b>Office or Division:</b>	Special Unit – Infection Prevention and Control Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Government Agencies (Regulatory or Statutory) / Health related societies / Hospital Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Communication letter / Department Order / Memorandum / Issuances			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 a request letter requiring implementation / information dissemination.	1.1. Receives Communication letter / issuances and Create letter for approval of proposed activity.	None	30 Min.	<i>IPCU Chair</i>
	1.2. Forward finalized plan and letter to the personnel section pending approval of the Director's Office.		30 Min.	<i>IPCU Staff/ Personnel Section/ Director's Office</i>
	1.3. Upon receipt of approval, coordinate with the concerned department.		2 Days	<i>IPCU/ Any concerned department</i>
	1.4. Carry out planned activity.		2 Hours	<i>IPCU</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 3 Hours</b>	

# Information Technology Section

## 1. Information And Communication Technology Job Order

Information and Communication Technology (ICT) technical assistance services is a broad term that encompasses various technologies, systems, and tools used for the acquisition, storage, processing, analysis, and dissemination of information. Service available Monday to Friday 8:00 a.m. to 5:00 p.m. except holidays.

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Information Technology Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Novaliches District Hospital (NDH) Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Job Order Request Form			Available in all offices at NDH	
<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 Job Order Request Form and Submit to Information Technology Office.	1.1. Receive Job Order Request Form and record on the Log Book.	None	2 Min.	<i>IPCU Chair</i>
	1.2. Perform the task ordered by the requesting department if materials are available perform necessary works.		1 Day*	<i>Information Technology Section Staff</i>
2. Acknowledge completion of the Job Order Request Form.	2. Upon completion, endorse to the end-user and present an Acknowledgement Report.	None	2 Min.	<i>Information Technology Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 4 Min.*</b>	

**Note:**

\*Time may vary depending on the nature of requested job order

# Laboratory Section

## 1. Laboratory Procedures

These shall apply to all OPD, ER and admitted patients in Novaliches District Hospital that warrant a laboratory test by the ordering physician. This procedure likewise, applies to all units of the laboratory section, particularly, hematology, microbiology, clinical chemistry and microscopy. Further, this procedure is limited within the bounds of the current level of laboratory services.

<b>Office or Division:</b>	Ancillary Services Division - Laboratory Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All OPD, ER and admitted patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Laboratory Request Form			OPD, ER, ward stations	
2. Valid Government issued ID or Quezon City ID			Quezon City Hall or other government issuing agency	
3. Order of Payment (OPD and ER patients)			Laboratory Section reception area, first floor	
4. Charge Slip (Admitted patients)				
5. Official Receipt			Cash Operations Section (Cashier)	
<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 laboratory request at the reception window.	1. Receive and check laboratory request form. Prepare charge slip / order of payment.	None	3 Min.	<i>Lab Aide / MedTech</i>
2. Accept order of payment.	2. Issue order of payment and advise to pay at cashier.	See Price List	3 Min.	<i>Lab Aide / MedTech</i>
3. Proceed to cashier for payment.	3. Accept payment. Issue Official Receipt.	None	3 Min.	<i>Cashier</i>
4. Present Official Receipt to laboratory reception area.	4. Check official receipt and record to accession logbook.	None	3 Min.	<i>Lab Aide / MedTech</i>
5. Specimen collection.	5. Collect / receive specimen.	None	5 Min.	<i>Phlebotomist / MedTech</i>
6. Wait for releasing time.	6. Processing of specimen then verification and signing of Official results.	None	2 Hours (OPD) 1 Hour / STAT (ER) 1 Hour (Inpatient)	<i>MedTech / Pathologist</i>
7. Receive official results.	7. Release of Official Results. Document to accession logbook.	None	5 Min.	<i>Lab Aide / MedTech</i>
<b>TOTAL:</b>		<b>SEE PRICE LIST</b>	<b>2 Hours (OPD) 1 Hour / STAT (ER) 1 Hour (INPATIENT)</b>	

**COST OF PROCEDURES AS APPROVED BY  
ORDINANCE NUMBER SP - 3226 SERIES OF 2023**

UNIT	PROCEDURE	FEES
Hematology	CBC / PLATELET COUNT	PHP 180.00
	ESR	PHP 70.00
	PERIPHERAL BLOOD SMEAR	PHP 100.00
	CLOTTING TIME	PHP 65.00
	BLEEDING TIME	PHP 65.00
Serum Electrolytes	SODIUM (NA)	PHP 160.00
	POTASSIUM (K)	PHP 160.00
	CHLORIDE (CL)	PHP 160.00
Clinical Chemistry	FBS	PHP 140.00
	AST / SGOT	PHP 263.00
	ALT / SGPT	PHP 263.00
	BLOOD URIC ACID	PHP 135.00
	BUN	PHP 122.00
	CREATININE	PHP 134.00
	LIPID PROFILE (CHOLESTEROL, TRIGLYCERIDES, HDL, LDL / VLDL)	PHP 776.39
Clinical Microscopy	URINALYSIS	PHP 65.00
	PREGNANCY TEST (URINE)	PHP 112.00
	FECALYSIS	PHP 65.00
	OCCULT BLOOD	PHP 143.00
Serology / Immunology	ABO	PHP 607.00
	HBsAG	PHP 350.00
	RPR	PHP 350.00
	DENGUE DUO IgM / IgG	PHP 600.00
	NS1Ag	PHP 900.00
	FT3	PHP 500.00
	FT4	PHP 500.00
	TSH	PHP 500.00
	HIV	PHP 1,100.00
Other Services Offered	Antigen Test	None
	RT-PCR Test (swabbing only)	None

## 2. Blood Station Procedure

These shall apply to all admitted patients in Novaliches District Hospital that warrant a blood request by the ordering physician. This procedure likewise, applies to the unit of the laboratory section, particularly in the blood station. Further, this procedure is limited within the bounds of the current level of laboratory services.

<b>Office or Division:</b>	Ancillary Services Division - Laboratory Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All OPD, ER and admitted patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Blood Request Form			OPD, ER, ward stations	
2. Valid Government issued ID or Quezon ID			Quezon City Hall or other government issuing agency	
3. Order of Payment (OPD and ER patients)			Laboratory Section reception area, first floor	
4. Charge Slip (Admitted patients)				
5. Official Receipt			Cashier, window 3, first floor	
<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 blood request at the laboratory reception area.	1. Receive and check blood request form. Prepare a charge slip / order of payment.	None	3 Min.	<i>Lab Aide / MedTech</i>
2. Accept order of payment.	2. Issue order of payment and advise to pay at the cashier.	See Price List	3 Min.	<i>Lab Aide / MedTech</i>
3. Proceed to the cashier for payment.	3. Accept payment. Issue Official Receipt.	None	3 Min.	<i>Cashier</i>
4. Present Official Receipt to laboratory reception area.	4. Check official receipt and record to accession logbook.	None	3 Min.	<i>Lab Aide / MedTech</i>
5. Blood sample for testing.	5. Extract blood sample. Institute blood bank procedures.	None	5 Min.	<i>MedTech</i>
6. Receive blood unit.	6. Issuance of blood unit. Document to blood station logbook.	None	1 Hour	<i>MedTech</i>
<b>TOTAL:</b>		<b>SEE PRICE LIST</b>	<b>1 Hour and 17 Min.</b>	

## BLOOD STATION PRICE LIST

BLOOD STATION PROCEDURES	FEES
1. Crossmatching	PHP 1,315.00
2. Type Specific	PHP 100.00

## SEND-OUT PROCEDURES

BLOOD STATION PROCEDURES	FEES
1. Packed RBC (LR)	PHP 1,800.00
2. Packed RBC	PHP 1,500.00
3. Whole Blood	PHP 1,800.00
4. Platelet Concentrate	PHP 1,000.00
5. Platelet Concentrate (LR)	PHP 1,200.00
6. Fresh Frozen Plasma	PHP 1,000.00
7. Fresh Frozen Plasma (LR)	PHP 1,200.00
8. Aliquot	PHP 242.00
9. Crossmatching	PHP 1,315.00
10. Type Specific	PHP 100.00

### 3. Drug Testing Procedure (For NDH Employees)

These shall apply to all current employees and applicants in Novaliches District Hospital that warrant a drug testing request. This procedure likewise, applies to the unit of the laboratory section, particularly in the Drug Testing Unit. Further, this procedure is limited within the bounds of the current level of laboratory services.

<b>Office or Division:</b>	Ancillary Services Division - Laboratory Section (Drug Testing)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All NDH employees and applicants			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Laboratory Request Form (1 copy original)			Drug Testing Laboratory (DTL) Unit (first floor)	
2. Drug Testing Laboratory (DTL) Form (1 copy original)				
3. Valid Government ID / Quezon City (QC) ID (for applicants)			Government Offices / Quezon City Hall	
<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 laboratory request at the DTL reception area.	1. Receive and check laboratory request form. Issue DTL / CCF form to fill up by client.	None	5 Min.	<i>Authorized Specimen Collector (ASC) / Drug Analyst</i>
2. Fill up DTL / CCF form.	2. Receive and check DTL / CCF form.	None	5 Min.	<i>Authorized Specimen Collector (ASC) / Drug Analyst</i>
3. Collect urine sample for testing.	3. Accompany client to the designated collection room for urine sample.	None	20 Min.	<i>Authorized Specimen Collector (ASC)</i>
4. Present valid government ID. Prepare for biometrics. (Fingerprint and Picture)	4. Confirm identity through valid ID with DTL form. Assist the client in biometrics process.	None	5 Min.	<i>Drug Analyst</i>
5. Wait for releasing time	5. Process specimen and encode data to the DTL system.	None	20 Min.	<i>Drug Analyst</i>
6. Receive drug testing result. Sign at the DTL logbook.	6. Record to DTL logbook an.	None	5 Min.	<i>Authorized Specimen Collector (ASC) / Drug Analyst</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



# Medical Social Service Section

## 1. Enrollment Of Qualified Admitted Patient To Point Of Service (POS)

This process aims to assess a patient's Philhealth Status and financial capability, classify and enroll qualified patients to Point of Service POS. The service operates 6 a.m. to 6 p.m. during Monday to Friday, and 8 a.m. to 4 p.m. during Saturday, Sunday and Holidays.

Office or Division:	Ancillary Services Division - Laboratory Section (Drug Testing)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All NDH patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Card (1 original copy)		OPD/ER Section		
2. Birth certificate / Marriage Certificate (1 Photocopy)		Philippine Statistic Authority		
3. Valid ID (1 original copy)		Any Government Issued ID		
4. PMRF (1 original copy)		Malasakit Center Office		
5. Unified Intake Sheet (1 original copy)				
6. POS Certification				
7. POS Patient Information				
8. MSS Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives text messages and call from the Social Welfare Officer.	1. Receives list of admitted patients from Admitting Section. Call and text patient contact number.	None	2 Min.	Medical Social Service Section Staff
2. Client presents the hospital card / Valid ID of the patient. Then client fills up the Unified Intake Sheet (UIS) and proceed for interview.	2. Check the Philhealth Status of the patient using information from the Hospital Card/Valid ID. Give Unified Intake Sheet. Then interview, assess and evaluate patient classification and give the MSS Card.		22 Min.	Medical Social Service Section Staff
3. Receive and fill up the PMRF and complete the requirements.	3. Give instruction to fill up the PMRF and complete the requirements.		3 Min.	Medical Social Service Section Staff
4. Returned the PMRF together with the birth certificate and marriage certificate (for married patient).	4. Received, check and verify the document submitted.		10 Min.	Medical Social Service Section Staff
5. Patient enrolled to POS and receives POS certification, POS patient Information slip and proceed to Billing / Philhealth Window.	5. Enroll patient to POS. Provide POS certification, POS patient Information slip and instruct relative to proceed to Billing / Philhealth Window.		3 Min.	Drug Analyst
TOTAL:		None	40 Min.	

## 2. DOH MAIFIP Medical Assistance

This process aims to assess a patient's classification and provides the medical assistance needed through DOH MAIFIP Fund. The service operates 6 a.m. to 6 p.m. during Monday to Friday, and 8 a.m. to 4 p.m. during Saturday, Sunday and Holidays.

<b>Office or Division:</b>	Ancillary Services Division - Medical Social Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All NDH Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Hospital Card (1 original copy)			OPD / ER Section	
2. Valid ID (1 original copy)			Any Government Issued ID	
3. Unified Intake Sheet (1 original copy)			Malasakit Center Office	
4. Statement of Account (SOA) (1 original copy)			Billing / Philhealth Section	
5. Order of Payment (1 original copy)			Ancillary Section	
6. Discharge Summary / Clinical Abstract (1 original copy)			OPD / ER Section	
7. Medical Certificate (1 original copy)			Hospital Ward	
8. MSS Certificate of Indigency / Eligibility (1 original copy)			Malasakit Center Office	
9. MMSS Card (1 original copy)			Malasakit Center Office	
10. Barangay Indigency (1 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>
1. Client present Statement of Account (Admitted) / Order of Payment (OPD / ER)	1. Receives, Statement of Account (Admitted) or Order of Payment (OPD / ER)	None	2 Min.	<i>Medical Social Service Section Staff</i>
2. Present the Hospital Card / Valid ID (OPD / ER patient) / additional MSS Card (Admitted patient).	2. Received the Hospital Card / Valid ID (OPD / ER patient) / additional MSS Card (Admitted patient).		2 Min.	
3. For OPD / ER Patient fill up the Unified Intake Sheet (UIS) and proceed for interview. Receives list of requirements and instruction. For Admitted Present the MSS Card	3. For OPD / ER Interview, assess and evaluate patient classification with the use UIS. Provide and instruct patient / patient's relative to complete the list of requirements For Admitted ask for the MSS Card		20 Min.	
4. Client submits the requirements. Receives the SOA (Admitted) / order of Payment (OPD / ER) with corresponding stamp and signature and proceed to corresponding Section	4. Check the authenticity of the Documents and completeness of the requirements. Stamp and signed the SOA (Admitted) Order of payment (OPD / ER) and instruct to proceed to corresponding Section.		6 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

### 3. Medical And Financial Assistance To Welfare Agencies

This process aims to assess patient's classification and provides the medical and financial assistance needed through referral to Welfare Agencies. The service operates 6am to 6pm during Monday to Friday, and 8 a.m. to 4 p.m. during Saturday, Sunday and Holidays.

<b>Office or Division:</b>	Ancillary Services Division - Medical Social Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All NDH Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Card (1 original copy)		OPD / ER Section		
2. Valid ID / QC ID (1 original copy)		Government Offices / Quezon City Hall		
3. Unified Intake Sheet (1 original copy)		Malasakit Center Office		
4. Statement of Account (SOA)		Billing/Philhealth Section		
5. Order of Payment		Ancillary Services		
6. Medical Certificate		OPD / ER Section		
7. Discharge Summary/Clinical Abstract		Hospital Ward		
8. MSS Certificate of Indigency/ Eligibility		Malasakit Center Office		
9. MSS Card		Malasakit Center Office		
10. Barangay Indigency		Barangay Hall		
11. Prescription		OPD / ER/WARD		
12. Laboratory Request		NDH Attending Physician		
13. Special Procedure Request		NDH Attending Physician		
14. Radiology Request		NDH Attending Physician		
15. Quotation		Diagnostic Center/Bone Implant Supplier		
16. Social Case Study		Malasakit Center Office/Local MSWD		
17. Inter-Agency Referral		Malasakit Center Office		
18. Referral Letter		Malasakit Center Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present Laboratory / special procedure request, prescription and Statement of Account (Admitted and OPD / ER patient).	1.Receives Laboratory / special procedure request, prescription and Statement of Account (Admitted and OPD / ER patient).	None	2 Min.	<i>Medical Social Service Section Staff</i>
2. Present the Hospital Card / Valid ID (OPD / ER patient) / additional MSS Card (Admitted patient).	2. Received the Hospital Card / Valid ID (OPD / ER patient) / additional MSS Card (Admitted patient).		2 Min.	<i>Medical Social Service Section Staff</i>
3. For OPD Patient Received and fill up the Unified Intake Sheet (UIS) and proceed for interview. For Admitted Present the MSS Card. Client receives list of	3. For OPD give Unified Intake Sheet. Then interview, assess and evaluate patient classification. For Admitted ask for the MSS Card Provide and instruct patient /		20 Min.	<i>Medical Social Service Section Staff</i>

requirements and instruction.	patient's relative to complete the list of requirements.			
4. Client submits the requirements, received instruction and proceed to corresponding Welfare Agency.	4. Check the authenticity of the Documents and completeness of the requirements. Properly instruct patient or relative to proceed to identified Welfare Agency.		5 Min.	<i>Medical Social Service Section Staff</i>
5. Received the appropriate assistance needed through Cash, Medicines or Guarantee Letter from the welfare Agency.	5. To guide and facilitate the release of the assistance needed through Cash, Medicines or Guarantee Letter from the Welfare Agency.		5 Min.	<i>Medical Social Service Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>34 Min.</b>	

#### 4. Assisting Abandoned / Neglected And Patient Without Relative / Companion

This process aims to assist abandoned/ neglected and patient without relative/companion and facilitate the assistance needed. The service operates 6 a.m. to 6 p.m. during Monday to Friday, and 8 a.m. to 4 p.m. during Saturday, Sunday and Holidays.

<b>Office or Division:</b>	Ancillary Services Division - Medical Social Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All NDH Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Hospital Card (1 original copy)			OPD / ER Section	
2. Valid ID (1 original copy)			Any Government Issued ID	
3. Unified Intake Sheet (1 original copy)			Malasakit Center Office	
4. Clinical Abstract (1 copy original)			Ward	
5. Medical Certificate (1 copy original)			OPD / ER Section	
6. MSS Certificate of Indigency/Eligibility (1 copy original)			Malasakit Center Office	
7. Barangay Indigency (1 copy original)			Baranagy Hall	
8. Social Case Study			Malasakit Center Office	
9. Referral Letter			Malasakit Center Office	
10. Barangay Report/Blotter			Barangay Hall	
11. Police Report			Police Station	
12. Certificate of Abandonment			Malasakit Center Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital Card and Valid ID.	1. Receives Hospital Card and Valid ID.	None	5 Min.	<i>Medical Social Service Section Staff</i>
2. Provide complete information of relative and answer correctly the interview of the SWO	2. Interview, assess and evaluate patient with the used of UIS.		20 Min.	
3. Cooperate with the SWO.	3. Contact the relative and coordinate with the barangay.		10 Min.	
4. For no companion and order for discharge, prepare his/her self to go home. For Abandoned / neglected patient and order for discharge. Wait for the SWO further notice.	4. Coordinate with the ambulance driver, to facilitate patient home conduction. Coordinate with the Welfare Agencies for temporary Shelter and provides the documentary requirements.		5 Min.	
5. Ride the ambulance.	5. Conduct home conduction/ Temporary Shelter.		4 Hours	<i>Medical Social Service Section Staff Ambulance Driver</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 4 Min.</b>	

**Note:** \*Depends on the availability of Temporary Shelter

## 5. Assisting Patient For Basic Psychosocial Counseling

This process aims to provide compassionate and professional basic psychosocial counseling services. The service operates 6 a.m. to 6 p.m. during Monday to Friday, and 8 a.m. to 4 p.m. during Saturday, Sunday and Holidays.

<b>Office or Division:</b>	Ancillary Services Division - Medical Social Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All NDH Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Hospital Card (1 original copy)		OPD / ER and Admitted Section		
2. Valid ID (1 original copy)		Any Government Issued ID		
3. Unified Intake Sheet (1 original copy)		Malasakit Center Office		
4. Incident Record Form		Malasakit Center Office		
5. VAWC Referral Form		Malasakit Center Office		
6. Barangay Referral form		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Hospital Card and Valid ID.	1. Receives Hospital Card and Valid ID.	None	2 Min.	<i>Medical Social Service Section Staff</i>
2. Provide complete information of relative and answer correctly the interview of the Social Worker.	2. Interview, assess and evaluate patient with the used of UIS, VAWC referral form and Incident Barangay Referral Form		20 Min.	
3. Cooperate with the Social Worker.	3. Contact the relative and coordinate with the barangay.		8 Min.	
4. Actively participate and response with the Social Worker.	4. Facilitate patient/ relative to enlighten their perspective and guide them in their decision making.		20 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>50 Min.</b>	

# Operating Room / Labor & Delivery Room (Nursing Service Division)

## 1. Labor And Delivery Room: Receiving Of Patient For Normal Spontaneous Delivery

The labor room and delivery room are integral components of maternity care, serving distinct yet interconnected roles in supporting women through the stages of labor and facilitating safe and comfortable childbirth.

<b>Office or Division:</b>		Nursing Service Division – OR / DR / LR / NICU Complex		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patients from the Department of Obstetrics and Gynecology		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Patient's Chart			Nurse Station	
2. Diagnostic Tests			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. Patient will state her name, age, sex, and date of birth.	1.1. Validation of patients data and patient's stage of labor.	None	5 Min.	OR / DR / LR / NICU Nurses
	1.2. Transfer patient to Labor room, Check equipment and supplies needed.	None	6 Min.	OR / DR / LR Nurses and Midwives
	1.3. Hook to fetal monitor .	See Revenue Code	5 Min.	
	1.4. Inform NICU nurse regarding admission	None	1 Min.	
	1.5. Prepare equipment in Delivery room	See Revenue Code	5 Min.	
	1.6. Transfer to delivery room and inform NICU nurse	None	4 Min.	
	1.7. Prepare patient for delivery; Delivery of the baby	See Revenue Code	15 Min.	
	1.8. EINC then Proper and correct double tagging of baby	None	92 Min.	
	1.9. Render post-partum care then transfer to Recovery Room	See Revenue Code	18 Min.	
	1.10. Prepare recovery room	See Revenue Code	3 Min.	
	1.11. Transfer patient to recovery room	None	3 Min.	
<b>TOTAL:</b>		<b>SEE REVENUE CODE</b>	<b>2 Hours and 37 Min.</b>	

**Note:**

\*Time may vary depending on the number of patients being served and complexity of clinical cases being handled.



## 2. Labor And Delivery Room: Receiving Of Patient For Dilatation & Curettage/ Completion Curettage

The labor room and delivery room are integral components of maternity care, serving distinct yet interconnected roles in supporting women through the stages of labor and facilitating safe and comfortable childbirth.

<b>Office or Division:</b>		Nursing Service Division – OR / DR / LR / NICU Complex		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patients from the Department of Obstetrics and Gynecology		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Chart		Nurse Station		
2. Diagnostic Tests		Nurse Station		
3. Emergency Room Proposal Form		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. Patient will state her name, age, sex and date of birth.	1.1. Receives and validation of patient's data and chart..	None	10 Min.	OR / DR / LR Nurses
	1.2. Prepare delivery room with needed supplies for operation.	See Revenue Code	20 Min.	OR / DR / LR Nurses and Midwives
2. Sign consent if not yet signed.	2.1. Check consent for anesthesia and procedure to be done then assist patient to delivery table.	None	6 Min.	
	2.2. Set-up sterile field before procedure by OB COD.	See Revenue Code	70 Min.	
	2.3. Close monitoring during procedure.	None	60 Min.	
	2.4. Secure specimen to be taken.	See Revenue Code	3 Min.	
	2.5. Render post curettage care.	See Revenue Code	5 Min.	
	2.6. Prepare recovery room then transfer patient.	See Revenue Code	6 Min.	
<b>TOTAL:</b>		<b>SEE REVENUE CODE</b>	<b>3 Hours*</b>	

**Note:**

\*Time may vary depending on the number of patients being served and complexity of clinical cases being handled.



### 3. Operating Room: Emergency Surgical Procedure

An operating room is a sterile and highly controlled environment within a hospital where surgical procedures are conducted. It features specialized equipment, surgical instruments, and a team of healthcare professionals dedicated to ensuring the safety and success of surgeries while maintaining aseptic conditions.

<b>Office or Division:</b>	Nursing Service Division – OR / DR / LR / NICU Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients from the Department of Obstetrics and Gynecology Patients from the Department of Surgery			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Patient's Chart			Nurse Station	
2. Diagnostic Tests			Nurse Station	
3. Emergency Room Proposal Form			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. Patient will state her name, age, sex and date of birth.	1.1. Receives and validates patient's data with confirmation of procedure to be done including anesthesia and doctors who will perform	None	8 Min.	OR / DR / LR Nurses
	1.2. Review of the patient chart and record (Patient's data, procedure, Operative site, Consent).		3 Min.	
	1.3. Prepare Operating room and anesthesia.	See Revenue Code	20 Min.	OR / DR / LR Nurses and Midwives
	1.4. Intra-Operative care: Setup sterile field.	None	10 Min.	
	1.5 Pre - Counting of Instruments, Needles, and Sponges.		5 Min.	OR Scrub and Circulating Nurse
2. Verbally responds to the checklist as requested by the nurse.	2.1. Accomplished Surgical safety checklist.	None	5 Min.	OR / DR / LR Nurses and Midwives
	2.2. Start Procedure by OR team then specimen must be secured.	See Revenue Code	4 Min.	OR Team (Anesthesiologist, Surgeon, Scrub Nurse, Circulating Nurse, Midwives)
	2.3. Initial and Final counting of instruments, needles, and sponges.	None	5 Min.	OR Scrub and Circulating nurse
	2.4. Render Post OP care then transfer to Recovery Room.	See Revenue Code	21 Min.	OR / DR / LR Nurses and Midwives
<b>TOTAL:</b>		<b>SEE REVENUE CODE</b>	<b>1 Hour and 21 Min.</b>	

**Note:** \*Time may vary depending on the number of patients being served and complexity of clinical cases being handled.

## 4. Operating Room: Receiving Of Elective Surgical Procedure

An operating room is a sterile and highly controlled environment within a hospital where surgical procedures are conducted. It features specialized equipment, surgical instruments, and a team of healthcare professionals dedicated to ensuring the safety and success of surgeries while maintaining aseptic conditions.

<b>Office or Division:</b>	Nursing Service Division – OR / DR / LR / NICU Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients from the Department of Obstetrics and Gynecology Patients from the Department of Surgery			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Patient's Chart			Nurse Station	
2. Diagnostic Tests			Nurse Station	
3. Elective Proposal Form			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. Patient will state his / her name. age, sex, and date of birth, sign consent for anesthesia and procedure.	1.1.Pre – OP Visit: Identify patient and review of the patient chart and record (Patient's data, procedure, Operative site, Consent, CP Clearance, and pre- OP checklist).	None	30 Min.	OR / DR / LR Nurses
	1.2. Pre – OP Visit: Check for supplies needed for procedure.		10 Min.	
2. Patient will validate her name. age, sex, and date of birth.	2.1. Receive and validates patients' data (Name, Age, Date of birth	None	5 Min.	OR / DR / LR Nurses
	2.2. Check type of procedure to be done, type of anesthesia, surgeon, and anesthesiologist who will perform the procedure.	None	3 Min.	
	2.3. Review of the patient chart and record (Patient's data, procedure, Operative site, Consent).	None	3 Min.	
	2.4. Prepare Operating room (Instruments, Major pack, Equipment, Supplies needed).	See Revenue Code	10 Min.	OR / DR / LR Nurses and Midwives
	2.5. The induction of anesthesia follows.		10 Min.	
	2.6. Intra- Operative care: Setup sterile field	None	10 Min.	

	2.7. Pre - Counting of Instruments, Needles, and Sponges.	None	5 Min.	<i>OR Scrub and Circulating nurse</i>
3. Verbally responds to the checklist as requested by the nurse.	3.1. Accomplished Surgical safety checklist.	None	5 Min.	<i>OR / DR / LR Nurses and Midwives</i>
	3.2. Start Procedure by OR team.	See Revenue Code	1 Min.	<i>OR Team (Anesthesiologist, Surgeon, Scrub Nurse, Circulating Nurse, Midwives)</i>
	3.3. Secure Specimen.	None	3 Min.	<i>OR / DR / LR Nurses and Midwives</i>
	3.4. Initial and Final counting of instruments, needles, and sponges.	None	5 Min.	<i>OR Scrub and Circulating nurse</i>
	3.5. Render Post OP care.	See Revenue Code	15 Min.	<i>OR / DR / LR Nurses and Midwives</i>
	3.6. Prepare a Recovery room.	None	3 Min.	
	3.7. Transfer patient to Recovery room.	None	2 Min.	
<b>TOTAL:</b>		<b>SEE REVENUE CODE</b>	<b>2 Hours</b>	

**Note:**

\*Time may vary depending on the number of patients being served and complexity of clinical cases being handled.

# In-Patient Ward (Nursing Service Division)

## 1. Transfer Of Patient From One Unit To Another

Transfer of patient from one unit to another is part of routine in nursing service, this starts from admission and may possibly happen again in the ward depending on the course of medical management of the patient, patients utmost care must be observed to avoid incidence of fall.

<b>Office or Division:</b>	Nursing Service Division – In Patient Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Admitted Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Chart		Transferring Nurse Station		
2. Kardex		Transferring Nurse Station		
3. Medication Card		Transferring 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. Receive patient	1.1. Patient will be transferred from (ER / OPD / OR / DR / NICU / WARD).	None	3 Min.	<i>Nurse on duty Doctors on duty Nurse supervisor Institutional worker</i>
	1.2. Patient will be carefully transferred from stretcher to bed.		2 Min.	
	1.3. Patient will be assessed by NOD.		10 Min.	<i>Nurse on duty</i>
	1.4. Chart will be checked.		5 Min.	<i>Nurse on duty</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.</b>	

**Note:**

\*Time posted may vary depending on the number of patients / clients being served.

## 2. Hand-Over Endorsement

Hand-over endorsement happens every shift and being done by out-going nursing staff personnel and incoming nursing staff personnel.

<b>Office or Division:</b>	Nursing Service Division – In Patient Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Incoming Nurse/s and Outgoing Nurse/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's Chart		Nurse Station		
2. Kardex		Nurse Station		
3. Medication Card		Nurse Station		
4. Admission / Discharge Logbook		Nurse Station		
5. Pending Laboratory Request		Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive endorsement.	1.1. Patients will be endorsed utilizing complete Kardex and logbooks at nurses' stations.	None	25 Min.	<i>Incoming Nurse Outgoing Nurse</i>
	1.2. Bedside Endorsement must be practiced.	None	15 Min.	<i>Incoming Nurse Outgoing Nurse Nursing Aide</i>
	1.3. Instruments must be properly endorsed.	None	10 Min.	<i>Incoming Nurse Outgoing Nurse Nursing Aide</i>
<b>TOTAL:</b>		<b>None</b>	<b>50 Min.</b>	

**Note:**

\*Time posted may vary depending on the number of patients / clients being served

### 3. Carrying Out Of Doctors Orders

Another process that the Nursing Service identified is Carrying-out of Doctors' orders, Nurses will carry out orders based on what was ordered, this process will show you how each nurse executes continuity of care for each patient, from patients' diagnostics all the way to the diet of each patient.

<b>Office or Division:</b>		Nursing Service Division – In Patient Ward		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		NDH's Doctors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Chart		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. Give order/s.	1.1. Will read on Doctors' orders and sign at the bottom if orders.	None	5 Min.	<i>Nurse on Duty</i>
	1.2. Orders will be carried out and transcribed.	None	20 Min.	<i>Nurse on Duty</i>
	1.3. Accomplished forms will be submitted to respective units/ section.	None	10 Min.	<i>Nurse on Duty Nursing Aide</i>
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

**Note:**

\*Time posted may vary depending on the number of patients / clients being served

## 4. Medication Administration

Nursing personnel administer medication in coordination with doctors' orders following the 14 rights of medication administration.

<b>Office or Division:</b>	Nursing Service Division – In Patient Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Admitted Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Chart		Nurse Station		
2. Kardex		Nurse Station		
3. Medication Card		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. Follow instructions as instructed.	1.1. Medications must be verified through Doctor's orders.	None	5 Min.	<i>Nurse on Duty</i>
	1.2. Signed prescription will be submitted to Pharmacy.		10 Min.	<i>Nurse on Duty</i>
	1.3. Medication will be administered accordingly.		20 Min.	<i>Nurse on Duty</i>
	1.4. Medication sheet must be signed by Nurse		5 Min.	<i>Nurse on Duty</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.*</b>	

**Note:**

\*Time posted may vary depending on the number of patients / clients being served

## 5. Discharge Process For Admitted Patients

Discharge marks the end of continuity of care of an admitted patient, nursing personnel assists relatives on how their patient will be discharged and gives instructions about follow-up.

<b>Office or Division:</b>		Nursing Service Division – In Patient Ward		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Admitted Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Chart		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. Receive instructions.	1. Documents will be prepared and patient will be informed on MGH.	None	5 Min.	<i>Nurse on Duty</i>
2. Relative must settle patient's bill	2. Discharge notice will be brought to Billing office and relative will be given instructions.		5 Min.	<i>Nurse on Duty</i>
3. Relative will receive needed documents.	3. Needed documents will be given to relative and clearance will be given to Guard & patient will be accompanied by NOD or NA.		10 Min.	<i>Nurse on Duty Relative of Patient</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.*</b>	

**Note:**

\*Time posted may vary depending on the number of patients / clients being served



## 6. Admission Process (In-Patient Ward)

This process marks the start of continuity of care of patients, this starts at OPD and ER where doctors on duty assess and make a disposition that a patient needs to get admitted.

<b>Office or Division:</b>		Nursing Service Division – In Patient Ward		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All patients for admission		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Patient's Chart			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. Cooperate with the given admission instructions.	1.1. Doctor will inform the patient or relative regarding the need for admission.	None	5 Min.	<i>Doctor on Duty Nurse on Duty</i>
	1.2. Supervisor will be informed and Admitting Officer for bed availability by ER NOD.		2 Min.	<i>Nurse on Duty</i>
	1.3. Doctor will hand over the accomplished chart with orders to Nurse.		12 Min.	<i>Doctor on Duty Nurse on Duty</i>
	1.4. Nurse on will carry-out doctor's orders.		20 Min.	<i>Nurse on Duty</i>
2. Patient will sign consent form.	2.1. Admitting officer will accomplish the front page and consent form.		3 Min.	<i>Nurse on Duty</i>
	2.2. The Ward Nurse will be informed.		3 Min.	<i>ER / OPD Nurse on Duty</i>
	2.3. Once the chart has been accomplished, Patient will be transferred to the ward with Nurse and IW. If intubated, the Doctor will accompany the patient as well. When the chart has been accomplished by ER / OPD nurse, a nurse on duty will request for Institutional workers' assistance.		15 Min.	<i>ER / OPD Nurse on Duty Institutional Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

### Note:

\*Time posted may vary depending on the number of patients / clients being served

# Nutrition and Dietetics Section

## 1. Nutrition And Dietetic Counseling

Process to improve the health of patients with various diseases or clinical conditions rendering nutrition guidance and counseling according to doctor's prescription. Availability of the service is from Monday to Friday 8:00 a.m. to 5:00 p.m.

<b>Office or Division:</b>	Ancillary Services Division - Nutrition and Dietetics Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	NDH Admitted and OPD patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Hospital Card		Patient		
2. Counseling referral slip		Patient		
3. Latest laboratory result		Patient		
4. Patient Chart		Nurse On Duty at OPD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present counseling referral slip, hospital card, and laboratory result.	1. Accept referral slip, hospital card, laboratory result (if any).	None	3 Min.	<i>Nutritionist - Dietitian</i>
2. Nutritional Assessment	2. Interview patient's eating habits, medical history and other information regarding patient's diet.		27 Min.	<i>Nutritionist - Dietitian</i>
3. Intervention and Counseling	3. Implementation of nutritional care plan based on the clinical status of the patient.		27 Min.	<i>Nutritionist - Dietitian</i>
4. Recording of Patient's Data.	4. ND secure patient's information on the diet counseling logbook.		3 Min.	<i>Nutritionist - Dietitian</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

# Outpatient Department

## 1. Outpatient Department Online Booking For Consultation Process

For all patients who seek consultation at the Out-Patient Department Online Appointment Booking for Consultation Page.

<b>Office or Division:</b>	Clinical Services Division - Out-Patient Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patient seeking for non-emergency medical consult			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Hospital Card (1 original copy)		Health Information Management Section		
2. Valid Government ID / QC ID (1 original copy)		Government Offices / QC City Hall		
3. Consent Form (with signature)		NDH Out-Patient Department Online Page		
4. PDF Out-Patient Record		NDH Out-Patient Department Online Page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</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.	None	15 Min.	NDH OPD Telemedicine Nurse
	1.2. Triage according to respective medical department.			
2. Fill up the Patient Information Sheet (Google form)	2.1. Verifies the data in the Patient List (google sheet).		20 Min.	Consultant on Duty NDH OPD Telemedicine
	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			
	2.4. Verifies Telemed Consent and DPA Agreement form.			
	2.5. Verifies google sheet registry and Patient's ID.			
	2.6. Consultant on Duty initiates Video call consultation.			
3. Initiates Viber call thru Consultant on Duty's viber	3.1. Intervention and management. Consultant on Duty will assess the patient if physical		25 Min.	Telemedicine Consultant on Duty

number or any secured encrypted platform agreed upon with the Consultant on Duty. Patients will send laboratory results to the Consultant on Duty thru email or viber.	check-up is necessary.			
	3.2. If Yes, Consultant on Duty will ask the patient to go to Emergency Room (ER) or urgent management or will be given a slot on the scheduled dates for physical OPD consults.			
	3.3. 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.			
	3.4. Schedule follow-up dates and time accordingly (face-to- face or Telemed)			
4. Acknowledges the appointment date and time.	4. Confirmation of follow-up dates and time accordingly.  All patients' charts are logged, recorded, and sent thereafter to NDHQC OPD email and NDH Medical Records Section for safe keeping.		15 Min.	<i>Consultant on Duty NDH OPD Telemedicine</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 15 Min.</b>	

**Note:**

\*Depending on the stability of internet connection & computer literacy

## 2. Out-Patient Department Face-To-Face Consultation Process

For all patients who seek consultation at the Out-Patient Department for face-to-face consultation.

<b>Office or Division:</b>	Clinical Services Division - Out-Patient Department			
<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. Hospital Card (1 original copy)		Health Information Management Section		
2. Valid Government ID / QC ID (1 original copy)		Government Offices / QC City Hall		
3. Out-Patient Record		NDH Out-Patient Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains general queue number for Triage  Proceed to OPD triage and present the Hospital card or proof of appointment (accomplished Health Declaration Form, if applicable or according to relevance of Infection Control protocols)  Allow the OPD staff to get vital sign.	1. Verify the Hospital card appointment. Triage patient if COVID or NONCOVID Case; Senior citizen, PWD or Pregnant & 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 Emergency Room Department for further evaluation and management.	New PHP 100.00  Follow-up PHP 50.00	5 Min.	<i>Security Guard Nurse on Duty</i>
2. Signs consent for treatment then prepares self to answer questions regarding illness and physical examination.	2. Interview patient / patient's relative.	None	5 Min.	<i>Nurse on Duty</i>
3. Submits self to consultation.	3. Examines the patient.	None	5 Min.	<i>Consultant on Duty</i>
4. Follows instructions given by the OPD staff for the 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 check-up if needed.	None	15 Min.	<i>Consultant on Duty</i>
<b>TOTAL:</b>		<b>PHP 50.00 - 100.00</b>	<b>30 Min.</b>	

**Note:** \*Time posted may vary depending on the number of patients and the complexity of the clinical cases being handled.

### Consultation Fees:

- New Consultation - PHP 100.00
- Follow-up Consultation - PHP 50.00

# Personnel Section

## 1. Renewal Of Consultancy / Contract Of Service (COS)

Renewal of Consultancy / Contract of Service (COS) refers to the process of extending the terms and duration of an existing consultancy or service contract between two parties.

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Contract of Service / Consultants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Recommendation Letter from the Department/ Section Heads for Renewal		From Department / Section Heads		
2. Personal Data Sheet with Picture (Version 2017)		Civil Service Commission Online Website		
3. Contractual Appraisal Form		From Department / Section Heads		
4. Drug Test result		From an accredited Drug Testing Facility / Diagnostic center		
5. Panunumpa and Actual Duties		From Personnel 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 the recommendation and requirements to the receiving desk of Personnel Section.	1.1. Receives, review and check documents as to completeness, and records application.	None	20 Min./ Applicant	<i>Personnel Staff</i>
	1.2. Prepare the summary of recommendations for renewal, Panunumpa and Statement of Actual Duties.		2 Days	
2. Sign the Contract	2.1. Employees for renewal will sign the Panunumpa and Statement of Actual Duties.	None	5 Days	<i>Contract of Service / Consultants</i>
	2.2. Upon completion of attachments, the Hospital Director will sign the recommendation, Panunumpa and Statement of Actual Duties and transmit relevant documents to City HRMD.		2 Days	<i>Hospital Director</i>
<b>TOTAL:</b>		<b>None</b>	<b>9 Days and 20 Min.</b>	

**Note:**

\*Posted time may vary depending on the availability of the Concerned Signatory/ies

## 2. Retirement And Resignation Process (For PLANTILLA Only)

For plantilla employees, both retirement and resignation involve notifying the employer, submitting necessary documentation, settling any outstanding obligations, finalizing benefits, and completing exit procedures.

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Permanent / Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Application for Retirement / Resignation		From Applicant/Employee		
2. Application for Terminal Leave (CS Form no.6)		From Personnel Section		
3. Office Clearance		From Personnel Section		
4. Certificate of Appointment (Certified true copy)		From Personnel Section		
5. 2 pcs. 1 x 1 ID picture with white background		From Applicant/Employee		
6. PSA copy of Birth Certificate		From Applicant/Employee		
7. Metropolitan Trial Court clearance (MTC)		From Applicant/Employee (MTC)		
8. Regional Trial Court clearance (RTC)		From Applicant/Employee (RTC)		
9. Certificate of No Pending Administrative Case		From City Legal Department (request by the employee)		
10. Service Record		From City HRMD (request by the employee)		
11. Certificate of Leave credits		From Personnel Section		
12. Leave Card with leave credits computation		From Personnel Section		
13. Last notice of Salary Adjustment (last step increment)		From Personnel Section		
14. GSIS clearance of payment of Terminal Leave		From Personnel Section		
15. Affidavit to deduct all financial obligations with the employer/agency (notarized)		From Applicant/Employee		
16. General Clearance		From Personnel Section		
17. Sworn Statement of Assets, Liabilities, and Net Worth (SALN latest)		From Applicant/Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and documentary requirements to the receiving desk of Personnel Section.	1.1. Receives letter with other documentary attachments and check affixation of signatures from department / section heads, verify, and records application.	None	15 Min.	<i>Personnel Section Staff Concerned Department Heads</i>
	1.2. Forwards Resignation letter to the Director's Office for acceptance of		2 Days	<i>Hospital Director</i>

	application.			
	1.3. computes leave credits assesses, validates, and checks completion of requirements and affixes signatures on leave application.		1 Day	<i>Personnel Section Staff</i>
	1.4. File the copy to employees 201 file and transmit relevant documents to City HRMD.		1 Hour	<i>Personnel Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 1 Hour, and 15 Mins.</b>	

**Note:**

\*Posted time may vary depending on the availability of the Concerned Signatory/ies



### 3. Preparation Of Daily Time Record And Attendance Report

The Administrative Code of 1987 and the pertinent laws, rules, and regulations of the Civil Service Commission as reinforced by the Quezon City Government Employees' Manual shall govern the attendance of all hospital personnel, in the spirit of the Code of Ethics for Public Officials (RA 6713).

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NDH personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Daily Time Record - DTR Form (CS Form No. 48)			Personnel Section	
2. Leave Form (CS Form No. 6)			Personnel Section	
3. Individual Accomplishment Report Form			COS / Consultants	
4. Attendance report			Personnel Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the receiving desk of Personnel Section.	1.1. Receives accomplished forms as to completeness, validates affixation of initials, and records application.	None	20 Min. per personnel	<i>Personnel Section Staff</i>
	1.2. Checks and computes leave of absence, tardiness and undertimes.		25 Min. per personnel	<i>Personnel Section Staff</i>
	1.3. Hospital Director sign the Daily Time Records.		2 Days	<i>Hospital Director</i>
	1.4. Prepare Attendance Report then sign by the Director and transmit relevant documents to City HRMD.		2 Days	<i>Hospital Director Head, Personnel Section Personnel Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Days and 45 Mins.</b>	

**Note:**

\*Posted time may vary depending on the availability of the Concerned Signatory/ies.

## 4. Issuance Of Certificate Of Employment (COE)

The issuance of a Certificate of Employment (COE) involves providing a formal document by an employer to verify an individual's employment history, including dates of employment, job position, and any relevant responsibilities or achievements.

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NDH personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request form			Personnel Section	
2. Request letter (if employee resigned)			From Applicant	
3. Certificate of Employment (COE)			Personnel Section	
4. Certificate of Employment and Compensation			Personnel 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 the request.	1.1. Receives verified request form or with letter.	None	10 Min.	<i>Personnel Section Staff</i>
	1.2. Prepare certification (COE) and affix necessary signature.		15 Min.	<i>Head, Personnel Section</i>
2. Issuance of request.	2. Record and release the Certificate of Employment.	None	5 Min.	<i>Personnel Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

## 5. Leave Application (Sick Leave, Vacation Leave / Forced Leave, Special Privilege Leave)

Uniform interpretation and implementation of the rules set by the Civil Service Commission on the grant of leave and provides the guidelines for the procedure of availing of leave privileges.

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Plantilla / Permanent Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Vacation Leave application form			From Applicant	
2. Sick Leave application form			From Applicant	
3. Medical Certificate / Medical Abstract if SL 5 days and more			From 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 the Leave application and documentary requirements to the receiving desk of Personnel Section.	1.1. Receives accomplished forms as to completeness and affixation of initials, verify, and records application.	None	10 Min.	<i>Personnel Section Staff</i>  <i>Concerned Department Heads</i>
	1.2. Computes leave credits, assesses, validates, checks, and affixes signatures on leave application.		30 Min.	<i>Personnel Section Staff</i>
	1.3. The Hospital Director signs the leave application.		2 Days	<i>Hospital Director</i>
	1.4. Attach leave form to DTR and transmit relevant documents to City HRMD		1 Day	<i>Personnel Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 40 Min.</b>	

**Note:**

\*Posted time may vary depending on the availability of the Concerned Signatory/ies

## 6. Pre-Hiring Of Contract Of Service (COS) Personnel

Hiring of personnel shall be open to all applicants in accordance with the instructions and policies of the city human resources management and development department and of applicable CSC qualification standards.

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Walk-In Applicants/ Online Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application		From Applicant		
2. Personal Data Sheet with Picture (Version 2017)		Civil Service Commission Online Website		
3. Transcript of Records		From Applicant's Alma Mater		
4. Diploma		From Applicant's Alma Mater		
5. Certificate of Eligibility (PRC license, board rating, board certificate, CSC)		From PRC or CSC or TESDA		
6. Training and Seminars		From Applicant		
7. NBI Clearance		NBI Clearance Branches, Office, & Outlet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the receiving desk of Personnel Section.	1.1. Receives, verify, and records application.	None	20 Min. per applicant	<i>Personnel Section Staff</i>
	1.2. Evaluate and endorse the letter of the applicant to the department / section where his / her qualifications are suited.		10 Min.	<i>Head, Personnel Section</i>
2. Receives notice of interview.	2. Inform the applicant through Email / SMS of the schedule of the interview.	None	10 Min. per applicant	<i>Personnel Section Staff</i>
3. Interview schedule	3. Facilitate Applicant's interview.	None	3 Days	<i>Department Head / Assistant Director / Hospital Director</i>
4. Receives notice of results.	4. For applicants who passed the interview, notify the submission of final requirements.	None	10 Min. per applicant	<i>Applicant</i>
5. Sign the Contract.	5. Upon completion of final requirements, the preparation and applicant signing of contract.	None	1 Day	<i>Applicant</i>
6. Wait for further instructions.	6. Director signs the contract and transmit relevant documents to City HRMD.	None	2 Days	<i>Hospital Director Personnel Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 50 Min.</b>	

**Note:** \*Posted time may vary depending on the availability of the Concerned Signatory/ies

## 7. Request For Training / Seminar

This procedure covers all the activities from receiving requests/invitations and identifying training needs up to the preparation of an Office Order that signifies and authorizes the attendance of personnel.

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Plantilla/Permanent Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		From Applicant		
2. Invitation to Training or seminar		From Society or Association		
<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 request and documentary requirements to the receiving desk of Personnel Section	1.1. Receive and review the request letter and invitation and records application to logbook	None	20 Min.	<i>Personnel Section Staff</i>
	1.2. Forward the letter to the Director's Office for Approval of Official Business or Official Time		2 Days	<i>Hospital Director</i>
	1.3. Released of signed request in preparation for Office Order and signed by the Director		30 Min.	<i>Personnel Section Staff</i>
2. Receipt of request	2. Release of the Office Order to the requesting personnel	None	5 Min.	<i>Personnel Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 55 Min.</b>	

**Note:**

\*Posted time may vary depending on the availability of the Concerned Signatory/ies

## 8. Resignation Process

An act of an official or employee by which he / she voluntarily relinquishes in writing his / her position effective on a specific date which shall not be less than thirty (30) days from the date of such notice or earlier as mutually agreed upon by the employee and the appointing officer / authority.

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NDH Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Resignation letter of employee			From Applicant	
2. Exit interview form			From Personnel Section	
3. Office Clearance			From Personnel 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 the application and documentary requirements to the receiving desk of Personnel Section.	1.1. Receives accomplished exit interview form and affixation of signatures from department/section heads, verify, and records application.	None	15 Min.	<i>Personnel Section Staff</i>  <i>Concerned Department Heads</i>
	1.2. Forwards Resignation letter to the Director's Office for acceptance and signature.		2 Days	<i>Hospital Director</i>
	1.3. File the copy to employees 201 file and transmit relevant documents to City HRMD.		1 Day	<i>Personnel Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 15 Min.</b>	

**Note:**

\*Posted time may vary depending on the availability of the Concerned Signatory/ies

## 9. Selection And Promotion Of Plantilla / Contract Of Service (COS) Personnel

Provide guidelines for the selection and promotion of permanent or contract of service personnel, for the attainment and retention of an adequate workforce who will meet the qualification standard set forth by the Civil Service Commission.

<b>Office or Division:</b>	Hospital Operation and Patient Support Services Division - Personnel Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Recommendation from the Department / Section Heads for Appointment / Promotion of their respective Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Personal Data Sheet (CS Form No. 212 Revised 2017) with passport size picture			Civil Service Commission Online Website	
2. Transcript of Records			From Applicant's Alma Mater	
3. Diploma			From Applicant's Alma Mater	
4. Certificate of Eligibility (PRC license, board rating, board certificate, CSC)			From PRC or CSC or TESDA (authenticated copies)	
5. Training and Seminar Certificates			From Applicant	
6. Birth Certificate				
7. Marriage Certificate (if applicable)				
8. Medical Certificate (CS Form 211)				
9. SPMS Performance Rating (at least Very Satisfactory (4-4.99) Rating in the last rating period				
10. NBI Clearance			NBI Clearance Branches, Office, & Outlet	
<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 requirements to the receiving desk of Personnel Section.	1.1. Receives, verify, and records application	None	20 Min. per applicant	<i>Personnel Section Staff</i>
	1.2. Evaluate documents for qualifications and prepare the Comparative Assessment Forms for the Screening Committee		1 Hour per applicant	<i>Personnel Section Staff</i>
	1.3. Schedule the date of the Screening of candidates (for approval by the Chairman and members) and approve the agenda of the positions to be screened.		30 Min.	<i>Head, Personnel Section</i>
2. Notify for schedule of interview	2. Inform the applicant through written notice / SMS of the schedule of the interview	None	10 Min. per applicant	<i>Personnel Section Staff</i>
3. Interview of	3.1. Facilitate	None	2 Days	<i>Department Head /</i>

Screening Committee	Applicant/contenders interviews. Personnel staff will act as secretariat during the NDH Screening of Candidates			<i>Assistant Director / Hospital Director/ Screening Committee</i>
	3.2. Compute the scores and prepare recommendations for the signature of the committee		3 Days	<i>Head, Personnel Section</i>
4. Notification of final requirements	4.1. For applicants who passed the interview, notify the submission of final requirements.	None	10 Min. per applicant	<i>Applicant / Candidate</i>
	4.2. Upon completion of final requirements, the Signing of recommendations by the Hospital Director		2 Days	<i>Hospital Director</i>
	4.3. Transmit relevant documents to City HRMD for checking		1 Day	<i>Personnel Section Staff</i>
	4.4. Wait for the schedule of PSB			
<b>TOTAL:</b>		<b>None</b>	<b>8 Days, 2 Hours, and 10 Min.</b>	

**Note:**

\*Posted time may vary depending on the availability of the Concerned Signatory/ies and the bulk of documents for checking.



# Pharmacy Section

## 1. Dispensing Of Drugs And Medicines To In-Patient

The Novaliches District Hospital Pharmacy shall provide safe, effective and good quality drugs with correct dosage, form and appropriate number of doses to In Patient. This section is open twenty-four (24) hours a day for seven (7) days a week.

<b>Office or Division:</b>	Ancillary Services Division - Pharmacy Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All In-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid Prescribed Prescription			Prescribing Doctor	
2. NDH Hospital Card			OPD	
3. Official Receipt			Cashier	
4. MSS Approval / Acknowledgement			Medical Social Worker	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid prescription	1.1. Receive prescription from the Nurse / Nursing Attendant	None	2 Min.	Pharmacist
	1.2. Prepares and Recording Prescription		5 Min.	
2. Sign the logbook with printed name and date received.	2.1. Release of Drugs and medicines to the Nurse/ Nursing Attendant.	See price list	3 Min.	Pharmacist
	2.2. Write the appropriate price of drugs and medicines in the charge slips and forward to the Billing and Claims Section	None	2 Min.	
	2.3. Documentation files prescription filled and duplicate copy of charge slips.		1 Min.	
<b>TOTAL:</b>		<b>SEE PRICE LIST</b>	<b>13 Min.</b>	

**Note:**

\*Attachment: Updated Price List

## 2. Dispensing Of Drugs And Medicines To Out Patients And Emergency Room Patient

The Novaliches District Hospital Pharmacy shall provide safe, effective and good quality drugs with correct dosage, form and appropriate number of doses to Out Patient and Emergency Room Patient. This section is open twenty-four (24) hours a day for seven (7) days a week.

<b>Office or Division:</b>	Ancillary Services Division - Pharmacy Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All Out Patients, Emergency Room patients and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Prescription		Prescribing Doctor		
2. NDH Hospital Card		OPD		
3. Official Receipt		Cashier		
4. MSS Approval/ Acknowledgement		Medical Social Worker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid prescription and NDH hospital Card.	1. Receive prescription from the patient	None	3 Min.	<i>Pharmacist</i>
2. Receive Order of Payment	2. Issue Order of Payment and advise patient or companion to pay the necessary amount to Cashier Section	See price list	5 Min.	<i>Pharmacist</i>
3. Present official receipt	3. Verify the validity of Official Receipt	None	2 Min.	<i>Pharmacist</i>
4. Claim Drugs and medicines	4. Issue medicine with clear instructions and advice through medication counseling on the proper way of taking the medicines. Affix the patient's signature over printed name or thumb mark for illiterate to receiving logbook.	None	5 Min.	<i>Pharmacist</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

**Note:**

\*Attachment: Updated Price List

### 3. Floor Stock / Ward Stock System

This procedure covers all the activities from receipt Requisition, Pharmacy Issuances, Replenishment, Monitoring and Documentation.

<b>Office or Division:</b>	Ancillary Services Division - Pharmacy Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Ward Station, End-users			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pharmacy Requisition Slip (PRS)		Pharmacy Section		
2. Approved Pharmacy Issuance Slip (PIS)		Pharmacy Section		
3. Requisition Sheets		Pharmacy Section		
4. Controlled Drug Administration Sheet		Pharmacy Section		
5. Valid Prescribed Prescription		Pharmacy 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 approved Pharmacy requisition Slip (PRS)	1.1. Receive approved Pharmacy Requisition Slip (PRS) from the Nurse in-charge/ end-users	None	2 Min.	<i>Pharmacist</i>
	1.2. Prepare the requested drugs and medicines.		10 Min.	<i>Pharmacist</i>
	1.3. Prepare two copies of Pharmacy Issuances Slip (PIS).		10 Min.	<i>Pharmacist</i>
2. Receive and sign requested drugs and medicines	2. Issue Drugs and medicines to the Nurse In-Charge. For Dangerous drugs issue: Dangerous Drug Preparation with Controlled Drug Administration Sheet (CDAS).	None	2 Min.	<i>Pharmacist</i>
3. Submit prescribed prescription with duplicate copy of charge slips. For Dangerous Drugs submit accomplished CDAS	3.1. Replenishment <ul style="list-style-type: none"> <li>• Checks and verify the prescription</li> <li>• Fills the prescription and record to replenishment logbook</li> <li>• For Dangerous Drugs:</li> <li>• Receive accomplished CDAS and filled up new Requisition Sheets for Replenishment</li> </ul>	None	5 Min.	<i>Pharmacist</i>
	3.2. Monitoring - Conduct inventory every 4th day of the month witnessed by Nurse on duty, pulled out the near expiry Three (3) months before the expiration date, prepares Monthly inventory		2 Days	<i>Pharmacist and Pharmacy Aide</i>

	Report, reconciles discrepancy, prepare summary of available of medicines for emergency treatment and forward final inventory report to the Chief Pharmacist.			
	3.3. Check the final inventory report and prepare communication letter to ward department regarding the inventory report.		30 Min.	<i>Chief Pharmacist</i>
4. Receive communication letter from Pharmacy and Inventory Report	4. Issue the communication letter with inventory report	None	2 Min.	<i>Pharmacist</i>
5. Submit prescribed prescription with duplicate copy Charge Slip no. / Order of payment from date used (Within seven (7) days upon receipt of letter from Pharmacy).	5.1. Check and receive the prescribed prescription with duplicate copy of charge slips number. Prepare Reconciliation Report of variance then submit Reconciliation Report of variance to Chief Pharmacist.	None	10 Min.	<i>Pharmacist</i>
	5.2. Check the Reconciliation Report of variance		5 Min.	<i>Chief Pharmacist</i>
6. Receive reconciliation report of variance	6.1. Issue reconciliation report of variance	None	2 Min.	<i>Pharmacist</i>
	6.2. Documentation <ul style="list-style-type: none"> <li>● Pharmacy Requisitions Slips</li> <li>● Pharmacy Issuance Slips</li> <li>● Requisition Sheets</li> <li>● CDAS</li> <li>● Pharmacy Pull-Out Slip</li> <li>● Summary of ward inventory report</li> <li>● Reconciliation Report of variance.</li> <li>● Summary of available medicine for emergency treatment</li> </ul>		3 Min.	<i>Pharmacist</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 1 Hour, and 21 Min.</b>	

**Note:**

\*Attachment: Updated Price List

# Physical Therapy and Rehabilitation Medicine Section

## 1. Physiatrist Consultation

Patient that needs physical therapy treatment will undergo Physiatrist consultation for evaluation and assessment. Consultation is every Tuesday at 9 a.m. to 4 p.m. with cut-off time at 3 p.m.

<b>Office or Division:</b>	Ancillary Services Division - Physical Therapy and Rehabilitation Medicine			
<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. Hospital Card (1 original copy)			Outpatient Department	
2. Referral from attending physician (1 original or photocopy)			Outpatient Department	
3. Vaccination Card (1 original, photocopy or screenshot copy)			Outpatient Department	
4. Valid ID (1 original copy or photocopy)			Outpatient Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the physical therapist staff and present the written referral from the referring doctor.	1. Interview the patient, relative or representative	None	1 Min.	<i>Physical Therapist</i>
2. Proceed to Registration.  <ul style="list-style-type: none"> <li>With hospital card - (Patient fill's out the Physical Therapy Patient Information Consultation Form)</li> <li>Without hospital card - (Proceed to the Outpatient Department)</li> </ul>	2. Classify the patient if Senior citizen, PWD or regular patient for Consultation fee.	None	10 Min.	<i>Physical Therapist OPD Staff/Nurse</i>
3. Proceed to Payment	3. Issues an order of payment.	Consultation Fee  New Patient PHP 100.00  Follow-Up PHP 80.00	10 Min.	<i>Physical Therapist Social Worker Cashier</i>
4. Proceed to	4. Patients are	None	1 Min.	<i>Physical</i>

Consultation.	arranged on a first come first serve basis.			<i>Therapist</i>
5. Wait for the Consultant on Duty.	5. Consultant on Duty is the Physiatrist / Rehabilitation Medicine Doctor.	None	10 Min.	<i>Physiatrist</i>
6. Patient comes in for check-up / consultation.	6. Physiatrist reviews the referral, laboratory results and other pertinent documents related to the patient's condition prior to examination. Explain outcome of diagnosis or plan of care to patient and relative.	None	15 Min.	<i>Physiatrist Consultation Area</i>
7. If for Physical Therapy – receive therapy instructions.  If for Diagnostic procedure – patient proceeds to the diagnostic department  If for Discharged - Receive prescriptions and home instructions.	7. Explain and gives instructions on therapy schedule.	None	3 Min.	<i>Physiatrist on Duty Consultation Area</i>
<b>TOTAL:</b>		<b>PHP 80.00 - PHP 100.00</b>	<b>50 Min.</b>	

## 2. Physical Therapy Outpatient Treatment Process

Physical therapy sessions are scheduled and is open daily from Monday to Friday 8am to 5pm with cut-off time at 4pm.

<b>Office or Division:</b>	Ancillary Services Division - Physical Therapy and Rehabilitation Medicine			
<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. Patient Written Referral (1 original copy)			Outpatient Department	
2. Hospital Card (1 original copy)			Outpatient Department	
3. Vaccination Card (1 original copy)			Outpatient Department	
4. Valid ID (1 original copy)			Outpatient Department	
5. Patient Consent Form (1 original copy)			Outpatient Department	
6. Vaccination Waiver for unvaccinated patients (1 original copy)			Outpatient Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the physical therapy staff.  If the patient had consulted from other institution, hospital or clinic the patient/ relative or representative will present the written referral/ endorsement letter to the physical therapist.	1. Interviews the patient for chief complaint.  If the patient consulted at NDH the physical therapist will get the patients chart to confirm the referral and management.	None	2 Min.	<i>Physical Therapist</i>
2. Proceed to Registration.	2. Accepts the hospital card to check the hospital number and write it in the log book.	None	5 Min.	<i>Physical Therapist Outpatient Department Staff</i>
3. Proceed to Physical Therapy Department then patient fills out and signs the patient consent form.	3. Gives to patient the forms to be filled out.	None	3 Min.	<i>Physical Therapist</i>
4. Proceed to Treatment Area	4. Reviews the patient's chart for the management of the chief complaint. Places the patient in a comfortable position and checks the vital signs.	None	10 Min.	<i>Physical Therapist ER or OPD staff</i>

5. Physical Therapy Treatment	5. Prepares the required machine/modalities then executes the physiatrist's prescribed management.	None	2 Hour	<i>Physical Therapist</i>
6. Proceed to Payment	6. Prepares the order of payment and instructs the patient to settle the payment.	See price list	10 Min.	<i>Physical Therapist Social Worker</i>
7. Home Instructions.	7. After the treatment procedure and payment, gives home and schedule instructions for the succeeding treatment procedures.	None	1 Min.	<i>Physical Therapist</i>
<b>TOTAL:</b>		<b>SEE PRICE LIST</b>	<b>2 Hours and 31 Min.</b>	



# Property and Supply Section

## 1. Receiving Of Goods / Deliveries (Supplies And Equipment)

This procedure covers the receipt of notice from supplier, notification of end-user and biomedical personnel, conduct of inspection, preparation and issuance of certificate of acceptance and documentation.

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Property and Supply Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Suppliers / Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Notice of Delivery (1 photocopy)			QC Bidding and Awards Committee	
2. Delivery Receipts / Sales Invoice (1 original copy and 3 photocopies)			Suppliers / Contractors	
3. Approved Purchase Orders (3 photocopies)			QC Bidding and Awards Committee	
<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 Purchase Order c. Delivery Receipts / Sales Invoice	1.1. Received notice of delivery for verification of documents and inform the end user/ requesting section regarding the delivery.	None	3 Min.	<i>Property and Supply Section Head</i>
	1.2. Check specifications/ expiration/ quality and count quantity.		30 Min.	<i>Property and Supply Section Head / Property and Supply Section Staff</i>
	1.3. If the delivery of goods is complete and the specifications is conformance in the Purchase Order (P.O.) Sign received portion of Delivery Receipt (DR)/ Sales Invoice (SI) and issue Certificate of Acceptance		2 Min.	<i>Property and Supply Section Head / Property and Supply Section Staff</i>
	1.4. Prepares request for inspection by the Technical Inspection Section of CGSD		10 Min.	<i>Property and Supply Section Head</i>
	1.5. Items received shall now be recorded to Property and Supply Stock card and Inventory of Movable Assets.		15 Min.	<i>Property and Supply Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

**Note:**

\*Time may vary depending on the volume of delivery

## 2. Issuance Of Supplies And Equipments

This procedure covers all the activities from receipt of request, checking availability of supplies / equipment, signing documents, issuance to the end-user and documentation

<b>Office or Division:</b>	Hospital Operations and Patient Support Services Division - Property and Supply Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NDH Offices and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip (RIS) (1 original copy and 1 photocopy)		Property and Supply Section		
2. Memorandum Receipt (MR) (1 original copy and 1 photocopy)		Property and Supply Section		
<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 and submit duly accomplished Requisition Issue Slip form.	1.1. Check completeness of information provided in the RIS form and sign approved by in the RIS portion	None	1 Min.	<i>Property and Supply Section Head</i>
	1.2. Check availability of supplies in stock card		4 Min.	<i>Property and Supply Section Staff</i>
	1.3. Release supplies requested and fill up the issuance portion in the RIS		10 Min.	
	1.4. Sign RIS form		1 Min.	
	1.5. Record RIS to stock card and update report of supplies and materials issue (RSMI)		1 Min.	
	1.6. File RIS, stock card and RSMI		1 Min.	
	1.7. Check Project Procurement Management Plan (PPMP)		1 Min.	
	1.8. Check completeness of accessories		1 Min.	
2. Request memorandum receipt for delivered equipment included in the approved PPMP	2.1. Prepare the document needed for accountability	None	3 Min.	<i>Property and Supply Section Head</i>
	2.2. Sign the receiving portion of the memorandum receipt		1 Min.	<i>End-User</i>
	2.3. Released the machine / equipment		3 Min.	<i>Property and Supply Section Staff</i>
	2.4. File MR / Update the inventory of movable asset		1 Min.	<i>Property and Supply Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>28 Min.</b>	

# Public Health Unit

## 1. Transfer Of Admitted Patient From NDH To Secondary Or Tertiary Hospital

This process mainly caters to admitted patients who need to be transferred to a different hospital due to the need of more specialized care. The NDH doctors on duty will coordinated with the PHU coordinator on duty regarding the transfer and the PHU coordinator will coordinate with the PHU coordinator from the hospital where patient will be coordinated to. PHU coordinator will update NDH doctor on duty regarding the progress of coordination regardless of the disposition of the receiving hospital.

<b>Office or Division:</b>	Special Unit - Public Health Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	NDH Doctors On Duty who will transfer admitted Patients Via Public Health Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's Chart		Nurse Station		
2. Diagnostic Tests		Nurse Station		
3. Clinical Abstract		Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Doctor on duty will inform PHU coordinator on duty regarding transfer	1.1. The on duty Public Health Unit coordinator will receive a call or message from NDH consultant referring a patient for transfer to a different hospital	None	1 Min.	<i>Doctor on Duty Public Health Unit Personnel</i>
	1.2. The PHU on duty will ask for the basic information of the patient for transfer		1 Min.	<i>Doctor on Duty Public Health Unit Personnel</i>
2. NDH consultant will give clinical abstract and diagnostic results of patient to be transferred to PHU on duty	2.1. The PHU on duty will ask the NDH consultant for the patient's clinical abstract and diagnostic results to be scanned	None	10 Min.	<i>Doctor on Duty Public Health Unit Personnel</i>
	2.2. The PHU on duty will inform the NDH consultant that he needs to be on stand by if ever there is a need for him to talk to the consultant from the other hospital		1 Min.	<i>Public Health Unit Personnel</i>
	2.3. PHU will coordinate with other PHU coordinator from the hospital where patient will be referred to		2 Min.	<i>Public Health Unit Personnel</i>
3. NDH consultant	3.1. The PHU on duty will	None	10 Min.	<i>Doctor on Duty</i>

will answer the needed information sent by the receiving hospital	ask the NDH consultant on duty to answer the needed information asked by the corresponding hospital, usually via EMAIL, if not through phone call			<i>Public Health Unit Personnel</i>
	3.2. The PHU on duty will send the answered questionnaire and scanned documents to the email address of the receiving hospital		2 Min.	<i>Public Health Unit Personnel</i>
	3.3. The PHU on duty will call the receiving hospital and will inform the NDH on duty doctor for update every after 30 minutes		10 Min.	<i>Public Health Unit Personnel</i>
	3.4. The PHU on duty will log all details of transfer in Google sheet and logbook meant for PHU regardless of outcome		2 Min.	<i>Public Health Unit Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>39 Min.</b>	

## 2. Incoming Call From Referring Hospital For Transfer / Consult

This process mainly caters to transfer / consultation of patients from a different hospital to Novaliches District Hospital.

<b>Office or Division:</b>	Public Health Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Doctors from other hospital who will refer patients for transfer in NDH			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clinical Abstract			Public Health Unit	
2. Diagnostic Results			Public Health Unit	
3. Accomplished patients' data form via google link			Public Health Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Caller from referring hospital must give needed information	1. The on duty Public Health Unit Coordinator will receive a call from a referring hospital and will ask the case.	None	2 Min.	<i>Coordinator from referring hospital PHU on duty</i>
2. Caller must give his contact details	2. The Public Health Unit Coordinator will coordinate with Consultant on Duty. If for OPD, PHU will ask for contact number for call back	None	5 Min.	<i>PHU on duty Doctor on duty Coordinator from referring hospital</i>
3. Caller from referring hospital will send needed documents	3. If as Emergency an Email address will be given ( <a href="mailto:phu.ndh@quezoncity.gov.ph">phu.ndh@quezoncity.gov.ph</a> ) for the referring hospital to send need documents	None	5 Min.	<i>PHU on duty Coordinator from referring hospital</i>
4. Referring hospital must answer patients' information needed by doctors on duty	4. .PHU on duty will give QR code via viber or if not available, give the google link ( <a href="https://tinyurl.com/PHU2023">https://tinyurl.com/PHU2023</a> ) to answer details via txt message to be answered and will be read by consultant on duty for disposition	None	15 Min.	<i>PHU on duty Coordinator from referring hospital</i>
5. none	5. Every after 30 minutes, if with no disposition still, PHU will inform the referring hospital / person via given contact details until disposition is available	None	3 Min.	<i>PHU on duty</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

# Pulmonary Unit

## 1. Incentive Spirometry

Incentive Spirometry is a medical device used to help improve lung function and to prevent respiratory complications after surgery or illness. This procedure covers activities of all In-Patients. Operation Time: Monday to Sunday (24 hours)

<b>Office or Division:</b>		Ancillary Services Division - Pulmonary Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All In-Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pulmonary Unit Request Form		Nurse on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request of Procedure.	1. Receive and check request form.	None	3 Min.	<i>Nurse on Duty/ Respiratory Therapist</i>
2. Proceed with the Procedure	2. Instruct the patient	None	5 Min.	<i>Respiratory Therapist</i>
3. None	3. Documentation	None	2 Min.	<i>Respiratory Therapist</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	

## 2. Machines (Mechanical Ventilator, Hi-Flow, and Bipap)

Medical devices designed to provide support to patients who have difficulty breathing or are unable to breathe on their own. Operation Time: Monday to Sunday (24 hours)

<b>Office or Division:</b>		Ancillary Services Division - Pulmonary Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen.		
<b>Who may avail:</b>		All In-Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pulmonary Unit Request Form		Nurse on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request of Procedure.	1. Receive and check request form and Inform patient about the procedure	None	3 Min.	<i>Nurse on Duty/ Respiratory Therapist</i>
2. Wait for the Procedure	2. Fill up Charge Slip to be given at billing section	See price list	3 Min.	<i>Respiratory Therapist / Billing Section</i>
3. Wait for mechanical ventilator hooking	3. Prepare equipment and materials needed and bring mechanical ventilator to patient's room	None	16 Min.	<i>Respiratory Therapist</i>
4. None	4. Documentation	None	3 Min.	<i>Respiratory Therapist</i>
<b>TOTAL:</b>		<b>SEE PRICE LIST</b>	<b>25 Min.</b>	

### USE OF MACHINES PRICE LIST (MECHANICAL VENTILATOR, HI- FLOW, AND BIPAP)

<b>MACHINE</b>	<b>FEES</b>
1. Machines (Mechanical Ventilator, Hi- Flow and Bipap)	PHP 650.00
2. Mechanical Ventilator Tubing (Adult, Pedia, Neonatal)	PHP 950.00
3. Bacterial Filter	PHP 200.00
4. Heat Moisture Exchange	PHP 280.00

### 3. Aerosol Therapy

Aerosol therapy is a medical treatment that involves delivering medication to the lungs and respiratory system in the form of tiny airborne particles or droplets. This procedure covers activities of patients from ER and In-Patients. Operation Time: Monday to Sunday (24 hours)

<b>Office or Division:</b>		Ancillary Services Division - Pulmonary Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen.		
<b>Who may avail:</b>		All NDH ER and In-Patients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Pulmonary Unit Request Form			Nurse on Duty	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request of Procedure.	1. Receive and check request form.	None	3 Min.	<i>Nurse on Duty/ Respiratory Therapist</i>
2 .Wait for the treatment	2.Give Charge Slip / Order of Payment. For ER patient order of payment will be given to the NOD. For In-Patient charge slip will be given directly to the billing section.	See price list	3 Min.	<i>Respiratory Therapist / Billing Section</i>
3. Proceed to Treatment	3. Administer Aerosol Treatment	None	5 Min.	<i>Respiratory Therapist</i>
4. None	4. Documentation	None	2 Min.	<i>Respiratory Therapist</i>
<b>TOTAL:</b>		<b>SEE PRICE LIST</b>	<b>13 Min.</b>	

### AEROSOL THERAPY PRICE LIST

	<b>FEES</b>
1. Nebulization Kit	PHP 85.00
2. Nebulization procedure only	PHP 40.00



## 4. Peak Expiratory Flow Rate

It is used to monitor lung function and airflow. It can help identify worsening symptoms of asthma attacks. This procedure covers activities of all In-Patients. Operation Time: Monday to Sunday (24 hours)

<b>Office or Division:</b>		Ancillary Services Division - Pulmonary Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All In-Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pulmonary Unit Request Form		Nurse on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request of Procedure.	1. Receive and check request form.	None	3 Min.	<i>Nurse on Duty/ Respiratory Therapist</i>
2 Proceed to the procedure	2. Instruct the patient.	None	5 Min.	<i>Respiratory Therapist</i>
3. None	3. Documentation	None	2 Min.	<i>Respiratory Therapist</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	

## 5. Pulmonary Function Test Process

Is a non-invasive test that measure how well your lungs work. These tests provide information about your lung capacity, airflow and the efficiency of gas exchange in your lungs. This procedure covers activities of patients from OPD and In-Patients. Operation Time: Monday to Friday (8 a.m. – 5 p.m. No Noon Break)

<b>Office or Division:</b>	Ancillary Services Division - Pulmonary Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen.			
<b>Who may avail:</b>	All OPD and In-Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Hospital Card (1 original copy)			Pulmonary Unit	
2. Pulmonary request signed by the Doctor (1 original copy)			Pulmonary Unit	
3. Valid ID (1 original copy)			Pulmonary Unit	
4. Order of Payment (1 original copy)			Pulmonary Unit	
5. Official receipt (1 original copy)			Pulmonary Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the hospital card and pulmonary 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 pulmonary request form.	1. Accept the pulmonary request form and give instructions depending on the requested procedure / examination.  Schedule will depend on the number of patients.	PHP 500.00	3 Min.	<i>Respiratory Therapist</i>
2 Will receive order of payment and proceed to the cashier section for payment.	2. Give order of payment and instruct patient to proceed to cashier section for payment.	None	3 Min.	<i>Respiratory Therapist</i>
3. Present the order of payment and pay the indicated amount at the cashier. Client will be given an official receipt.	3. Accept order of payment and give Official receipt after payment.	None	3 Min.	<i>Cashier</i>
4. Present the official receipt at the pulmonary unit.	4. Verify the official receipt and instruct patient to wait.	None	3 Min.	<i>Respiratory Therapist</i>
5. Proceed to the pulmonary unit for the procedure and listen to	5. Call the patient and proceed to the examination room	None	1 Hour	<i>Respiratory Therapist</i>

the instructions. After the procedure, patient will be instructed when the official result will be available.	for the procedure. Give instructions to the patient and that the official result will be available after 7 working days.			
6. To claim result, present hospital card, valid ID and official receipt.	6. Verify Hospital card, valid ID or Official receipt and release official examination result.	None	3 Min.	<i>Respiratory Therapist</i>
<b>TOTAL:</b>		<b>PHP 500</b>	<b>1 Hour and 15 Min.</b>	

## 6. Weaning T-Tube

Weaning T-Tube typically refers to the gradual process of reducing the patient's reliance on machines. This procedure covers activities of all In-Patients hooked to machines. Operation Time: Monday to Sunday (24 hours)

<b>Office or Division:</b>		Ancillary Services Division - Pulmonary Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All In-Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pulmonary Unit Request Form		Nurse on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request of Procedure.	1. Receive and check request form.	None	3 Min.	<i>Nurse on Duty/ Respiratory Therapist</i>
2 Proceed with the procedure.	2. Hooked to T-Tube	None	10 Min.	<i>Respiratory Therapist</i>
3. End of Client Step	3. Documentation	None	2 Min.	<i>Respiratory Therapist</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	

# Radiology Section

## 1. Radiologic Imaging Services

Radiologic imaging service is available 24/7 for In-Patients and Emergency patients. For Out-patients, the service is available from 8:00 a.m. to 5:00 p.m., from Mondays to Fridays. The results will be available two (2) working days for out-patient and within twenty-four (24) hours for in-patients

<b>Office or Division:</b>	Ancillary Services Division – Radiology Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All NDH patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Radiology Request (1 original copy)			NDH Radiology Section	
2. Official Receipt (1 original copy)			Cash Operation Section (Cashier)	
3. Hospital Card (1 original copy)			Health Information Management Section (Medical Records)	
4. Authorization letter (if patients is relative/ proxy will receive the patient's result)			Client/ Patient	
5. Valid Government ID / QC ID			Government Offices / Quezon City Hall	
<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 radiology request.	1. Receive the radiology request and verify patient's data written on the request with the following: <ul style="list-style-type: none"> <li>• Patient's ID card</li> <li>• Hospital card</li> </ul>	None	3 Min.	<i>X-ray Technologist / Radiologic Technologist / Radiology Aide</i>
2. Receive Order of Payment for the x-ray fees.	2. Give order of payment to the patient.	None	3 Min.	<i>X-ray Technologist / Radiologic Technologist / Radiology Aide</i>
3. Pay the radiology procedure at the cashier.	3. Receive the order of payment and payment. Give official receipt.	see pricelist	3 Min.	<i>Cashier</i>
4. Present the official receipt to the radiology department.	4. Verify the official receipt and instruct the patient to wait.	None	1 Min.	<i>X-ray Technologist / Radiologic Technologist / Radiology Aide</i>
5. Proceed to the Xray room for the examination and receive instruction when to claim the results	5. Call the patient for the procedure. Perform the procedure then instruct the patient when to claim the result: <ul style="list-style-type: none"> <li>• 2 Working Days</li> </ul>	None	15 Min.	<i>X-ray Technologist / Radiologic Technologist</i>

	for out-patients <ul style="list-style-type: none"> <li>• 1 Hour (initial chest reading)</li> <li>• Within 24 Hours for in-patients.</li> </ul>			
6. In order to claim the result, present the official receipt and hospital card of the patient. In case the patient is unable to personally claim the result, a proxy or relative may claim as long as the following are presented: <ul style="list-style-type: none"> <li>• Official receipt</li> <li>• Hospital card</li> <li>• Authorization letter of the patient</li> <li>• Photocopies of valid ids of the patient and the proxy or relative</li> </ul>	6. Check the official Receipt and Hospital card of the patient. Give the official result to the patient and let the patient sign on the receiving logbook.	None	5 Min.	X-ray Technologist / Radiologic Technologist / Radiology Aide
<b>TOTAL:</b>		<b>SEE PRICELIST</b>	<b>36 Min.*</b>	

**Note:**

\*Time may vary depending on the requested procedure.

## RADIOLOGIC IMAGING SERVICES PRICE LIST

X-RAY EXAMINATION	FEES
1. Chest PA view	PHP 300.00
2. Chest PA/L views	PHP 400.00
3. Chest apicolordotic / coned down views	PHP 250.00
4. Chest lateral decubitus view	PHP 250.00
5. Chest (portable)	PHP 315.00
6. Ribs / Thoracic cage AP / Oblique views	PHP 400.00
7. Skull AP / L / Series views	PHP 400.00
8. Mandible AP / O views	PHP 700.00
9. Mastoid Series	PHP 500.00
10. Temporo-mandibular joint	PHP 600.00
11. Water's view	PHP 300.00

12. Paranasal sinuses	PHP 450.00
13. Submentovertex / Towne's view	PHP 250.00
14. Orbits	PHP 450.00
15. Nasal bone / soft tissue lateral view	PHP 500.00
16. Cervical spine AP / L / Oblique views	PHP 550.00
17. Thoracic spine AP / L views	PHP 450.00
18. Lumbosacral spine AP / L / Oblique views	PHP 550.00
19. Scoliotic study	PHP 900.00
20. Abdomen upright / supine views	PHP 500.00
21. Abdomen (portable)	PHP 375.00
22. Pelvic AP / frog leg views	PHP 300.00
23. Shoulder AP view	PHP 300.00
24. Elbow AP / L views	PHP 350.00
25. Ankle foot AP / L / Mortise view	PHP 350.00
26. Humerus AP / L views	PHP 350.00
27. Femur AP / L views	PHP 350.00
28. Leg AP / L views	PHP 350.00
29. Hand AP / O views	PHP 350.00
30. Wrist AP / L views	PHP 350.00
31. Intravenous pyelography/retrograde pyelogram	PHP 1500.00
32. Hysterosalpingography	PHP 1500.00
33. T-tube cholangiogram	PHP 1000.00
34. Fistulogram	PHP 700.00
35. Barium swallow / esophagogram	PHP 1500.00
36. Barium enema / colon gram	PHP 1500.00
37. Upper / lower GI series	PHP 1500.00

## 2. Ultrasound Imaging Services

Ultrasound imaging service is available 8:00 a.m. to 5:00 p.m., from Mondays to Fridays (in-patients, emergency and out-patients). The results will be available one (1) working day for out-patient and within 30 minutes to 1 hour for in-patients and emergency patients.

<b>Office or Division:</b>	Ancillary Services Division – Radiology Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All NDH patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Radiology Request (1 original copy)			NDH Radiology Section	
2. Official Receipt (1 original copy)			Cash Operation Section (Cashier)	
3. Hospital Card (1 original copy)			Health Information Management Section (Medical Records)	
4. Authorization letter (if patients is relative/proxy will receive the patient's result)			Client/ Patient	
5. Valid Government ID / QC ID			Government Offices / Quezon City Hall	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach radiology department window and present the radiology request..	1.Receive the radiology request and verify patient's data written on the request with the following:  <ul style="list-style-type: none"> <li>• Patient's ID card</li> <li>• Hospital card</li> </ul>	None	3 Min.	<i>X-ray Technologist / Radiologic Technologist / Radiology Aide</i>
2 Receive instruction for the ultrasound procedure.	2. Classify the patient  <ul style="list-style-type: none"> <li>• In-Patient</li> <li>• Out patient</li> <li>• Emergency patient</li> </ul> Instruct the patient the preparations for the requested ultrasound procedure	None	5 Min.	<i>X-ray Technologist / Radiologic Technologist / Radiology Aide</i>
3. Receive Order of Payment for the ultrasound fees.	3. Give order of payment to the patient.	None	3 Min.	<i>X-ray Technologist / Radiologic Technologist / Radiology Aide</i>
4. Pay the ultrasound procedure at the cashier.	4. Receive the order of payment and payment. Give official receipt.	see pricelist	3 Min.	<i>Cashier</i>
5. Present the official	5. Verify the official	None	1 Min.	<i>X-ray</i>



receipt to radiology department.	receipt and instruct the patient to wait			<i>Technologist / Radiologic Technologist / Radiology Aide</i>
6. Proceed to the ultrasound room for the examination and receive instruction when to claim the results.	6.Call the patient for the procedure. Perform the procedure then instruct the patient when to claim the result:  • 1 Working Day for ultrasound	None	1 Hour	Radiologic Technologist/Radiologist/ Sonologist
7. In order to claim the result, resent the official receipt and hospital card of the patient.  In case the patient is unable to personally claim the result, a proxy or relative may claim as long as the following are presented:  • Official receipt • Hospital card • Authorization letter of the patient • Photocopies of valid ids of the patient and the proxy or relative	7. Check the official Receipt and Hospital card of the patient. Give the official result to the patient and let the patient sign on the receiving logbook.	None	5 Min.	X-ray Technologist/Radiologic Technologist/ Radiology Aide
<b>TOTAL:</b>		<b>SEE PRICELIST</b>	<b>1 Hour and 20 Min.</b>	

**Note:**

\*Time may vary depending on the requested procedure.

## ULTRASOUND IMAGING SERVICES PRICE LIST

ULTRASOUND EXAMINATION	FEES
1. 1 organ (including right lower quadrant)	PHP 800.00
2. Hepatobiliary tract	PHP 1000.00
3. Upper abdomen	PHP 1200.00
4. Lower abdomen / KUB or KUBP	PHP 1200.00
5. Whole abdomen	PHP 2400.00
6. Transrectal (prostate or trans abdomen)	PHP 1500.00
7. Transvaginal	PHP 1500.00

8. Pelvic Gyne	PHP 1000.00
9. Pelvis (OB / biometry)	PHP 1200.00
10. Biophysical scoring	PHP 1500.00
11. Breast	PHP 1500.00
12. Neck / Thyroid	PHP 1500.00
13. Cranial	PHP 950.00
14. Scrotal with doppler	PHP 1350.00
15. Inguinoscrotal with doppler	PHP 1500.00

# OFFICE OF THE CITY ASSESSOR

## External Services

### 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 Taxation, 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.

#### a. Transfer of Ownership

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 there shall be imposed a PHP2,000 penalty for late filing in accordance with Ordinance No. SP-2361 s-2014.

Processing Period: Seven (7) or Twenty-one (21) Days depending on the number of parcels/real property units (RPU) and the complexity of transaction/s involved, and on the number of transactions received for the Day.

The processing period of the transaction may be affected by the following factors:

1. Volume/bulk of transactions received for the Day
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.

Please note that the processing of transactions will only begin upon submission of complete documents. Incomplete submissions will not be processed and will be discarded 15 working Days after notification if no compliance is made.

<b>Office or Division:</b>	Office of the City Assessor, Property Valuation Standard Division, Tax Mapping Division, Electronic Data Processing Division, Assessment Records Management Division, Property Appraisal Division, Administrative Division	
<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>	All Quezon City real property owners and their authorized representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements:</b>		
1. Certified True Copy of New Transfer Certificate of		Registry of Deeds, LRA One Stop

Title/Condominium Certificate of Title (TCT/CCT) (To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from Registry of Deeds, if necessary).	Shop, LRA Kiosk
2. Deed of Conveyance  Any of the following: <ul style="list-style-type: none"> <li>• Deed of Sale/Donation</li> <li>• Extra-Judicial Settlement of Estate</li> <li>• Deed of Conditional Sale</li> <li>• Deed of Exchange</li> <li>• Affidavit of Self Adjudication</li> <li>• Certificate of Award</li> <li>• Affidavit of Consolidation and Certificate of Sale</li> </ul>	Applicant/Client
3. BIR Electronic-Certificate Authorizing Registration (eCAR) (1 Original Copy or 1 Certified True Copy or 1 Photocopy)	Bureau of Internal Revenue - Revenue District Office
4. Transfer Tax Bill and Official Receipt (1 Original Copy or 1 Certified True Copy or 1 Photocopy)	City Treasurer's Office
5. Picture of Property (3"x5" colored)	Applicant/Client
6. Government Issued ID (1) Photocopy with 3 signatures  Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• Driver's License - LTO</li> <li>• Passport</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• PhilHealth ID</li> <li>• Postal ID</li> <li>• Voter's ID</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant/Client
<b>B. Situational Requirements:</b>	
1. Standard/Mandatory Requirements for Transfer Mentioned Above	
<b>For Continuity of Ownership Record</b>	
1. Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) (1 copy of RD-Certified True Copy of Title)	Registry of Deeds
<b>Absence Of Transfer Documents</b>	
1. Certification from the Registry of Deeds that supporting transfer documents of subject title are no longer available. (1 Original Copy)  <b>Remarks:</b> (For TCT/CCT released in the year 1999 and below, in case any of the mandatory requirement/documents are no longer available)	Registry of Deeds, LRA One Stop Shop, LRA Kiosk
2. Notarized Affidavit of Loss executed by the owner (1 Original Copy)	Applicant / Client
3. Barangay Certification as to the Actual possession of the property (1 Original Copy)	Office of the Barangay Captain where the property is located

<b>For Transfer of Improvements Only</b>				
1. All of the above including an Affidavit of Undertaking as to payment of transfer tax and real property tax arrears. (1 Original Copy)			Applicant / Client	
<b>For Authorized Representative/s</b>				
1. Notarized Special Power of Attorney (1 Original Copy)			Applicant / Client	
2. Government-issued ID of Property Owner and authorized representative (1 Photo copy with 3 signatures)			Applicant / Client	
Any of the following:				
● QCitizen ID issued by the Quezon City Government				
● SSS Unified Multi-Purpose ID (UMID)				
● LTO Driver's License				
● Philippine Passport				
● Philippine Identification (PHILID/EPHILID) (PSA)				
● Philhealth ID				
● Postal ID				
● Voter's ID (Comelec)				
● Professional Regulation (PRC) ID				
<b>For Corporate Entities</b>				
1. Board Resolution or Secretary Certificate (1) Original Copy			Applicant / Client	
2. Government-issued IDs of corporate secretary and representative (1 Photocopy with 3 signatures)			Applicant / Client	
<b>For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.</b>				
<b>Remarks:</b> For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.				
1. Request letter addressed to the City Assessor (1 Original Copy )			Applicant / Client	
2. Standard/mandatory requirements for transfer mentioned above			Applicant / Client	
3. Government issued ID of owner (1 Photocopy with 3 signatures)			Applicant / Client	
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)			Department of Justice; Clerk of Court	
<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 Application				
<b>Online:</b> 1.1. Open your browser and visit <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Go to the login page and enter your credentials. Once logged in, navigate through the	1.1. N/A	None	10 Min.	

site and select "City Assessor iDeclare Easy."				
<b>On-Premise Kiosk:</b> 1.2. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Navigate to the login page, enter your credentials, and once logged in, browse to the page and select "City Assessor iDeclare Easy."	1.2. Assist requesting party to secure queuing number from the queuing machine	None	15 Min.	Office Aide
	1.3. Call the next queue number and assist the applicant in logging in or signing up for QC eServices.		15 Min.	
2. Select the transaction you wish to apply for and fill in the required fields. Then, scan and upload all documentary documents.	2. For <b>On-Premise Kiosk:</b> Assist the applicant in scanning and uploading documentary requirements.	None	30 Min.	Office Aide
3. Wait for an automatic email reply confirming the receipt of your request and notifying you of any lacking documents. If applicable, settle any fees by paying through any available payment channel or at the CTO counters.  <b>Note:</b> Duration of review and evaluation varies depending on the complexity and volume of transactions received for the Day.	3.1. Review and evaluate the application and the documentary requirements. Print the application form, property picture, and transmittal. Then, transmit the transactions to Station 1.	None	1 Day	Local Assessment Operations Officer
	3.2. Station 1 - Retrieval of Records & Preparation of FAAS		4 Hours	Data Controller Tax Mapper 1
	3.3. Station 2 - Encoding and Printing of FAAS		1 Day	Computer Operator
	3.4. Station 3 - Review and Approval of Printed FAAS		1 Day	Local Assessment Operations Officer  Section Chief/Asst. Division Head
	3.5. Station 4 - Printing of Notice of Assessment & Tax Declaration		1 Day	Section Chief/Asst. Division Head Data Encoder

	3.6. Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations		1 Day	Assistant City Assessor for Operation Secretary
	3.7. Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs		4 Hours	City Assessor Computer Operator
4. Releasing of New Tax Declaration / Notice of Assessment	4. Receives approved tax declarations and sorts for easy retrieval	None	2 Hours	Assessment Clerk
4.1. The requesting party and filer will receive an email and/or text message informing them of the scheduled release.	4.1. Notifies the requesting party through email and text messages of the schedule of the release of the new TD		30 Min.	
4.2. Upon receiving the notification, they should go to the Office of the City Assessor on the Ground Floor on the scheduled date, obtain a queue number, and wait for their number to be called at Counter 8 or 9. Once called, they will present the email/text notification, along with the Special Power of Attorney/ Authorization and a valid ID. They will then write their name, affix their signature on the original copy of the tax declaration, and receive the owner's copy.	4.2. Call the queue number, verify the SPA and valid ID, and release the new tax declarations to the requesting party as scheduled.  <b>Note:</b> All unclaimed Owner's copy of Tax Declarations shall be forwarded to the Records Section of the Administrative Division for mailing to the respective property owners within 5 Days after the scheduled release.		15 Min.	
TOTAL:		None  Late filing: PHP 2,000	Online: 6 Days, 4 Hours, and 10 Min.  On Premise Online Kiosk: 6 Days, 4 Hours, and 30 Min.	

**Note:**

\*Processing time may vary depending on the number of parcels/real property units (RPU), complexity of the transactions involved, and the volume of transactions received for the Day.

## b. Issuance of New Tax Declaration for Segregation / Consolidation

This transaction involves property owners requesting the consolidation and/or subdivision of their lot based on newly issued Subdivision Plan and/or Transfer Certificates of Title/Condominium Certificates of Title. It also applies to the segregation/consolidation of existing improvements based on submitted legal documents. The process requires highly technical plotting, including the encoding of corresponding technical descriptions into the GIS map. In many cases, the transaction also involves additional processes such as the transfer of ownership.

<b>Office or Division:</b>	Office of the City Assessor, Tax Mapping Division, Electronic Data Processing Division, Property Appraisal Division, Assessment Records Management Division, Property Valuation Standard Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and duly authorized parties of interest	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. Standard Requirements:</b>		
1. New Transfer Certificate of Title / Condominium Certificate of Title (1 Certified True Copy)		Registry of Deeds
2. Approved Subdivision Plan (1 Original Copy or 1 Photocopy)		Land Registration Authority
3. Latest Picture of Property (1 Original Copy or 1 Photocopy)		Applicant / Client
<b>Remarks:</b> (3"x5" colored, photo paper) – frontage/ facade showing full view of structure		
4. Government Issued ID (1) Photocopy with 3 signatures  Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID</li> <li>• (UMID)</li> <li>• Driver's License - LTO</li> <li>• Passport</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• PhilHealth ID</li> <li>• Postal ID</li> <li>• Voter's ID</li> <li>• Professional Regulation (PRC) ID</li> </ul>		Applicant / Client
<b>B. Situational Requirements:</b>		
5. Standard/Mandatory Requirements Mentioned Above		
<b>With Transfer Of Ownership</b>		
1. Deed of Conveyance (1 Original Copy or 1 Certified True Copy)		Applicant / Client
2. Transfer Tax Receipt (1 Original Copy or 1 Certified True		Quezon City Government - City



Copy)	Treasurer's Office
3. BIR Electronic-Certificate Authorizing Registration (eCAR) (1 Original Copy or 1 Certified True Copy or 1 Photocopy)	Bureau of Internal Revenue
<b>For Continuity of Ownership Record</b>	
1. Previous Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) (1 RD-Certified True Copy of Title)	Registry of Deeds
<b>Absence of Transfer Documents</b>	
1. Certification from the Registry of Deeds that supporting transfer documents of subject title are no longer available. (1 Original Copy)	Registry of Deeds, LRA One Stop Shop, LRA Kiosk
<b>Remarks:</b> For TCT/CCT released in the year 1999 and below, in case any of the mandatory requirements/documents are no longer available.	
<b>For Authorized Representative/s</b>	
1. Notarized Special Power of Attorney (1 Original Copy)	Applicant / Client
<b>Remarks:</b> Executed by the Property owner (Seller or Buyer)	
<b>Note:</b> Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney	
2. Government-issued ID of Property Owner and authorized representative (1 Photocopy with 3 signatures)	Applicant / Client
Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	
<b>For Corporate Entities</b>	
1. Board Resolution or Secretary Certificate (1 Original copy)	Applicant / Client
2. Government-issued IDs of corporate secretary and representative (1 Photocopy with 3 signatures)	Applicant / Client
<b>For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.</b>	
<b>Remarks:</b> For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.	
1. Request letter addressed to the City Assessor (1 Original Copy)	Applicant / Client
2. Standard/mandatory requirements mentioned above	Applicant / Client
3. Government issued ID of owner (1 Photocopy with 3	Applicant / Client

signatures)				
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)			Department of Justice; Clerk of Court	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission Of Application				
<b>Online:</b> 1.1. Open your browser and visit <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Go to the login page and enter your credentials. Once logged in, navigate through the site and select "City Assessor iDeclare Easy."	1.1. N/A	None	15 Min.	
<b>On Premise Online Kiosk:</b> 1.2. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Navigate to the login page, enter your credentials, and once logged in, browse to the page and select "City Assessor iDeclare Easy."	1.2. Assist requesting party to secure queuing number from the queuing machine	None	15 Min.	Office Aide
	1.3. Call the next queue number and assist the applicant in logging in or signing up for QC eServices.		15 Min.	
2. Select the transaction you wish to apply for and fill in the required fields. Then, scan and upload all documentary documents.	2. For <b>On-Premise Kiosk</b> : Assist the applicant in scanning and uploading documentary requirements.	None	30 Min.	Office Aide
3. Wait for an automatic email reply confirming the receipt of your request and notifying you of any lacking documents. If applicable, settle any fees by paying through any available payment channel or at the CTO counters.  <b>Note:</b> Duration of review and evaluation varies depending on the complexity and volume of transactions received for the Day.	3.1. Review and evaluate the application and the documentary requirements. Print the application form, property picture, and transmittal. Then, transmit the transactions to Station 1.	None	1 Day	Local Assessment Operations Officer
	3.2. Station 1 - Retrieval of Records & Preparation of FAAS		2 Hours	Data Controller
	3.3. Issuance of new		1 Hour	Tax Mapper

	PIN based on the approved plan			
	3.4. Plots subdivided or consolidated land in the tax map based on the submitted approved subdivision plan  <b>Note:</b> Processing time varies depending on the number of parcels to be plotted.		2 Days	<i>Tax Mapper / Tax Mapping aide</i>  <i>Division Head</i>
	3.5. Station 2 - Encoding and Printing of FAAS		2 Days	<i>Computer Operator</i>
	3.6. Station 3 - Review and Approval of Printed FAAS		2 Days	<i>Local Assessment Operations Officer</i>  <i>Section Chief/Asst. Division Head</i>
	3.7. Station 4 - Printing of Notice of Assessment & Tax Declaration		1 Day	<i>Section Chief/Asst. Division Head Data Encoder</i>
	3.8. Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations		1 Day	<i>Assistant City Assessor for Operation Secretary</i>
	3.9. Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs		1 Day	<i>City Assessor Computer operator</i>
4. Releasing of New Tax Declaration / Notice of Assessment	4. Receives approved tax declarations and sorts for easy retrieval	None	2 Hour	<i>Assessment Clerk</i>
4.1 The requesting party and filer will receive an email and/or text message informing them of the scheduled release.	4.1 Notifies the requesting party through email and text messages of the schedule of the release of the new TD		30 Min.	
4.2 Upon receiving the notification, they should go to the Office of the City Assessor on the Ground	4.2 Call the queue number, verify the SPA and valid ID, and release the new tax		15 Min.	

<p>Floor on the scheduled date, obtain a queue number, and wait for their number to be called at Counter 8 or 9. Once called, they will present the email/text notification, along with the Special Power of Attorney/ Authorization and a valid ID. They will then write their name, affix their signature on the original copy of the tax declaration, and receive the owner's copy.</p>	<p>declarations to the requesting party as scheduled.</p> <p><b>Note:</b> All unclaimed Owner's copy of Tax Declarations shall be forwarded to the Records Section of the Administrative Division for mailing to the respective property owners within 5 Days after the scheduled release.</p>			
<b>TOTAL:</b>		<p><b>None</b></p> <p><b>Late filing: PHP 2,000</b></p>	<p><b>Online:</b> <b>10 Days, 5 Hours, and 45 Min.</b></p> <p><b>On Premise Online Kiosk:</b> <b>10 Days and 5 Hour</b></p>	

**Note:**

\*Processing time may vary depending on the number of parcels/real property units (RPU), complexity of the transactions involved, and the volume of transactions received for the Day.

### c. Issuance of Tax Declaration for New/Reassessment of Improvement/s, Machinery and Other Structures

This process involves issuance of a new tax declaration or reassessment of existing improvements, machinery, and structures for taxation purposes. Property owners must submit an application with required documents for newly constructed buildings, additional improvements, or newly installed machinery.

Applicants may submit a written request for assessment or accomplish an application form along with the necessary documents, following Section 202 of RA 7160.

Authorized personnel from the Property Appraisal Division - Office of the City Assessor may issue a Notice of Assessment/Declaration to concerned property owners in accordance with Section 203 of RA 7160. Once notified, the applicant must submit the required documents.

For new condominium buildings with multiple Condominium Certificates of Title (CCTs), individual tax declarations will be issued for each unit. Due to the volume of transactions, processing will require additional time for completion.

<b>Office or Division:</b>	Office of the City Assessor, Tax Mapping Division, Electronic Data Processing Division, Property Appraisal Division, Assessment Records Management Division, Property Valuation Standard Division, Quezon City Department of Building Official	
<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>	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>A. Standard Requirements:</b>		
<b>For Improvement/s</b>		
1. Approved Building Permit/Renovation Permit (1 Original Copy or 1 Photocopy)	Quezon City – Department of Building Official	
2. Approved Building Plan (1 Original Copy or 1 Photocopy)	Quezon City – Department of Building Official	
3. Picture of Property (1 Original Copy or 1 Photocopy)	Applicant / Client	
<b>Remarks:</b> 3"x5" colored, photo paper)-frontage/facade showing full view of structure		
<b>For Machinery</b>		
1. Notarized Sworn statement showing details of machinery (Brand/Make/Model/Serial No., Specifications, Acquisition Cost/Date, Capacity, Installation Cost, Place of Installation)	Applicant/Client  Division (for the Sworn Statement Form): Quezon City – Office of the City Assessor	
2. Mechanical Permit	Quezon City – Department of Building Official	
3. Official Receipt and Supplier Contract Agreement	Applicant/Client	
4. Certification as to Date of installation of machinery	Quezon City – Department of Building Official	

For Authorized Representative/s				
1. Notarized Special Power of Attorney (1 Original Copy)		Applicant / Client		
2. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)		Applicant / Client		
Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>				
For Corporate Entities				
1. Board Resolution or Secretary Certificate (1 Original Copy)		Applicant / Client		
2. Government-issued IDs of corporate secretary and representative (1 Photocopy with 3 signatures)		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission Of Application				
<b>Online:</b> 1.1. Open browser and go to <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Navigate to the log-in page and log-in credentials. Browse through the page and select "City Assessor iDeclare Easy"	1.1. N/A	None	15 Min.	
<b>Location:</b> <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> locate "City Assessor iDeclare Easy"				
<b>On Premise Online Kiosk:</b> 1.2. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Navigate to the log-in page and log-in credentials. and browse to the page and select	1.2. Assist requesting party to secure queuing number from the queuing machine 1.2.1. Call the next number on queue and assist the requesting party to log in or sign up to QC eServices.	None	15 Min.	Office Aide
			15 Min.	Office Aide

<p>"City Assessor iDeclare Easy"</p> <p><b>Location:</b> Basement, Civic Center Bldg B, Quezon City Hall <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> locate "City Assessor iDeclare Easy"</p> <p><b>Notes:</b> Waiting time depends on the number of persons on queue</p>				
<p><b>On Premise:</b> 1.3. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Submit application at Counter 1, Ground Floor.</p>	<p>1.3. Assist requesting party to secure queuing number from the queuing machine</p> <p>1.3.1. Call the next queue number, receive the application and provide a transaction control number.</p> <p>1.3.2. Recording and scanning of submitted documents</p>	None	20 Min.	<i>Administrative Assistant</i>
2. Wait for inspection notification from designated property appraiser, if necessary.	2.1. Transmit to the City Assessor for evaluation and proper dissemination.	None	2 Hours	<i>City Assessor</i>
	2.2. Chief Appraiser instructs designated property appraisers of subject property for inspection.	None	2 Hours	<i>Chief Appraiser</i>
	2.3. Data Gathering and Ocular Inspection of the subject property	None		
	2.3.1. Sketching of the floor plan through AutoCAD for new assessment and reassessment due to additional area on the manual FAAS.		1 Day	<i>Local Assessment Operations Officer</i>
	2.3.2. The Appraiser completes the Field Appraisal and Assessment Sheet (FAAS), thoroughly documenting all findings		1 Hour	<i>Local Assessment Operations Officer</i>

	and computation of the assessment based on the Schedule of Fair Market Value (SFMV).			
	2.4. Review and approval of Manual/Generated FAAS	None		
	2.4.1. The Section Head checks and reviews the accuracy of assessment and value computation, as well as other relevant information in the prepared manual FAAS		30 Min.	<i>Section Head</i>
	2.4.2. The Division Chief pre-approves the Manual FAAS and transmits to Station 1.		15 Min.	<i>Division Head</i>
	2.4.3. Assign control number, scan necessary documents and transmit to Station 1.		15 Min.	<i>Office Aide</i>
	2.4.4. Assigns PIN and transmits to Station 2		15 Min.	<i>Tax Mapper</i>
	2.5. Station 2 - Encoding and Printing of FAAS	None	2 Days	<i>Computer Operator</i>
	2.6. Station 3 - Review and Approval of Printed FAAS	None	1 Day	<i>Section Chief/Asst. Division Head</i>
	2.7. Station 4 - Printing of Notice of Assessment & Tax Declaration	None	1 Day	<i>Data Encoder Section Chief/Asst. Division Head</i>
	2.8. Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations	None	1 Day	<i>Assistant City Assessor for Operation Secretary</i>
	2.9 Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs	None	1 Day	<i>City Assessor Computer operator</i>
3.1. Wait for the notification regarding the schedule of release.	3.1. Releasing of New Tax Declaration / Notice of Assessment	None		<i>Administrative Assistant</i>
3.2. The requesting party and filer will receive an email and/or text message informing them of the scheduled release.	3.2. Receives approved tax declarations and sorts for easy retrieval.		2 Hours	<i>Assessment Clerk</i>



3.3. Upon receiving the notification, they should go to the Office of the City Assessor on the Ground Floor on the scheduled date, obtain a queue number, and wait for their number to be called at Counter 8 or 9.	3.3. Notifies the requesting party through email and text messages of the schedule of the release of the new TD.		30 Min.	<i>Assessment Clerk</i>
3.4. Once called, they will present the email/text notification, along with the Special Power of Attorney/Authorization and a valid ID. They will then write their name, affix their signature on the original copy of the tax declaration, and receive the owner's copy.	3.4. Call the queue number, verify the SPA and valid ID, and release the new tax declarations to the requesting party as scheduled.  <b>Note:</b> All Owner's copy of Tax Declarations shall be forwarded to the Records Section of the Administrative Division for mailing to the respective property owners within 5 Days after the scheduled release.		15 Min.	<i>Assessment Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>Online:</b> <b>8 Days, 6 Hours, and 40 Min.</b>  <b>On Premise Online Kiosk:</b> <b>8 Days, 6 Hours, and 55 Min.</b>	

**Note:**

\*Processing time may vary depending on the number of parcels/real property units (RPU), complexity of the transactions involved, and the volume of transactions received for the Day.

## d. Correction / Updating of Entry

Clients may avail of this service if they need to correct or update specific entries in their tax declarations. Common corrections include updating addresses, correcting misspelled names, revising technical descriptions, and fixing typographical errors caused by incorrect entries in Transfer Certificates of Title (TCTs) or Condominium Certificates of Title (CCTs). Other corrections may involve updating the Property Index Number (PIN) and similar adjustments.

<b>Office or Division:</b>	Office of the City Assessor, Property Valuation Standard Division, Tax Mapping Division, Electronic Data Processing Division, Assessment Records Management Division, Property Appraisal Division, Administrative Division	
<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>	All Quezon City real property owners and their authorized representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements:</b>		
<b>For Correction of Owner’s Name, Technical Description, And Other TCT-Related Corrections</b>		
1. Letter Request addressed to the City Assessor (1 Original Copy)	Applicant/Client	
2. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)	Applicant/Client	
Any of the following: <ul style="list-style-type: none"><li>● QCitizen ID issued by the Quezon City Government</li><li>● SSS Unified Multi-Purpose ID (UMID)</li><li>● LTO Driver's License</li><li>● Philippine Passport</li><li>● Philippine Identification (PHILID/EPHILID) (PSA)</li><li>● Philhealth ID</li><li>● Postal ID</li><li>● Voter's ID (Comelec)</li><li>● Professional Regulation (PRC) ID</li></ul>		
3. Transfer Certificate of Title/Condominium Certificate of Title (1 Certified True Copy)	Applicant / Client	
<b>For Updating of Address</b>		
1. Fill out request form QCG.OCA.s.OCA.s.F.04 (1 Original Copy)	Property Owner	
2. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)	Applicant/Client	
Any of the following: <ul style="list-style-type: none"><li>● QCitizen ID issued by the Quezon City Government</li><li>● SSS Unified Multi-Purpose ID (UMID)</li><li>● LTO Driver's License</li><li>● Philippine Passport</li><li>● Philippine Identification (PHILID/EPHILID) (PSA)</li><li>● Philhealth ID</li></ul>		

<ul style="list-style-type: none"> <li>Postal ID</li> <li>Voter's ID (Comelec)</li> <li>Professional Regulation (PRC) ID</li> </ul>	
<b>B. Situational Requirements:</b>	
1. Standard/Mandatory Requirements Mentioned Above	
<b>For Authorized Representative/s</b>	
1. Notarized Special Power of Attorney (1 Original Copy)	Applicant / Client
2. Government-issued ID of Authorized Representative (1 Photocopy with 3 signatures)	Applicant / Client
Any of the following: <ul style="list-style-type: none"> <li>QCitizen ID issued by the Quezon City Government</li> <li>SSS Unified Multi-Purpose ID (UMID)</li> <li>LTO Driver's License</li> <li>Philippine Passport</li> <li>Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>Philhealth ID</li> <li>Postal ID</li> <li>Voter's ID (Comelec)</li> <li>Professional Regulation (PRC) ID</li> </ul>	
<b>For Corporate Entities</b>	
1. Board Resolution or Secretary Certificate (1 Original Copy)	Applicant / Client
2. Government-issued IDs of corporate secretary and representative (1 Photocopy with 3 signatures)	Applicant / Client
<b>Inclusion of Awardee's Name</b>	
1. New Transfer Certificate of Title or Condominium Certificate of Title or Certification of Award (1 Certified True Copy and Original copy - Certification of Award)	Registry of Deeds  For Certification of Award: National Housing Authority / Quezon City Government - HCDRD / UPAO
2. Deed of Conveyance/Conditional Sale (1 Original Copy or 1 Certified True Copy)	National Housing Authority / Quezon City Government - HCDRD / UPAO
<b>For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.</b>  <b>Remarks:</b> For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.	
1. Request letter addressed to the City Assessor (1 Original Copy)	Applicant / Client
2. Standard/mandatory requirements for transfer mentioned above	Applicant / Client
3. Government issued ID of owner (1 Photocopy with 3 signatures)	Applicant / Client
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)	Department of Justice; Clerk of Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submission of Application				
<b>Online:</b> 1.1. Open the browser and go to <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Navigate to the log-in page and log-in credentials. and browse to the page and select "City Assessor iDeclare Easy"  <b>Location:</b> <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> then look for "City Assessor iDeclare Easy"	1.1. N/A	None	15 Min.	<i>Office Aide</i>
<b>On Premise Online Kiosk:</b> 1.2. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to < <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> >. Navigate to the log-in page and log-in credentials. and browse to the page and select "City Assessor iDeclare Easy"  <b>Location:</b> Basement, Civic Center Bldg B, Quezon City Hall <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> locate "City Assessor iDeclare Easy"  <b>Notes/Instruction:</b> Waiting time depends on the number of people in the queue.	1.2. Assist requesting party to secure queuing number from the queuing machine	None	15 Min.	<i>Office Aide</i>
	1.3. Call the next number on queue and assist the requesting party to log in or sign up to QC eServices.		15 Min.	<i>Office Aide</i>
2. Choose the transaction you wish to apply for and complete the required fields, then scan and upload all transfer requirements  <b>Location:</b> Basement, Civic Center Building B, Office of the City Assessor <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> locate "City Assessor iDeclare Easy"	2. For <b>On-Premise Kiosk:</b> Assist the applicant in scanning and uploading documentary requirements.	None	30 Min.	<i>Office Aide</i>

<p>3. Wait to receive an automatic email reply acknowledging receipt of the request and a notification of lacking documents, if there's any, or the tracking number.</p> <p><b>Location:</b> Basement, Civic Center Bldg B, Quezon City Hall  <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> locate "City Assessor iDeclare Easy"</p> <p><b>Note:</b> Duration of review and evaluation varies depending on the complexity and volume of transactions received for the Day.</p>	3.1. Review and evaluate the application and the documentary requirements. Print the application form, property picture, and transmittal. Transmit the transactions to Station 1.	None	1 Day	Local Assessment Operations Officer
	3.2. Station 1 - Retrieval of Records & Preparation of FAAS		4 Hours	Data Controller Tax Mapper 1
	3.3 Station 2 - Encoding and Printing of FAAS		1 Day	Computer Operator
	3.4 Station 3 - Review and Approval of Printed FAAS		1 Day	Local Assessment Operations Officer  Section Chief/Asst. Division Head
	3.5. Station 4 - Printing of Notice of Assessment & Tax Declaration		1 Day	Section Chief/Asst. Division Head Data Encoder
	3.6. Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations		1 Day	Assistant City Assessor for Operation Secretary
	3.7. Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs		4 Hours	City Assessor Computer operator
4.1. Wait for the notification regarding the schedule of release.	4.1. Releasing of New Tax Declaration / Notice of Assessment	None		Administrative Assistant
4.2. The requesting party and filer will receive an email and/or text message informing them of the scheduled release.	4.2. Receives approved tax declarations and sorts for easy retrieval.		2 Hours	Assessment Clerk

4.3. Upon receiving the notification, they should go to the Office of the City Assessor on the Ground Floor on the scheduled date, obtain a queue number, and wait for their number to be called at Counter 8 or 9.	4.3. Notifies the requesting party through email and text messages of the schedule of the release of the new TD.		30 Min.	<i>Assessment Clerk</i>
4.4. Once called, they will present the email/text notification, along with the Special Power of Attorney/ Authorization and a valid ID. They will then write their name, affix their signature on the original copy of the tax declaration, and receive the owner's copy.	4.4. Call the queue number, verify the SPA and valid ID, and release the new tax declarations to the requesting party as scheduled.  <b>Note:</b> All Owner's copy of Tax Declarations shall be forwarded to the Records Section of the Administrative Division for mailing to the respective property owners within 5 Days after the scheduled release.		15 Min.	<i>Assessment Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>Online:</b> <b>6 Days and 45 Min.</b>  <b>On Premise Online Kiosk:</b> <b>6 Days and 1 Hour</b>	

**Note:**

\*Processing time may vary depending on the number of parcels/real property units (RPUs), complexity of the transactions involved, and the volume of transactions received for the Day.

## e. Declaration of New/Undeclared Land (Titled Property)

This process involves the declaration of new or undeclared land for taxation purposes. As per Section 5(B) of the Manual on Real Property Appraisal and Assessment Operations (MRPAAO), applicants must comply with the necessary requirements for the first-time declaration of titled properties.

Since October 2019, a policy mandates that all applications for new tax declarations, regardless of the land area, must be cleared by the City Assessor before processing. This ensures that potential land conflicts, such as multiple claimants or overlapping claims, are thoroughly validated to prevent disputes and ensure accurate assessments.

<b>Office or Division:</b>	Office of the City Assessor, Tax Mapping Division, Electronic Data Processing Division, Property Appraisal Division, Assessment Records Management Division, Property Valuation Standard Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All Quezon City real property owners and their authorized representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements</b>		
1. Original or Transfer Certificate of Title (OCT/TCT) (1 Certified True Copy)		Registry of Deeds
2. Free patent, homestead, or miscellaneous sales application (from DENR/DAR) (1 Certified True Copy)		DENR/DAR
3. Approved Survey/Subdivision Plan (1 Original copy or 1 Certified True Copy)		LRA
4. Certified copy of Court Order and Finality		Clerk of Court
5. Picture of Property		Applicant / Client
<b>Remarks:</b> (3"x5" colored, photo paper) – frontage/facade showing full view of structure		
6. Government Issued ID (1 Photocopy with 3 signatures)		Applicant / Client
Any of the following: <ul style="list-style-type: none"> <li>● QCitizen ID issued by the Quezon City Government</li> <li>● SSS Unified Multi-Purpose ID</li> <li>● (UMID)</li> <li>● Driver's License - LTO</li> <li>● Passport</li> <li>● Philippine Identification (PhilID / ePhilID)</li> <li>● PhilHealth ID</li> <li>● Postal ID</li> <li>● Voter's ID</li> <li>● Professional Regulation (PRC) ID</li> </ul>		
<b>B. Situational Requirements:</b>		
1. Standard/Mandatory Requirements Mentioned Above		
<b>For Authorized Representative/s</b>		

1. Duly notarized Authorization Letter or Special Power of Attorney from the owner (1 Original Copy)				Applicant / Client
2. Government Issued ID (1 Photocopy with 3 signatures)				Applicant / Client
Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS/GSIS Unified Multi-Purpose ID</li> <li>• (UMID)</li> <li>• Driver's License - LTO</li> <li>• Passport</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• PhilHealth ID</li> <li>• Postal ID</li> <li>• Voter's ID</li> <li>• Professional Regulation (PRC) ID</li> </ul>				
<b>For Corporate Entities</b>				
1. Board Resolution or Secretary Certificate (1 Original Copy)				Applicant / Client
2. Government-issued IDs of corporate secretary and representative (1 Photocopy with 3 signatures)				Applicant / Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application				
<b>Online:</b> 1.1. Open your browser and visit <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Go to the login page and enter your credentials. Once logged in, navigate through the site and select "City Assessor iDeclare Easy."	1.1. N/A	None	15 Min.	Office Aide
<b>On Premise Kiosk:</b> 1.2. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a> . Navigate to the login page, enter your credentials, and once logged in, browse to the page and select "City Assessor iDeclare Easy."	1.2. Assist requesting party to secure queuing number from the queuing machine 1.3. Call the next queue number and assist the applicant in logging in or signing up for QC eServices.	None	30 Min.	Office Aide
<b>On Premise:</b> 1.3. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Submit	1.3.1. Assist requesting party to secure queuing number from the queuing machine 1.3.2. Call the next	None	20 Min.	Administrative Assistant



application at Counter 1, Ground Floor.	queue number, receive the application and provide a transaction control number.			
	1.3.3. Recording and scanning of submitted documents			
2. Wait for the request to be evaluated	2.1. Upon record validation, refer the transaction to the City Assessor for review and approval, noting that it is for "initial declaration."	None	4 Hours	City Assessor
	2.2. The Office of the City Assessor routes the request to the Tax Mapping Division (Station 1) for research & technical evaluation. Checks the tax map for overlapping properties and potential claims by other parties. If warranted, further validation will be conducted to address any issues or disputes.		5 Days	Tax Mapper Section Chief Division Head
	2.3. If the request is denied due to missing requirements identified during technical evaluation, the Head of the Tax Mapping Division will inform the City Assessor. A denial letter will then be sent to the requesting party.		1 Day	TMD Division Head City Assessor Records Officer
	2.3.1. If the request is compliant, the concerned parcel will be researched, checked, and plotted. An ocular inspection will be conducted if necessary.		2 Days	Tax Mapper
	2.3.2. Prepares the Field Appraisal and Assessment Sheet (FAAS), assigns the respective Property Identification Number		1 Hour	Tax Mapper

	(PIN), and completes the manual FAAS with the necessary computations.			
	2.5. Station 2 - Encoding and Printing of FAAS		2 Days	Computer Operator
	2.6. Station 3 - Review and Approval of Printed FAAS		1 Day	Section Chief/Asst. Division Head
	2.7. Station 4 - Printing of Notice of Assessment & Tax Declaration		1 Day	Data Encoder Section Chief/Asst. Division Head
	2.8. Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations		1 Day	Assistant City Assessor for Operation Secretary
	2.9. Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs		1 Day	City Assessor Computer operator
3. The requesting party and filer will receive an email and/or text message informing them of the scheduled release. Upon receiving the notification, they should go to the Office of the City Assessor Counter 8 & 9, ground floor or third floor, records section on the scheduled date. They will present the email/text notification, along with the Special Power of Attorney/ Authorization and a valid ID. They will then write their name, affix their signature on the receiving copy of the letter reply, and receive the owner’s copy.	3.1 Releasing of New Tax Declaration / Notice of Assessment / Letter reply of the City Assessor	None		Administrative Assistant
	3.2 Notifies the requesting party through email and text messages of the schedule of the release of the new TD		30 Min.	
	3.3 Verify the SPA, if filed by authorized representative, and valid ID, and release the new tax declarations to the requesting party as scheduled.		15 Min.	
TOTAL:		None  Late filing: PHP 2,000	Online: 10 Days, 3 Hours, and 50 Min.  On Premise Online Kiosk: 10 Days, 4 Hours, and 5 Min.  On Premise: 10 Days, 3 Hours, and 55 Min.	

## 2. Issuance of Certified True Copies of Real Property Assessment Records & Related Certifications

Transaction's processing period may also be affected by the following factors:

- Volume of transactions received for the Day.
- Systems down time
- Mis-sending of documents for compliance
- Requests can also be made through a formal communication on which case, receipt, and release are coursed through the Records Section.
- Requests for Certified True Copy of TDs and Certifications for 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., that sometimes need to be traced back.
- 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), and follows the FIFO (first in-first out) policy.
- Complex transactions will take a longer time for necessary verification if the Tax Declaration has issues such as overlapping, disputes, old series, with annotation of encumbrances, forfeited etc.

### a. Issuance of Certified True Copy of Tax Declaration

The Assessment Records Management Division of the Office of the City Assessor provides Certified True Copies of Tax Declarations upon request. This service is available to property owners, authorized representatives, government agencies, service providers, and private entities. Certified True Copies are often required for property transfer transactions, in compliance with the Bureau of Internal Revenue (BIR) and the Registry of Deeds requirement. Additionally, these documents are utilized by banks and financial institutions for mortgage and loan applications, as well as for court proceedings and other legal matters.

Office or Division:	Office of the City Assessor, Assessment Records Management Division, City Treasurer’s Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Standard Requirements:		
1. Updated/Current Real Property Tax Payment		Applicant/client City Treasurer’s Office - Real Estate Division
2. Properly Filled-out Application Form (All fields with (*) are required to be filled) Form Code - QCG.OCA.s.OCA.s.F.07 (1 Original Copy)		Quezon City Government - Office of the City Assessor
Remarks: Unified Form QCG.OCA.s.OCA.s.F.07		
3. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)		Applicant/client
Any of the following:		

<ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	
4. Proof of Ownership / Property Reference Certified True Copy or Photocopy of any of the following: <ul style="list-style-type: none"> <li>• Copy of old tax declaration</li> <li>• Real Property Tax Receipt</li> <li>• Deed of Conveyance</li> <li>• Copy of Transfer Certificate of Title/ Condominium Certificate of Title</li> </ul>	Applicant/client
5. Order of Payment (1 Original Copy)	Office of the City Assessor - Assessment Records Management Division
<b>For Authorized Representative/s</b>	
1. Notarized Special Power of Attorney (1 Original Copy)  <b>Remarks:</b> Executed by the Property owner (Seller or Buyer)  <b>Note:</b> Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney.	Applicant/client
2. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)  Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant/client
<b>For Corporate Entities</b>	
1. Secretary's Certificate (Authorized Representative) (1 Original Copy)	Applicant/client
2. Government-issued IDs of corporate secretary and representative (1 Photocopy with 3 signatures)  <b>Remarks:</b> To be submitted together with Government-issued ID of Corporate Secretary  Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> </ul>	Applicant/client

<ul style="list-style-type: none"> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	
<p>3. General Information Sheet of the Company (1 Original Copy or 1 Photocopy)</p> <p><b>Remarks:</b> To be submitted together with Special Power of Attorney executed by any of the owners and their government-issued ID Photocopy with 3 signatures</p> <p>Any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant/client
<b>For Extrajudicial Settlement of State</b>	
<p>1. Proof of Heirship (1 Original Copy or 1 Photocopy)</p> <p>Any of the following:</p> <ul style="list-style-type: none"> <li>• Extrajudicial Settlement of Estate</li> <li>• Marriage Certificate</li> <li>• Birth Certificate</li> <li>• Last Will and Testament</li> </ul>	Applicant/client
2. Death Certificate (1 Certified True Copy or 1 Photocopy)	Applicant/client
3. Government Issued ID (1 Photocopy with 3 signatures)	Applicant/client
<b>For Banks</b>	
1. Loan or Mortgage Agreement/Certificate of Foreclosure/ Certificate of Sale (1 Original Copy or 1 Certified True Copy)	Applicant/client
<p><b>For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.</b></p> <p><b>Remarks:</b> For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</p>	
1. Request letter addressed to the City Assessor (1 Original Copy)	Applicant/client
2. Standard/mandatory requirements for transfer mentioned above	Applicant/client
3. Government issued ID of owner (1 Photocopy with 3 signatures)	Applicant/client
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)	Department of Justice; Clerk of Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor.  <b>Location:</b> Basement, Civic Center Building B, City Hall Compound	1.1. Assist requesting party in securing queue number	None	5 Min.	<i>Office Aide</i>
	1.2. Call the next number on the queue.		5 Min.	<i>Assessment Clerk</i>
2. Secure Application Form from the Information Officer on Duty or download online and print, then prepare the complete documentary requirements.  <b>Location:</b> On Premise - Information Desk, Basement, Civic Center Building B, Office of the City Assessor; Online - <u>FormNo.7_QCG.OCA's.OCA's.F.07</u>	2.1. Provide Application Form to requesting party and advise to prepare complete requirements	None	5 Min.	<i>Local Assessment Operations Officer</i>
	2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries.		15 Min.	
<b>On Premise:</b> 3.1. Submit the properly filled-out application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested tax declarations.  <b>Location:</b> Counter A-Basement, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City	3.1. Receive the properly filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify requested tax declarations in the Real Property Assessment and Taxation System (RPATS) database.	None	20 Min.	<i>Assessment Clerk</i>
	3.2. Verify Real Property tax payment in the Payment Query Module.		5 Min.	
<b>Online:</b> 3.2. Submit the properly filled-out application form along with the complete documentary requirements via email,	3.2.1. Receive email, evaluate the completeness and substance of documentary requirements, verify	None	30 Min.	<i>Administrative Clerk</i>  <i>Assessment Clerk</i>

<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>	requested tax declarations and real property tax payment.			
3.3. Wait for the notification confirming whether the requested certified copy is ready for processing and if there are any lacking requirements.	3.3.1. Notify the requesting party to inform them whether the requested certified copy is ready for processing and send order of payment or if there are any missing requirements.	None	5 Min.	<i>Assessment Clerk</i>
4. Receive order of payment  <b>Location:</b> Basement, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City	4. Issue order of payment	None	5 Min.	<i>Assessment Clerk</i>
5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt  <b>Location:</b> CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor	5. Receive the order of payment and the specified amount, then issue an official receipt.	<b>Standard Fees</b> Breakdown: Fee: PHP 100 <hr/> PHP 100 x Number of copies = Total Amount to be paid	15 Min.	<i>Collection Officer</i>
6. Submit the Original Official Receipt and wait for the claim stub  <b>Location:</b> Counter A-1 Basement, Civic Center Building B, Office of the City Assessor	6.1. Receive the official receipt and attach to the application form.	None	2 Min.	<i>Assessment Clerk</i>
	6.2. Assign control number and encode the application in the CTC Monitoring Sheet, then issue the claim stub to the requesting party.		10 Min.	
	6.3. Scan the application form together with complete requirements and forward to the Records Control Section.		5 Min.	
7. Wait for the certified true copy of the tax	7.1. Retrieve and print correct eCopy of	None	20 Min.	<i>Assessment Clerk</i>

<p>declaration to be processed and for the control number to be called.</p> <p><b>Location:</b> Counter 10 Ground Floor, Office of the City Assessor, Civic Center Building B</p> <p><b>Notes:</b> The duration of the processing and approval process varies based on the complexity and volume of transactions received for the Day.</p>	<p>requested tax declarations from the Real Property Assessment and Taxation System Module with watermark "Certified True Copy" (eCTC-for tax declarations issued from year 2006 to present)</p>			
	<p>7.2. Retrieve original Tax Declaration from file and photocopy the same, then stamp the photocopied Tax declarations with "Certified True Copy" (Manual-for tax declarations issued from the year 2005 and below)</p>		45 Min.	<i>Bookbinder</i>
	<p>7.3. Review and pre-approve the requested certified true copy of tax declaration.</p>		5 Min.	<i>Local Assessment Operation Officer</i>
	<p>7.4. Final review and approval of requested certified true copy</p>		10 Min.	<i>Local Assessment Operation Officer</i>
<p>8. Go to Counter 10, present claim stub, and receive the requested certified true copies of tax declarations.</p> <p><b>Location:</b> Counter 10 Ground Floor, Office of the City Assessor</p> <p><b>Note:</b> The requested certified true copies of tax declarations will only be released to the requesting party specified in the request form.</p>	<p>8.. Receive the claim stub and release the requested certified true copies of tax declarations to the requesting party.</p>	None	10 Min.	<i>Assessment Clerk</i>
<b>TOTAL:</b>		<p><b>Total Standard Fee:</b> <b>PHP 100</b> <b>Secretary Fee</b></p> <p><b>Secretary's Fee =</b> <b>PHP 100</b></p>	<b>3 Hours and 2 Min.</b>	



	<b>x Number of copies = Total Amount to be paid</b>		
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**Note:**  
 \*Processing time may vary depending on the number of parcels/real property units (RPUs), complexity of the transactions involved, and the volume of transactions received for the Day.

## b. Issuance of Certified Copy of Tax Maps

A tax map can be requested to identify the specific location of a property based on the latest Tax Mapping Record. However, this certification cannot be used as evidence in resolving boundary disputes.

<b>Office or Division:</b>	Office of the City Assessor, Tax Mapping Division, City Treasurer's 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>	All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>A. Standard Requirements:</b>	
1. Updated/Current Real Property Tax Payment	Applicant/client City Treasurer's Office - Real Estate Division
2. Properly Filled-out Application Form (All fields with (*) are required to be filled) Form Code - QCG.OCAAs.OCAAs.F.07 (1 Original Copy)	Quezon City Government - Office of the City Assessor
<b>Remarks:</b> Unified Form QCG.OCAAs.OCAAs.F.07	
3. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)  Any of the following: <ul style="list-style-type: none"> <li>● QCitizen ID issued by the Quezon City Government</li> <li>● SSS Unified Multi-Purpose ID</li> <li>● (UMID)</li> <li>● Driver's License - LTO</li> <li>● Passport</li> <li>● Philippine Identification (PhilID / ePhilID)</li> <li>● PhilHealth ID</li> <li>● Postal ID</li> <li>● Voter's ID</li> <li>● Professional Regulation (PRC) ID</li> </ul>	Applicant/Client
4. Proof of Ownership / Property Reference (1 Certified True Copy or 1 Photocopy)  Any of the following: <ul style="list-style-type: none"> <li>● Copy of old tax declaration</li> <li>● Deed of Conveyance</li> <li>● Real Property Tax Receipt</li> <li>● Copy of Transfer Certificate of Title/Condominium</li> <li>● Certificate of Title</li> </ul>	Applicant / Client
5. Order of Payment (1 Original Copy)	Office of the City Assessor – Tax Mapping Division
<b>For Authorized Representative/s</b>	

<p>1. Notarized Special Power of Attorney (1 Original Copy)</p> <p><b>Note:</b> Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney</p>	Applicant / Client
<p>2. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)</p> <p>Any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant / Client
<b>For Corporate Entities</b>	
<p>1. Board Resolution and Secretary's Certificate (1 Original Copy)</p>	Applicant / Client
<p>2. Government-issued IDs of corporate secretary and representative</p> <p><b>Remarks:</b> To be submitted together with Government-issued ID of Corporate Secretary</p> <p>1 Photocopy with 3 signatures of any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant / Client
<p>3. General Information Sheet of the Company (1 Original Copy Or 1 Photocopy)</p> <p><b>Remarks:</b> To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID</p> <p>1 Photocopy with 3 signatures of any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant / Client

**For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.**

**Remarks:** For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.

1. Request letter addressed to the City Assessor (1 Original Copy)	Applicant / Client
2. Standard/mandatory requirements for transfer mentioned above	Applicant / Client
3. Government issued ID of owner (1 Photocopy with 3 signatures)	Applicant / Client
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)	Department of Justice; Clerk of Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor.  <b>Location:</b> Counter 3, Ground Floor, Civic Center Building B, City Hall Compound  <b>Notes/Instruction:</b> Waiting time will depend on the number of persons on-queue.	1.1. Assist requesting party in securing queue number	None	15 Min.	Office Aide
	1.2. Call the next number on the queue.		5 Min.	Tax Mapper
2. Secure Application Form from the Information Officer on Duty or download online and print, then prepare the complete documentary requirements.  <b>Location:</b> On Premise - Counter 3, Ground Floor, Civic Center Building B, Office of the City Assessor; Online - <u>Form No.7</u> <u>QCG.OCAAs.OCAAs.F.07</u>	2.1. Provide Application Form to requesting party and advise to prepare complete requirements	None	15 Min.	Tax Mapper
	2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries.		15 Min.	
<b>On Premise:</b> 3.1. Submit the properly filled-out form at counter 3, along with the	3.1. Receives the submitted application form along with the	None	30 Min.	Tax Mapper

<p>complete documentary requirements and wait for the evaluator to finish the evaluation process.</p> <p><b>Location:</b> Counter 3 - Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p> <p><b>Notes/Instruction:</b> Clients may wait in the designated waiting area until the evaluation of the submitted document is done.</p>	documentary requirement, then evaluates the completeness of the form and the submitted document.			
	3.1.1. Verify Real Property Tax Payment in the Real Property Tax Payment Query Module.		15 Min.	
	3.1.2. Notify the Client as to the acceptance/denial of the request.		10 Min.	
<p><b>Online:</b> 3.2. Submit the properly filled-out application form along with the complete documentary requirements via email, <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a></p>	3.2. Receive email, evaluate the completeness and substance of documentary requirements, verify requested tax declarations and real property tax payment.	None	30 Min.	<p>Administrative Clerk</p> <p>Tax Mapping Aide</p>
<p>4. Receive order of payment</p> <p><b>Location:</b> Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p>	4. Issue order of payment	None	10 Min.	Tax Mapper
<p>5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt.</p> <p><b>Location:</b> CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor</p>	5. Receive the order of payment and the specified amount, then issue an official receipt.	<p><b>Standard Fees</b></p> <p>Breakdown: Secretary's Fee: PHP 400</p> <p>Total: PHP 400</p>	15 Min.	Collection Officer
6. Submit the Original Official Receipt and wait for the claim stub at Counter 3.	6.1. Receive the official receipt and attach to the application form.	None	10 Min.	Tax Mapper

<b>Location:</b> Counter 3 Basement, Civic Center Building B, Office of the City Assessor	6.2. Issue claim stub to the requesting party.		10 Min.	
7. Wait for the release of the requested document.	7.1. Prepares the requested document.	None	1 Hour	Tax Mapper
	7.2. Forward the certification request to Division Head for review, approval and signature.		30 Min.	Section Chief  Division Head
	7.3. Notify the requesting party as to the status of their request.		10 Min.	Tax Mapper
8. Present the claim stub and receive the requested document  <b>Location:</b> On Premise - Counter 3, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Brgy. Central, Quezon City.	8. Receive the claim stub from the client and verify the status of the request	None	10 Min.	Tax Mapper
<b>TOTAL:</b>		<b>PHP 400</b>	<b>4 Hours and 20 Min.</b>	

**Note:**

\*Processing time may vary depending on the number of parcels/real property units (RPU), complexity of the transactions involved, and the volume of transactions received for the Day.

### c. 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.

<b>Office or Division:</b>	Office of the City Assessor, Tax Mapping Division, City Treasurer's 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>	All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>A. Standard Requirements</b>	
1. Updated/ Current Real Property Tax Payment	Applicant/Client Quezon City Government - Office of the City Assessor
2. Properly Filled-out Application Form (All fields with (*) are required to be filled) Form Code - QCG.OCAAs.OCAAs.F.07 (1 Original Copy)	Quezon City Government - Office of the City Assessor
<b>Remarks:</b> Unified Form QCG.OCAAs.OCAAs.F.07	
3. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)	Applicant/Client
Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	
4. Proof of Ownership / Property Reference (1 Certified True Copy or 1 Photocopy)	Applicant / Client
Any of the following: <ul style="list-style-type: none"> <li>• Copy of old tax declaration</li> <li>• Deed of Conveyance</li> <li>• Real Property Tax Receipt</li> <li>• Copy of Transfer Certificate of Title/Condominium</li> <li>• Certificate of Title</li> </ul>	
5. Order of Payment (1 Original Copy)	Office of the City Assessor – Tax Mapping Division
<b>For Authorized Representative/s</b>	
1. Notarized Special Power of Attorney (1 Original Copy)	Applicant / Client

<b>Note:</b> Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney	
<p>2. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)</p> <p>Any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant / Client
<b>For Corporate Entities</b>	
<p>1. Board Resolution and Secretary's Certificate (1 Original Copy)</p>	Applicant / Client
<p>2. Government-issued IDs of corporate secretary and representative</p> <p><b>Remarks:</b> To be submitted together with Government-issued ID of Corporate Secretary</p> <p>1 Photocopy with 3 signatures of any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant / Client
<p>3. General Information Sheet of the Company (1 Original Copy or 1 Photocopy)</p> <p><b>Remarks:</b> To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID</p> <p>1 Photocopy with 3 signatures of any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> </ul>	Applicant / Client
<b>For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.</b>	



**Remarks:** For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.

1. Request letter addressed to the City Assessor (1 Original Copy)	Applicant / Client
2. Standard/mandatory requirements for transfer mentioned above	Applicant / Client
3. Government issued ID of owner (1 Photocopy with 3 signatures)	Applicant / Client
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)	Department of Justice; Clerk of Court
<b>For request for condominium adjoining units</b>	
1. Approved schematic plan	Condominium Administrator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor.  <b>Location:</b> Counter 3, Ground Floor, Civic Center Building B, City Hall Compound  <b>Notes/Instruction:</b> Waiting time will depend on the number of persons on-queue.	1.1. Assist requesting party in securing queue number	None	15 Min.	Office Aide
	1.2. Call the next number on the queue.		5 Min.	Tax Mapper
2. Secure Application Form from Counter 3, Ground Floor or download online and print, then prepare the complete documentary requirements.  <b>Location:</b> On Premise - Counter 3, Ground Floor, Civic Center Building B, Office of the City Assessor; Online - <a href="#">Form No.7_QCG.OCA.s.F.07</a>	2. Provide Application Form to requesting party and advise to prepare complete requirements	None	15 Min.	Tax Mapper
<b>On Premise:</b> 3.1. Submit the properly filled-out	3.1. Receive the properly filled-out	None	20 Min.	Tax Mapper

<p>application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested tax declarations.</p> <p><b>Location:</b> Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p>	<p>application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify requests.</p>			
<p><b>Online:</b> 3.2. Submit the properly filled-out application form along with the complete documentary requirements via email, <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a></p>	<p>3.2. Receive email, evaluate the completeness and substance of documentary requirements, verify requested tax declarations and real property tax payment.</p>	None	30 Min.	<p><i>Administrative Clerk</i></p> <p><i>Tax Mapping Aide</i></p>
<p>4. Receive order of payment</p> <p><b>Location:</b> Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p>	<p>4. Issue order of payment</p>	None	5 Min.	<i>Tax Mapper</i>
<p>5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt.</p> <p><b>Location:</b> CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor</p>	<p>5. Receive the order of payment and the specified amount, then issue an official receipt.</p>	<p><b>Standard Fees</b> Breakdown : Secretary's Fee: PHP 100</p> <p>Total: PHP 100</p>	30 Min.	<i>Collection Officer</i>
<p>6. Submit the Original Official Receipt and wait for the claim stub at Counter 3.</p>	<p>6.1. Receive the official receipt and attach to the application form.</p>	None	15 Min.	<i>Tax Mapper</i>

<b>Location:</b> Counter 3 Basement, Civic Center Building B, Office of the City Assessor	6.2. Issue claim stub to the requesting party.		5 Min.	
7. Wait for the release of the requested document.	7.1. Prepares the requested document.	None	1 Hour	<i>Tax Mapper</i>
	7.2. Forward the certification request to Division Head for review, approval and signature.		30 Min.	<i>Section Chief Division Head</i>
	7.3. Notify the requesting party as to the status of their request.		15 Min.	<i>Tax Mapper</i>
8. Present the claim stub and receive the requested document  <b>Location:</b> On Premise - Counter 3, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City. Mayaman St., Bgy. Central, Quezon City	8. Receive the claim stub from the client and release the requested certification	None	15 Min.	<i>Tax Mapper</i>
<b>TOTAL:</b>		<b>PHP 100</b>	<b>3 Hours and 45 Min.</b>	

## d. Certificate of Property Location

A Certificate of Property Location is issued to state the exact location of a property based on available records. It is commonly used as part of due diligence before purchasing a property, resolving land disputes, and for other purposes.

<b>Office or Division:</b>	Office of the City Assessor, Tax Mapping Division, City Treasurer's 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>	All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>A. Standard Requirements:</b>	
1. Updated/ Current Real Property Tax Payment	Applicant/Client Quezon City Government - City Treasurer's Office
2. Properly Filled-out Application Form (All fields with (*) are required to be filled) Form Code - QCG.OCAAs.OCAAs.F.07 (1 Original Copy)	Quezon City Government - Office of the City Assessor
<b>Remarks:</b> <u>Unified Form QCG.OCAAs.OCAAs.F.07</u>	
3. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)  Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant/Client
4. Proof of Ownership / Property Reference (1 Certified True Copy or 1 Photocopy)  Any of the following: <ul style="list-style-type: none"> <li>• Copy of old tax declaration</li> <li>• Deed of Conveyance</li> <li>• Real Property Tax Receipt</li> <li>• Copy of Transfer Certificate of Title/Condominium Certificate of Title</li> </ul>	Applicant / Client
5. Order of Payment (1 Original Copy)	Office of the City Assessor – Tax Mapping Division
<b>For Authorized Representative/s</b>	
1. Notarized Special Power of Attorney (1 Original Copy)	Applicant / Client

<b>Note:</b> Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney	
<p>2. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)</p> <p>Any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant / Client
<b>For Corporate Entities</b>	
1. Board Resolution and Secretary's Certificate (1 Original Copy)	Applicant / Client
<p>2. Government-issued IDs of corporate secretary and representative</p> <p><b>Remarks:</b> To be submitted together with Government-issued ID of Corporate Secretary</p> <p>1 Photocopy with 3 signatures of any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant / Client
<p>3. General Information Sheet of the Company (1 Original Copy or 1 Photocopy)</p> <p><b>Remarks:</b> To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID</p> <p>1 Photocopy with 3 signatures of any of the following:</p> <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant / Client
<b>For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.</b>	

**Remarks:** For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.

1. Request letter addressed to the City Assessor (1 Original Copy)	Applicant / Client
2. Standard/mandatory requirements for transfer mentioned above	Applicant / Client
3. Government issued ID of owner (1 Photocopy with 3 signatures)	Applicant / Client
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)	Department of Justice; Clerk of Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor.  <b>Location:</b> Counter 3, Ground Floor, Civic Center Building B, City Hall Compound  <b>Notes/Instruction:</b> Waiting time will depend on the number of persons on-queue.	1.1. Assist requesting party in securing queue number	None	15 Min.	Office Aide
	1.2. Call the next number on the queue.		5 Min.	Tax Mapper
2. Secure Application Form from Counter 3, Ground Floor or download online and print, then prepare the complete documentary requirements.  <b>Location:</b> On Premise - Counter 3, Ground Floor, Civic Center Building B, Office of the City Assessor; Online - <a href="#">Form No.7 QCG.OCA's.OCA's F.07</a>	2.1. Provide Application Form to requesting party and advise to prepare complete requirements	None	15 Min.	Tax Mapper
	2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries.		15 Min.	
<b>On Premise</b> 3.1. Submit the properly filled-out application form	3.1. Receive the properly	None	20 Min.	Tax Mapper

<p>along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested tax declarations.</p> <p><b>Location:</b> Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p>	<p>filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify requests.</p>			
<p><b>Online:</b> 3.2. Submit the properly filled-out application form along with the complete documentary requirements via email, <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a></p>	<p>3.2. Receive email, evaluate the completeness and substance of documentary requirements, verify requested tax declarations and real property tax payment.</p>	None	30 Min.	<p>Administrative Clerk</p> <p>Tax Mapping Aide</p>
<p>4. Receive order of payment</p> <p><b>Location:</b> Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p>	<p>4. Issue order of payment</p>	None	5 Min.	Tax Mapper
<p>5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt.</p> <p><b>Location:</b> CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor</p>	<p>5. Receive the order of payment and the specified amount, then issue an official receipt.</p>	<p><b>Standard Fees</b> Breakdown: Secretary's Fee: PHP 100</p> <p>Total: PHP 100</p>	30 Min.	Collection Officer
<p>6. Submit the Original Official Receipt and wait for the claim stub at Counter 3.</p>	<p>6.1. Receive the official receipt and attach to the application form.</p>	None	15 Min.	Tax Mapper

<b>Location:</b> Counter 3 Basement, Civic Center Building B, Office of the City Assessor	6.2. Issue claim stub to the requesting party.		5 Min.	
7. Wait for the release of the requested document.	7.1. Prepares the requested document.	None	1 Hour	Tax Mapper
	7.2. Forward the certification request to Division Head for review, approval and signature.		30 Min.	Section Chief  Division Head
	7.3. Notify the requesting party as to the status of their request.		15 Min.	Tax Mapper
8. Present the claim stub and receive the requested document.	8. Receive the claim stub from the client and verify the status of the request	None	15 Min.	Tax Mapper
<b>TOTAL:</b>		<b>PHP 100</b>	<b>3 Hours and 45 Min.</b>	



## e. Issuance of Certifications for Property Holding

The Office of the City Assessor provides Certifications of Property Holding and Certification of No Property, upon the request of interested parties or his/her authorized representative, any government agency, or private entities, for credit investigation. Most of the time, these certifications provide an official record, based on our existing real property assessment database, of the properties that form part of the estate being settled. This service allows the taxpayer to obtain a listing of his/her properties as reference for payment of taxes, and for other legal purposes, it may serve.

There are times that very limited information is provided by requesting party/ies, thus, the chances of referring or routing the same to other divisions concerned, for further verification and confirmation.

<b>Office or Division:</b>	Office of the City Assessor, Electronic Data Processing Division, City Treasurer's 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>	All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements</b>		
1. Updated/Current Real Property Tax Payment		Applicant/Client City Treasurer's Office – Real Estate Division
2. Properly Filled-out Application Form (All fields with (*) are required to be filled) o Form Code - QCG.OCAAs.OCAAs.F.07 (1 Original Copy)		Quezon City Government – Office of the City Assessor
<b>Remarks:</b> Unified Form QCG.OCAAs.OCAAs.F.07		
3. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)  Any of the following: <ul style="list-style-type: none"><li>● QCitizen ID issued by the Quezon City Government</li><li>● SSS Unified Multi-Purpose ID (UMID)</li><li>● LTO Driver's License</li><li>● Philippine Passport</li><li>● Philippine Identification (PHILID/EPHILID) (PSA)</li><li>● Philhealth ID</li><li>● Postal ID</li><li>● Voter's ID (Comelec)</li><li>● Professional Regulation (PRC) ID</li></ul>		Applicant/Client
4. Proof of Ownership / Property Reference (1 Certified True Copy or 1 Photocopy)  Any of the following: <ul style="list-style-type: none"><li>● Copy of old tax declaration</li><li>● Deed of Conveyance</li></ul>		Applicant/Client

<ul style="list-style-type: none"> <li>• Real Property Tax Receipt</li> <li>• Copy of Transfer Certificate of Title/Condominium Certificate of Title</li> </ul>	
5. Order of Payment (1 Original Copy)	Office of the City Assessor – Electronic Data Processing Division
<b>B. For Authorized Representative/s</b>	
1. Notarized Special Power of Attorney (1 Original Copy)  <b>Remarks:</b> Executed by the Property owner (Seller or Buyer)  <b>Note:</b> Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney	Applicant/Client
2. Government-issued ID of authorized representative (1 Photocopy with 3 signatures)  Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant/Client
<b>For Corporate Entities</b>	
1. Board Resolution and Secretary's Certificate (1 Original Copy)	Applicant/Client
2. Government-issued IDs of corporate secretary and representative (1 Photocopy with 3 signatures)  <b>Remarks:</b> To be submitted together with Government- issued ID of Corporate Secretary  Any of the following: <ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	Applicant/Client
3. General Information Sheet of the Company (1 Original Copy or 1 Photocopy with 3 signatures)  <b>Remarks:</b> To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID  Any of the following:	Applicant/Client

<ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>	
<b>For Extrajudicial Settlement Of Estate</b>	
1. Proof of Heirship (1 Original Copy or 1 Photocopy)  Any of the Following: <ul style="list-style-type: none"> <li>• Extrajudicial Settlement of Estate</li> <li>• Marriage Certificate</li> <li>• Birth Certificate</li> <li>• Last Will and Testament</li> </ul>	Applicant/Client
2. Death Certificate (1 Certified True Copy or 1 Photocopy)	Applicant/Client
3. Government Issued ID (1 Photocopy with 3 signatures)	Applicant/Client
<b>For Banks</b>	
1. Loan or Mortgage Agreement/Certificate of Foreclosure/Certificate of Sale (1 Original Copy or 1 Photocopy)	Applicant/Client
<b>For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.</b>  <b>Remarks:</b> For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.	
1. Request letter addressed to the City Assessor (1 Original Copy)	Applicant/Client
2. Standard/mandatory requirements for transfer mentioned above	Applicant/Client
3. Government issued ID of owner (1 Photocopy with 3 signatures)	Applicant/Client
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)	Department of Justice; Clerk of Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queue number from the queuing machine and wait for it to appear on the queuing monitor.  <b>Location:</b> Counter 4, Ground Floor, Civic Center Building B, City Hall Compound	1.1. Assist requesting party in securing queue number	None	10 Min.	<i>Office Aide</i>
	1.2. Call the next number on the queue.		5 Min.	<i>Data Controller</i>

<b>Notes/Instruction:</b> Waiting time will depend on the number of persons on-queue.				
2. Secure Application Form from the Information Officer on Duty or download online and print, then prepare the complete documentary requirements.  <b>Location:</b> On Premise - Ground Floor, Civic Center Building B, Office of the City Assessor; Online - Form No.7_QCG.OCA.As.F.07	2.1. Provide Application Form to requesting party and advise to prepare complete requirements	None	5 Min.	<i>Data Controller</i>
	2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries.		15 Min.	
<b>On Premise:</b> 3.1. Submit the properly filled-out application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested certification.  <b>Location:</b> Counter 4, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City	3.1. Receive the properly filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify subject property/ies using the Real Property Assessment and Taxation System (RPATS) module.	None	20 Min.	<i>Data Controller</i>
	3.1.1. Verify Real Property tax payment in the Payment Query Module.		5 Min.	
<b>Online:</b> 3.2. Submit the properly filled-out application form along with the complete documentary	3.2. Receive email, evaluate completeness and substance of documentary	None	30 Min.	<i>Data Controller</i>

requirements via email, <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>	requirements, verify subject properties and real property tax payment.			
3.3. Wait for the notification confirming whether the requested certification is ready for processing and if there are any lacking requirements.	3.3. Notify the requesting party to inform them whether the requested certification is ready for processing and send order of payment or if there are any missing requirements.	None	5 Min.	<i>Data Controller</i>
4. Receive order of payment  <b>Location:</b> Counter 4, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City	4. Issue order of payment	None	5 Min.	<i>Data Controller</i>
5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt.  <b>Location:</b> CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor	5. Receive the order of payment and the specified amount, then issue an official receipt.	<b>Standard Fees</b> Breakdown: Total PHP 100 per certification	30 Min.	<i>Collection Officer</i>
6. Submit the Original Official Receipt and wait for the claim stub at Counter 4.  <b>Location:</b> Counter 4, Civic Center Building B, Office of the City Assessor	6.1. Receive the official receipt and attach to the application form.	None	15 Min.	<i>Data Controller</i>
	6.2. Assign control number, record, and Issue claim stub to the requesting party.		5 Min.	
7. Wait for the release of the requested document.	7.1. Prepares the requested certification.	None	3 Hour/s	<i>Computer Operator/Data Controller</i>
	7.2. Forward the		30 Min.	<i>Division Chief</i>

<b>Note:</b> that processing time for those requiring to trace back 1995 and below will take time, thus, being scheduled the following Day.	certification request to Division Head for review, approval and signature.			
	7.3. Notify the requesting party as to the status of their request.		10 Min.	<i>Data Controller</i>
8. Present the claim stub and receive the requested document  <b>Location:</b> On Premise - Ground Floor, Office of the City Assessor  <b>Notes/Instruction:</b> In the event there is a need for additional property research fees to be collected, applicants will receive another Order of Payment for the additional fees before the document is finally released. <ul style="list-style-type: none"> <li>Counter 4 to receive the Order of Payment</li> <li>Take the Order of Payment and proceed to the City Treasury Kiosk located on the ground floor of the City Assessor's Office, Civic Center Building B, Mayaman Street, Quezon City Hall Compound, Quezon City, to pay the corresponding fee.</li> <li>After making the payment, return to Counter 4 and present your official receipt to the receiving clerk to</li> </ul>	8.1. Receive the claim stub from the client and release the requested certification.	<b>Possible Fees</b> Breakdown: Additional property research fee (per property): PHP 50	15 Min.	<i>Data Controller</i>
	8.2. In the event of additional fees required, certification is withheld and Order of Payment is issued.  Receive the order of payment and the specified amount, then issue an official receipt.		15 Min.	<i>Collecting Officer</i>
	8.2. Release the certification request to the client and ask the client to sign on the receiving copy.	None	10 Min.	<i>Data Controller</i>

claim your requested document.				
<b>TOTAL:</b>		<b>Standard Fee:</b> <b>PHP 100</b>  <b>Secretary Fee:</b> <b>PHP 50.00</b>  <b>Property Research Fee</b> <b>Plus possible Fee or Formula Fee</b>	<b>6 Hours on the average</b>  <i><b>Note: If with additional required fees additional 15-30 Min.</b></i>	

**Note:**

**Formula / Schedule of Fees**

**Secretary's Fees**

$P100 \times \text{Number of Certifications issued} = \text{Total Amount to be paid}$

Excess properties as a result of verification shall be subject to additional P50/property, thus:

$P50 \times \text{additional properties found} = \text{Additional Property Research Fees to be paid.}$

## f. Issuance of Certification for No Improvement / With Improvement

Certifications as to “No Improvement” or “With Improvement” are additional certifications issued by this Office upon the request of the owner or his authorized representatives, any government agency, or private entities, for verification. This service allows the taxpayer to obtain valuation details of a particular lot, including all the improvements erected thereon, for tax payment, and for other legal purposes, it may serve.

There are also times that certification is requested for a particular or given period, thus, the chances of tracking back subject property/ies, for further verification and confirmation.

<b>Office or Division:</b>	Office of the City Assessor, Electronic Data Processing Division, City Treasurer's 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>	All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. Standard Requirements</b>		
1. Updated/Current Real Property Tax Payment		Applicant/Client City Treasurer's Office – Real Estate Division
2. Properly Filled-out Application Form (All fields with (*) are required to be filled) Form Code - QCG.OCA's.OCA's.F.07 (1 Original Copy)		Quezon City Government - Office of the City Assessor
<b>Remarks:</b> Unified Form QCG.OCA's.OCA's.F.07		
3. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)  Any of the following: <ul style="list-style-type: none"> <li>● QCitizen ID issued by the Quezon City Government</li> <li>● SSS Unified Multi-Purpose ID (UMID)</li> <li>● LTO Driver's License</li> <li>● Philippine Passport</li> <li>● Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>● Philhealth ID</li> <li>● Postal ID</li> <li>● Voter's ID (Comelec)</li> <li>● Professional Regulation (PRC) ID</li> </ul>		Applicant/Client
4. Proof of Ownership / Property Reference (1 Certified True Copy or 1 Photocopy)  Any of the following: <ul style="list-style-type: none"> <li>● Copy of old tax declaration</li> <li>● Deed of Conveyance</li> <li>● Real Property Tax Receipt</li> <li>● Copy of Transfer Certificate of Title/Condominium Certificate of</li> </ul>		Applicant/Client



Title	
5. Order of Payment (1 Original Copy)	Office of the City Assessor – Electronic Data Processing Division
<b>For Authorized Representative/s</b>	
1. Notarized Special Power of Attorney (1 Original Copy)  <b>Remarks:</b> Executed by the Property owner (Seller or Buyer)  <b>Note:</b> Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney	Applicant/Client
2. Government-issued ID of authorized representative (1 Photocopy with 3 signatures)  Any of the following: <ul style="list-style-type: none"> <li>● QCitizen ID issued by the Quezon City Government</li> <li>● SSS Unified Multi-Purpose ID (UMID)</li> <li>● LTO Driver's License</li> <li>● Philippine Passport</li> <li>● Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>● Philhealth ID</li> <li>● Postal ID</li> <li>● Voter's ID (Comelec)</li> <li>● Professional Regulation (PRC) ID</li> </ul>	Applicant/Client
<b>For Corporate Entities</b>	
1. Board Resolution and Secretary's Certificate (1 Original Copy)	Applicant/Client
2. Government-issued IDs of corporate secretary and representative  <b>Remarks:</b> To be submitted together with Government- issued ID of Corporate Secretary	Applicant/Client
3. General Information Sheet of the Company (1 Original Copy or 1 Photocopy)  <b>Remarks:</b> To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID  Any of the following: <ul style="list-style-type: none"> <li>● QCitizen ID issued by the Quezon City Government</li> <li>● SSS Unified Multi-Purpose ID (UMID)</li> <li>● LTO Driver's License</li> <li>● Philippine Passport</li> <li>● Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>● Philhealth ID</li> <li>● Postal ID</li> <li>● Voter's ID (Comelec)</li> <li>● Professional Regulation (PRC) ID</li> </ul>	Applicant/Client
<b>For Extrajudicial Settlement Of Estate</b>	
1. Proof of Heirship (1 Original Copy or 1 Photocopy)	Applicant/Client
2. Death Certificate (1 Certified True Copy or 1 Photocopy)	Applicant/Client
3. Government Issued ID (1 Photocopy with 3 signatures)	Applicant/Client

<b>For Banks</b>	
1. Loan or Mortgage Agreement/Certificate of Foreclosure/ Certificate of Sale (1 Original Copy or 1 Photocopy)	Applicant/Client
<b>For properties with an area of 5,000 square meters and above, or with overlapping issues or legal issues/disputes, or other special cases.</b>	
<b>Remarks:</b> For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.	
1. Request letter addressed to the City Assessor (1 Original Copy)	Applicant/Client
2. Standard/mandatory requirements for transfer mentioned above	Applicant/Client
3. Government issued ID of owner (1 Photocopy with 3 signatures)	Applicant/Client
4. Certified Copy of Court Order and Certificate of Finality (1 Original Copy)	Department of Justice; Clerk of Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queue number from the queuing machine and wait for it to appear on the queuing monitor.  <b>Location:</b> Counter 4, Ground Floor, Civic Center Building B, City Hall Compound  <b>Notes/Instruction:</b> Waiting time will depend on the number of persons on-queue.	1.1. Assist requesting party in securing queue number	None	10 Min.	<i>Office Aide</i>
	1.2. Call the next number on the queue.		5 Min.	<i>Data Controller</i>
2. Secure Application Form from the Information Officer on Duty or download online and print, then prepare the complete documentary requirements.  <b>Location:</b> On Premise - Ground Floor, Civic Center Building B, Office of the City Assessor; Online - Form No.7_QCG.OCA.s.F.07	2.1. Provide Application Form to requesting party and advise to prepare complete requirements	None	5 Min.	<i>Data Controller</i>
	2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries.		15 Min.	
<b>On Premise:</b> 3.1. Submit the	3.1. Receive the	None	20 Min.	<i>Data Controller</i>

<p>properly filled-out application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested certification.</p> <p><b>Location:</b> Counter 4, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p>	<p>properly filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify subject property/ies using the Real Property Assessment and Taxation System (RPATS) module.</p>			
	<p>3.1.1. Verify Real Property tax payment in the Payment Query Module.</p>		5 Min.	
<p><b>Online:</b> 3.2. Submit the properly filled-out application form along with the complete documentary requirements via email, <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a></p>	<p>3.2. Receive email, evaluate completeness and substance of documentary requirements, verify subject properties and real property tax payment.</p>	None	30 Min.	<i>Data Controller</i>
<p>3.3. Wait for the notification confirming whether the requested certification is ready for processing and if there are any lacking requirements.</p>	<p>3.3. Notify the requesting party to inform them whether the requested certification is ready for processing and send order of payment or if there are any missing requirements.</p>	None	5 Min.	<i>Data Controller</i>
<p>4. Receive order of payment</p> <p><b>Location:</b> Counter 4, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound,</p>	<p>4. Issue order of payment</p>	None	5 Min.	<i>Data Controller</i>

Mayaman St., Bgy. Central, Quezon City				
5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt.  <b>Location:</b> CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor	5. Receive the order of payment and the specified amount, then issue an official receipt.	<b>Standard Fees</b> Breakdown: Total PHP 100 per certification	30 Min.	<i>Collection Officer</i>
6. Submit the Original Official Receipt and wait for the claim stub at Counter 4.  <b>Location:</b> Counter 4, Civic Center Building B, Office of the City Assessor	6.1. Receive the official receipt and attach to the application form.	None	15 Min.	<i>Data Controller</i>
	6.2. Assign control number, record, and Issue claim stub to the requesting party.		5 Min.	
7. Wait for the release of the requested document.  <b>Note:</b> that processing time for those requiring to trace back 1995 and below will take time, thus, being scheduled the following Day.	7.1. Prepares the requested certification.	None	3 Hour/s	<i>Computer Operator/Data Controller</i>
	7.2. Forward the certification request to Division Head for review, approval and signature.		30 Min.	<i>Division Chief</i>
	7.3. Notify the requesting party as to the status of their request.		10 Min.	<i>Data Controller</i>
8. Present the claim stub and receive the requested document  <b>Location:</b> On Premise - Ground Floor, Office of the City Assessor  <b>Notes/Instruction:</b> In the event there is a need for additional property research fees to be collected, applicants will receive another Order of Payment for the additional fees before	8.1. Receive the claim stub from the client and release the requested certification.	<b>Possible Fees</b> Breakdown: Additional property research fee (per property): PHP 50	15 Min.	<i>Data Controller</i>
	8.2. In the event of additional fees required, certification is withheld and Order of Payment is issued.  Receive the order of payment and the specified amount, then issue an official receipt.		15 Min.	<i>Collecting Officer</i>

<p>the document is finally released.</p> <ul style="list-style-type: none"> <li>● Counter 4 to receive the Order of Payment</li> <li>● Take the Order of Payment and proceed to the City Treasury Kiosk located on the ground floor of the City Assessor's Office, Civic Center Building B, Mayaman Street, Quezon City Hall Compound, Quezon City, to pay the corresponding fee.</li> <li>● After making the payment, return to Counter 4 and present your official receipt to the receiving clerk to claim your requested document.</li> </ul>	<p>8.2. Release the certification request to the client and ask the client to sign on the receiving copy.</p>	<p>None</p>	<p>10 Min.</p>	<p><i>Data Controller</i></p>
<p><b>TOTAL:</b></p>		<p><b>Total Standard Fee: PHP 100</b></p> <p><b>Secretary Fee: PHP 50.00</b></p> <p><b>Property Research Fee Plus possible Fee or Formula Fee</b></p>	<p><b>6 Hours on the average</b></p> <p><i>Note: If with additional required fees additional 15-30 Min.</i></p>	

**Note:**

**Formula / Schedule of Fees**

**Secretary's Fees**

PHP 100 x Number of Certifications issued = Total Amount to be paid

Excess properties as a result of verification shall be subject to additional P50/property, thus:

PHP 50 x additional properties found = Additional Property Research Fees to be paid.

## g. 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.

<b>Office or Division:</b>	Office of the City Assessor, Electronic Data Processing, City Treasurer's Office			
<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>	All Quezon City real property owners and their authorized representatives			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>A. Standard Requirement/s</b>				
1. Proof of Ownership/Property Reference (1 Certified True Copy or 1 Photocopy)  Any of the following: <ul style="list-style-type: none"> <li>• Copy of old tax declaration</li> <li>• Deed of Conveyance</li> <li>• Real Property Tax Receipt</li> <li>• Copy of Transfer Certificate of Title/Condominium</li> <li>• Certificate of Title</li> </ul>			Applicant/Client	
<b>For Authorized Representative/s</b>				
1. Government-issued ID of Property Owner QCitizen ID issued by the Quezon City Government  Any of the following: <ul style="list-style-type: none"> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>			Applicant/Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure the queue number at the queueing machine and wait for the queue number to be called on the queue monitoring.  <b>Location:</b> Ground Floor, Civic Center Building B, Office of the City Assessor	1. Assist in printing the queue number.	None	10 Min.	<i>Data Controller</i>

2. Provide proof of ownership to the Counter 5  <b>Location:</b> Ground Floor, Counter 5, Civic Center Building B, Office of the City Assessor	2. Receive the proof of ownership as the property verification reference and verify the property record in the Real Property Assessment and Taxation System (RPATS) database module	None	20 Min.	<i>Data Controller</i>
3. Receive order of payment.  <b>Location:</b> Ground Floor, Counter 5, Civic Center Building B, Office of the City Assessor	3. Provide the Order of payment to the requesting party and prepare the requested print out.	None	30 Min.	<i>Data Controller</i>
4. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt  <b>Location:</b> CTO Kiosk - Ground Floor Civic Center Building B	4. Receive the order of payment and the specified amount, then issue an official receipt.	<b>Standard Fees</b>  Breakdown: Secretary's Fee: PHP 50 PHP 50 x Number of copies = Total Amount to be paid	15 Min.	<i>Collection Officer</i>
5. Submit the Original Official Receipt.  <b>Location:</b> Ground Floor, Counter 5, Office of the City Assessor	5. Receive the official receipt and record the application in the monitoring board.	None	10 Min.	<i>Data Controller</i>
6. Claim the requested computer print-out of subject property/ies.  <b>Location:</b> Ground Floor, Counter 1, Office of the City Assessor	6. Issue the computer print-outs	None	15 Min.	<i>Data Controller</i>
<b>TOTAL:</b>		<b>PHP 50 per printout</b>	<b>2 Hours</b>	

### 3. Cancellation of Assessment Documents

Notices of Cancellation 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 such other valid reasons.

<b>Office or Division:</b>	Office of the City Assessor, Property Valuation Standard Division, Tax Mapping Division, Electronic Data Processing Division, Assessment Records Management Division, Property Appraisal Division, Administrative Division, City Treasurer’s Office, Department of Building Official	
<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 Quezon City real property owners and their authorized representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements</b>		
1. Updated/Current Real Property Tax Payment Applicant/Client		Office of the City Treasurer’s Office – Real Estate Division
2. Properly Filled-out Application Form (All fields with (*) are required to be filled) o Form Code - QCG.OCA.s.OCA.s.F.07 (1 Original Copy)		Quezon City Government - Office of the City Assessor
<b>Remarks:</b> Form 106 - QCG.CAO.CAO.F.06		
3. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)  Any of the following: <ul style="list-style-type: none"><li>● QCitizen ID issued by the Quezon City Government</li><li>● SSS Unified Multi-Purpose ID (UMID)</li><li>● LTO Driver's License</li><li>● Philippine Passport</li><li>● Philippine Identification (PHILID/EPHILID) (PSA)</li><li>● Philhealth ID</li><li>● Postal ID</li><li>● Voter's ID (Comelec)</li><li>● Professional Regulation (PRC) ID</li></ul>		Applicant/Client
4. Proof of Ownership / Property Reference (1 Certified True Copy or 1 Photocopy)  Any of the following: <ul style="list-style-type: none"><li>● Copy of old tax declaration</li><li>● Real Property Tax Receipt</li><li>● Copy of Transfer Certificate of Title/Condominium</li><li>● Certificate of Title</li></ul>		Applicant / Client
5. Letter-request specifying property and reason for cancellation of assessment (1 Original Copy)		Applicant / Client
<b>For Demolished Properties</b>		
1. Demolition Permit (1 Photocopy or 1 Electronic Copy)		Quezon City Government - Department of Building Official



2. Barangay Certification (1 Original Copy)			Quezon City Government – Barangay Hall	
<b>Remarks:</b> Barangay Certification will be secured where the subject property is located				
<b>For Properties Razed by Fire</b>				
1. Fire Certification (1 Original Copy or 1 Photocopy)			Bureau of Fire	
2. Barangay Certification (1 Original Copy)			Quezon City Government – Barangay Hall	
<b>Remarks:</b> Barangay Certification will be secured where the subject property is located				
<b>For Duplication of Assessment</b>				
1. Tax declaration (1 Certified True Copy or 1 Photocopy)			Office of the City Assessor - Assessment Records Management Division	
<b>For Retirement of Business/Machineries</b>				
1. Certificate of Retirement of Business (1 Original Copy)			City Treasurer's Office - Examination Division	
<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 Application				
<b>Online:</b> 1.1. Submit via 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.  <b>Note:</b> Request will only be processed if all requirements have been processed.	1.1. Receiving of application form and documentary requirements initiated by property owners or through Issuance of Cancellation Report.	None	5 Min.	<i>Administrative Assistant</i>
<b>On Premise:</b> 1.2. Submit application form and all necessary documents at Counter 1, Ground Floor.	<b>Online:</b> 1.2. Receives e-mail; check on all attachments submitted.  1.2.1. Notify the requesting party of lacking requirements, if any.  <b>On Premise:</b> 1.2.2. Receives & checks completeness of requirements submitted.	None		<i>Administrative Assistant</i>

2. Wait for the official notification that the request has been received.	2.1. Recording and routing of request	None		
	2.2. Encode transaction and assign Control No. using the Transaction Document Tracking System.		5 Min.	<i>Administrative Assistant</i>
	2.3. Notify the requesting party through email/SMS that the request is approved for processing and provide the transaction Control No., and other relevant details		5 Min.	<i>Administrative Assistant</i>
	2.4. Recorded transaction will be transmitted to the Office of the City Assessor for instruction and disposition		15 Min.	<i>Administrative Assistant</i>
	2.4.1. Receives the transaction and updates the Document Tracking System and records in the Logbook		5 Min.	<i>Administrative Assistant</i>
	2.4.2. Reviews the request and provides instruction for the division concern on the routing slip.		1 Hour	<i>City Assessor</i>
	2.4.3. Forwards to Property Appraisal Division		30 Min.	<i>Administrative Assistant</i>
3. Waits for the SMS/phone call from the appraiser to set the available time and date for ocular inspection of the property.	3.1. Review and Evaluation of application and documentary requirements	None	15 Min.	<i>Local Assessment Operations Officer</i>
	3.2. Retrieval of records & preparation of Appraiser's Report Form	None		<i>Local Assessment Operations Officer</i>
	3.2.1. Evaluates the substance of submitted documents.		15 Min.	<i>Local Assessment Operations Officer</i>
	3.2.2. Retrieves records and prepares Appraiser's Report Form (ARF), and conducts an inspection, if necessary.		1 Day or more depending on the number of RPUs	<i>Local Assessment Operations Officer</i>

	3.2.3. Reviews and approves ARF respectively.		30 Min.	<i>PAD Section Chief and PAD Division Head</i>
	3.2.4. Assigns Tracking Number and inform requesting party of the same		15 Min.	<i>Local Assessment Operations Officer</i>
	3.2.5. Transmits to EDP (Station 2)			<i>Administrative Clerk</i>
	3.3. Encoding and Printing of ARF (Station 2)	None	15 Min.	<i>Administrative Clerk</i>
	3.3.1. Encodes and prints ARF			
	3.3.2. Updates Status at Tracking Module then Transmit to Station 3			
	3.4. Review and Approval of Printed ARF (Station 3)	None		
	3.4.1. Verifies printed ARF and recommend editing (If necessary);		15 Min.	<i>PAD Section Chief</i>
	3.4.2. Final review and approval of printed ARF		15 Min.	<i>PAD Division Chief</i>
	3.4.3. Transmit to Station 4		10 Min.	<i>Administrative Clerk</i>
	3.5. Printing of Notice of Cancellation (Station 4)	None	30 Min.	<i>Administrative Clerk</i>
	3.5.1. Assigns NOC Number, prints and generates NOC; records and updates status tracking module			
	3.5.2. Transmits to Station 5			
	3.6. Pre Approval of NOA and TD (Station 5)	None	15 Min.	<i>Assistant City Assessor for Operations</i>
	3.6.1. Final review and pre-approval and affixes initial on printed NOC.			
	3.6.2. Records and updates status at tracking module; transmits to Station 6			
	3.7. Approval of NOC (Station 6)	None		
	3.7.1. Approves and signs NOC		1 Hour	<i>City Assessor</i>
	3.7.2. Records and updates status at		5 Min.	<i>Computer Operator</i>

	tracking module; transmits to Station 6			
4. Waits email for the schedule of pick- up/release of Notice of Cancellation (NOC)	4.1. Releasing of Notice of Cancellation	None		
	4.1.1 Sorting of approved NOCs		30 Min.	<i>Administrative Assistant</i>
	4.1.2 Notifies requesting party thru email of the schedule of release		5 Min.	<i>Assessment Clerk</i>
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.	5. Releases NOC at Counter 6 to the requesting party, as scheduled.	None	30 Min.	<i>Assessment Clerk / Administrative Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 8 Hour</b>	

#### 4. Annotation / Cancellation / Lifting Of Encumbrances (Warrant Of Levy, Lien, Sale, Mortgage, Adverse Claim)

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.

Office or Division:	Office of the City Assessor, Records Section, Administrative Division	
Classification:	Simple, Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, consultants, realtors/developers, other QCG departments, government agencies, and other parties of interest	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Standard Requirements		
1. Request letter addressed to the City Assessor		Applicant/Client
2. Government-issued ID of Property Owner (1 Photocopy with 3 signatures)		Applicant/Client
Any of the following: <ul style="list-style-type: none"><li>● QCitizen ID issued by the Quezon City Government</li><li>● SSS Unified Multi-Purpose ID (UMID)</li><li>● LTO Driver's License</li><li>● Philippine Passport</li><li>● Philippine Identification (PHILID/EPHILID) (PSA)</li><li>● Philhealth ID</li><li>● Postal ID</li><li>● Voter's ID (Comelec)</li><li>● Professional Regulation (PRC) ID</li></ul>		
B. Situational Requirements		
1. Both requirements mentioned above		
For Annotation of Lis Pendens, Adverse Claims, Mortgage and other encumbrances		
1. Certified True Copy of duly annotated Transfer Certificate of Title/Condominium Certificate of Title		Registry of Deeds
For Annotation of Sales Transaction on the basis of mere Deed of Sale		
1. Latest Certified True Copy of Transfer Certificate of Title/Condominium Certificate of Title with annotation of the notarized Deed of Sale (1 Original copy)		Registry of Deeds
2. BIR-eCAR (Certificate Authorizing Registration) (1 Original copy or Certified True Copy)		Bureau of Internal Revenue
3. Barangay Certification as to Actual Occupant in Possession of the Property (1 Original copy)		Office of the Barangay Captain where the property is located
For Bureau of Internal Revenue		
1. Notice of Levy/Lien		Bureau of Internal Revenue
2. Notice of Lifting of Levy/Lien		

3. Cancellation of Warrant of Levy				
For the City Treasurer's Office				
1. Warrant of Levy		City Treasurer's Office		
2. Cancellation of Warrant of Levy with Transmittal				
For Authorized Representative/s				
1. Notarized Special Power of Attorney		Applicant/Client		
2. Government-issued ID of Representative/s as listed above (1 Photocopy with 3 signatures)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission Of Letter Request				
<b>Online:</b> 1.1. Submit letter request together with complete documentary requirements via email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> )  1.1.1. Wait for a notification confirming whether your request has been received for processing or denied due to incomplete requirements.	1.1. Receive the email and review all attached documents. After reviewing, forward the email and attachments to the Records Section, Admin Division for routing to the City Assessor. If any requirements are lacking, notify the requesting party accordingly.	None	15 Min.	Administrative Assistant
<b>On Premise:</b> 1.2. Submit the letter request together with complete documentary requirements  <b>Location:</b> Counter 1 Ground Floor Civic Center Building B, City Hall Compound, Quezon City	1.2. Receive letter request and review the completeness of requirements.	None	15 Min.	Administrative Assistant
	1.3. Record the correspondence/communication. Update the Document Tracking System, scan and record the correspondence, then route to the City Assessor.		20 Min.	
2. Wait for the request to be processed.	2.1. Receives the communication/request and updates the Document Tracking System.	None	10 Min.	Assessment Clerk
	2.2. Analyze the correspondence and process the		3 Hours	Division Chief

	requested annotation, then issue certified true copy of annotated tax declaration. If necessary, prepare a report regarding the transaction.			
	2.3. Issue an Order of Payment, if necessary.			
	2.4. Update the status of the communication/ correspondence in the Document Tracking System and route back to the City Assessor for final instructions and preparation of reply.			
	2.4.1. Provide a certified copy of annotated tax declaration/s to Electronic Data Processing Division for updating of annotation in the database.			
	2.5. Preparation of letter reply and transmittal	None	1 Hour	<i>City Assessor / Admin Division Chief</i>
	2.5.1. Assign the correspondence/ communication to technical or communication writers for preparation of letter reply or transmittal.			
	2.6. Pre-approve/ countersign the prepared letter reply or transmittal.		15 Min.	<i>Technical Writer / Admin Division Chief / Alternate Signatory</i>
	2.7. Forward the prepared letter reply/ transmittal to the City Assessor for final approval.		10 Min.	<i>Administrative Assistant</i>

	2.8. Approval and signing of written letter reply.		1 Hour	<i>City Assessor</i>
	2.8.1. Approve and sign the letter reply and/or transmittal.			
	2.8.2. Update the Document Tracking System and transmit the correspondence/ communication with the approved letter reply or transmittal to the Records Section, Admin Division.		15 Min.	<i>Administrative Assistant</i>
3. Wait for a notification via email, SMS, and/or phone call for the schedule of pick up/release of documents	3.1. Releasing of reply letters and requested documents			<i>Administrative Assistant</i>
	3.2. Notify the requesting party through email, SMS, and/or phone call of the schedule of release of communication/ letter reply.		15 Min.	<i>Administrative Assistant</i>
4. Receive communication/ letter reply through pick-up, e-mail, or registered mail.	4. Release communication/ letter reply to the requesting party or their authorized representative.	None	10 Min.	<i>Administrative Assistant</i>
<b>TOTAL:</b>		<b>PHP 300 Secretary Fee</b>	<b>7 Hours</b>	

**Note:**

Formula / Schedule of Fees

**Secretary's Fee**

PHP300 x Number of copies = Total Amount to be paid



## 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>	Office of the City Assessor, Records Section, 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>	All Quezon City real property owners/taxpayers, buyers, brokers, consultants, realtors/developers, other QCG departments, government agencies, and other parties of interest			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<b>A. Standard Requirements</b>				
1. Request letter addressed to the City Assessor				Applicant/Client
<b>Note:</b> Requests may need to include various relevant attachments/ documentary requirements, depending on the transaction being requested.				
2. 2 Government-issued ID of Property Owner (1 Photocopy with 3 signatures)				Applicant/Client
Any of the following:				
<ul style="list-style-type: none"> <li>• QCitizen ID issued by the Quezon City Government</li> <li>• SSS Unified Multi-Purpose ID (UMID)</li> <li>• LTO Driver's License</li> <li>• Philippine Passport</li> <li>• Philippine Identification (PHILID/EPHILID) (PSA)</li> <li>• Philhealth ID</li> <li>• Postal ID</li> <li>• Voter's ID (Comelec)</li> <li>• Professional Regulation (PRC) ID</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission Of Letter Request				
<b>Online:</b> 1.1. Submit thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) and wait for an email notification stating that the email/ request is either duly received for processing or is being returned for compliance	1.1. Receive email; check on all attachments submitted.	None	15 Min.	<i>Administrative Assistant</i>
	1.1.1. Forward email to Records Section, Admin Division for review, evaluation, and control.			
	1.1.2 Review and evaluate requests forwarded by the central receiving email.			
	1.1.3. Print the body of the email of the requesting party and the necessary attachments submitted, if all			

	the requirements submitted are complete.			
<b>On Premise:</b> 1.2. Submit the letter request together with all the documentary requirements applicable to the request at the Receiving Counter 1.	1.2. Receive letter request and evaluate completeness of requirements.	None	10 Min.	<i>Administrative Assistant</i>
	1.2.1. Notify the requesting party if any other requirements are lacking.			
2. Receive a notification either via email or via a duly received copy of their submitted communication/ correspondence with the issued control number of their transaction.	2.1. Receive communication/ correspondence at the counter and check the completeness of the documentary requirements submitted.	None	5 Min.	<i>Administrative Assistant</i>
	2.2. Recording of the transaction	None	25 Min.	<i>Administrative Assistant</i>
	2.2.1. Encode the correspondence/ communication in the Document Tracking System, and wait for the generated control number.			
	2.2.2. Scan all the incoming documents together with their attachments.			
	2.2.3. Record the transactions in the logbook and transmit them to the Office of the City Assessor for instruction and disposition.		5 Min.	
3. Wait for the request to be processed.	3.1. Instruction and disposition of the City Assessor	None		
	3.1.1. Receive the correspondence/ communication, update the Document Tracking System, and then record it in the logbook		5 Min.	<i>Administrative Assistant</i>
	3.1.2. Review the communication/ request and provide instructions for the division concerned on the routing slip.		1 Hour	<i>City Assessor</i>
	3.1.3. Transmit to the concerned Division for processing.		10 Min.	<i>Administrative Assistant</i>
	3.2. Processing of the	None		

	requested transaction			
	3.2.1. Receive the communication and update the Document Tracking System.		10 Min.	<i>Administrative Assistant (Concerned Division)</i>
	3.2.2. Analyze the correspondence and process the requested transaction. If necessary, prepare a report regarding the transaction.  <b>Note:</b> Refer to the procedures mentioned herein for their specific steps: <ul style="list-style-type: none"> <li>• Issuance of New Tax Declaration Procedure</li> <li>• Issuance of Certified True Copies of Assessment Records and Certifications Procedure</li> <li>• Cancellation of Assessment Procedure</li> <li>• Annotation of Encumbrances Procedure</li> </ul>		1 Hour	<i>Division Chief</i>
	3.3. Issue an Order of Payment, if necessary.	None	15 Min.	<i>Administrative Assistant (Concerned Division)</i>
	3.4. Update the status of the communication/ correspondence in the Document Tracking System and route back to the City Assessor for final instructions and preparation of reply	None	5 Min.	<i>Administrative Assistant</i>
	<b>3.5. Preparation of letter reply and transmittal</b>	None		
	3.5.1. Assign the correspondence/ communication to technical or communication writers for preparation of letter reply or transmittal.		5 Min.	<i>City Assessor / Admin Division Chief</i>
	3.5.2. Pre-approve/ countersign the prepared letter reply or transmittal.		15 Min.	<i>Technical Writer / Admin Division Chief / Alternate Signatory</i>
	3.5.3. Forward the prepared letter reply/ transmittal to the City Assessor for final approval.		10 Min.	<i>Administrative Assistant</i>
	3.6. Approval and signing of written letter reply.	None		

	3.6.1. Approve and sign the letter reply or transmittal.		1 Hour/s	<i>City Assessor</i>
	3.6.2. Update the Document Tracking System and transmit the correspondence/ communication with the approved letter reply or transmittal to the Records Section, Admin Division.		15 Min.	<i>Administrative Assistant</i>
4. Wait for a notification via email, SMS, and/or phone call for the schedule of pick up/release of documents	4.1. Releasing of reply letters and requested documents	None	15 Min.	<i>Administrative Assistant</i>
	4.1.1. Notify the requesting party through email, SMS, and/or phone call of the schedule of release of communication/ letter reply.			
5. Receive communication/ letter reply through pick-up, e-mail, or registered mail.	5.1. Release communication/ letter reply to the requesting party or their authorized representative.	None	5 Min.	<i>Administrative Assistant</i>
	5.1.1. For inter-office communications, transmit the requested documents directly to the requesting offices/ departments.		30 Min.	
	5.1.2. For documents subject to mailing, place and seal them in an envelope, and provide a barcode. Record and encode it in the mailing database and then transmit it to PHLPPost.		5 Min.	
	5.2. Log all released communication/ correspondence in the Document Tracking System and update the status as “released”.	None	5 Min.	
	5.3. Sort and scan all the acted correspondence/ communications with all its attachments and store them in the Records Document Management System	None	1 Hour	
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 10 Min.</b>	

**Note:**

- \*Farming out of all received communications shall be ‘9am-12pm-2pm-4pm distributed to all concerned
- \*Processing time is per transaction and Fees may vary depending on the request.
- \*Urgent communications shall be delivered immediately.

# OFFICE OF THE CITY PROSECUTOR

## External Services

### 1. Receiving Criminal Complaints for Preliminary Investigation

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

<b>Office or Division:</b>	Office of the City Prosecutor of QC	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS	NO. OF COPIES	WHERE TO SECURE
1. Complaint - affidavit/sworn - statement of witness/es of private complainant/ victim (1 original copy, 4+ no. of respondents/s photocopies)	*5 + number of respondent/s	Complainant
2. Affidavit/sworn - statement of witness/es (original copy, 4 + no. of respondent/s photocopies)	*5 + number of respondent/s	Witness/es
3. Supporting Documents (1 original copy, 4 + no. of respondent/s photocopies)	*5 + number of respondent/s	
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, the photograph of the subject item, if any, item/cash money (bet/wager) (for illegal gambling cases)		PNP
h) Certification for Anti-Carnapping Law		Traffic Management Group/ Land

case)		Transportation Office
i) Certification (for illegal possession of firearms, ammunitions, and explosives cases)		Firearms and Explosive Office
j) Certification of Non-Licensee or Non-Holder of Authority (for illegal recruitment)		Philippine Overseas and Employment Authority
k) Chemistry Report/Laboratory examination signed by forensic chemist (for Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act cases)		Hospital/Health Services or Philippine National Police (PNP)/Crime Laboratory of PNP Narcotics Command Operative
l) Death Certificate (for parricide, murder, homicide cases)		Philippine Statistics Authority
m) Authority to File Complaint (for 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 dentist; 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/ 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

*\* Five (5) sets of complaint for one respondent and additional set of complaint for every added respondent.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements properly bound, arranged, labeled, and paged.	1. Check the documents.  If complete, require the complainant to fill-up the Investigation Data Form (IDF)  If incomplete, return all documents.	None	5 Min.	Receiving Staff Docket Section
2. Fill-out and submit the IDF.	2. 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 Min.	Receiving Staff Docket Section
3. Certify under oath information contained in the IDF and	3. Administer the oath	None	10 Min.	Prosecutor-on-Duty

complaint/ witness/es affidavits				
4. Submit to the receiving staff.	4.1. Stamp "Received" with name of office, date, time, name, and signature of receiving staff.	None	5 Min.	<i>Receiving Staff</i> Docket Section
	4.2. Write or stamp the assigned NPS docket number on the IDF.		5 Min.	<i>Receiving Staff</i> Docket Section
	4.3. Record the complaint in the appropriate logbook and electronic database, if any.		5 Min.	<i>Receiving Staff</i> Docket Section
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook	5. None	None		
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

## 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 – Government to Citizen		
<b>Who may avail:</b>	All		
CHECKLIST OF REQUIREMENTS		NO. OF COPIES	WHERE TO SECURE
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 respondent/s	Law Enforcement Authority
2. Investigation Report (1 original copy, 4+ number of respondent/s photocopies)		*5 + number of respondent/s	Law Enforcement Authority
3. Affidavit of Complainant/s and Witness/es (1 original copy, 4+ number of respondent/s photocopies)		*5 + number of respondent/s	Complainant/s and Witness/es
4. Supporting Documents (1 original copy, 4+ number of respondent/s photocopies):		*5 + number of respondent/s	Law Enforcement Authority, Complainant/s and Witness/es and Other Government Agencies
<i>a. Murder, Homicide, &amp; Parricide</i>			
I. Certified true/ machine copy of death certificate of the victim			Philippine Statistics Authority (PSA)
II. Autopsy report and certificate of post-mortem examination, if already available;			Law Enforcement Agency
III. Marriage contract (Parricide Case)			PSA
<i>b. Frustrated or Attempted Murder, Homicide, Parricide, and Physical Injuries</i>			
I. Medical certificate of complaining witness showing the nature or extent of the injury and duration of healing;			Hospital
II. Duration of treatment or medical attendance;			Hospital
III. Certification or statement as to the duration of incapacity for work;			Hospital
IV. Marriage contract in frustrated or attempted parricide cases			PSA
<i>c. Violation of the Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act of 2002 (R.A. 9165)</i>			
I. Chemistry report or certificate of laboratory examination duly signed by the forensic chemist, if available, the			Law Enforcement Agency



field test result on the seized drugs, as attested to by a PNP Narcotics Command operatives or other competent person		
II. Machine copy or photograph of the buy-bust money, if available		Law Enforcement Agency
III. Affidavit of poseur buyer, if any		Law Enforcement Agency
<i>d. Theft and Robbery, Violation of the Anti-Piracy and Anti-Highway Robbery (PD 532) and Violation of the Anti-Fencing Law (PD 1612)</i>		
I. List/ inventory of the articles subject of the offense;		Law Enforcement Agency or complainant
II. Statement of their respective values		Law Enforcement Agency or complainant
<i>e. Rape, Seduction, and Forcible Abduction with Rape</i>		
I. Medico legal report (living case report), if the victim submitted herself for medical or physical examination		Law Enforcement Agency
<i>f. Violation of the Anti-Carnapping Law (R.A. 6539, as amended by R.A. 10883)</i>		
I. Machine copy of the certificate of motor vehicle registration		Law Enforcement Agency, or Land Transportation Office
II. Machine copy of the current official receipt of payment of the registration fees of the subject motor vehicle		Law Enforcement Agency, or Land Transportation Office
III. Photograph of the vehicle, if readily available		Law Enforcement Agency or complainant
IV. Certification from the Traffic Management Group/ Land Transportation Office		Law Enforcement Agency, or Land Transportation Office
V. Other evidence of ownership		Law Enforcement Agency or Complainant
<i>g. Violation of Illegal Gambling (P.D. 1602)</i>		
I. Gambling paraphernalia		Law Enforcement Agency
II. Photograph of gambling paraphernalia, if any		Law Enforcement Agency
III. Cash money, if any		Law Enforcement Agency
<i>h. Illegal Possession of Firearms, Ammunitions, and Explosives (P.D. 1866, as amended by R.A. 8294 as further amended by R.A. 10591)</i>		
I. Chemistry report duly signed by the forensic chemist		Law Enforcement Agency
II. Photograph of the explosives, if readily available		Firearms Explosives Office
III. Ballistic report, if readily available		Law Enforcement Agency
<i>i. Violation of R.A. 96262 (VAWC)</i>		
I. Marriage contract, or affidavit/evidence of "dating relationship", if applicable		PSA
II. Barangay protection order (BPO) if any:		Barangay where the complainant resides
In case the victim/offender is a minor, the inquest prosecutor shall require the submission of the following:		

<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 R.A. 9344 (Juvenile Justice and Welfare Act)</li> </ul>		PSA Dentist where the complainant-minor was treated or referred  Any of the parents/disinterested parties  Department of Social Welfare and Development
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*j. Violation of R.A. 7610 (Child Abuse)*

I. Birth Certificate of minor victim/offender		PSA
II. Dental chart accompanied by a certification from the attending dentist, or		Dentist where the complainant-minor was treated or referred
III. Affidavits of any of the parents/ disinterested parties		Any of the parents/disinterested parties
IV. Certificate of discernment from the Local Social Welfare Development (LSWD) in cases covered by R.A. 9344 (Juvenile Justice and Welfare Act)		Department of Social Welfare and Development
5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest, or the complainant	2	Office of the Provincial or City Prosecutor

*\* Five (5) sets of complaint for one respondent and additional set of complaint for every added respondent.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The law enforcement officer submits the documentary requirement properly bound, arranged, labeled, and paged.	1. Check the documents.  If complete, require the complainant to fill-up the Investigation Data Form (IDF)  If no Affidavit of Arrest and IDF, return all documents.	None	5 Min.	<i>Duty Inquest Prosecutor</i>
2. Fill-out and submit the IDF.	2. 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 Min.	<i>Duty Inquest Prosecutor</i>
3. Certify under oath information contained in the IDF and complaint/ witness/es	3. Administer the Oath	None	10 Min.	<i>Prosecutor-on-Duty</i>

affidavits				
4. Submit to the receiving staff.	4.1. Stamp "Received" with name of office, date, time, name, and signature of receiving staff.	None	5 Min.	<i>Receiving Staff</i> Docket Section
	4.2. Write or stamp the assigned NPS docket number on the IDF.		5 Min.	<i>Receiving Staff</i> Docket Section
	4.3. Record the complaint in the appropriate logbook and electronic database, if any.		5 Min.	<i>Receiving Staff</i> Docket Section
5. Receive the duly stamped/received copy of IDF with assigned NPS docket number and sign in the logbook	5. None	None		
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

### 3. Provision Of Prosecutor's Clearance And/Or Certification

A Prosecutor's 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 case/s.

<b>Office or Division:</b>	Office of the City Prosecutor QC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		NO. OF COPIES	WHERE TO SECURE	
1. Request Form or document 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.	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the request form together w/ the photocopy of ID at the front desk (Admin. Div.) for initial assessment.  *Make sure to secure the Order Payment that will be issued	1.1. Check the documentary requirements for completeness	PHP 50.00	5 Min.	<i>Receiving Staff Admin Division</i>
	1.2. After assessment, issue Order of Payment		5 Min.	<i>Receiving Staff Admin Division</i>
	1.3. Verify the status of case  (Note: verification of status takes additional time if the client has crim. records and/or pending cases)		10 to 15 Min.	<i>Records Clerk Records &amp; Docket Section</i>
2. Payment of the required fees at the Cashier (Treasurer's Office) by showing the Order of Payment.  *Applicants are advised to wait for the issuance of the Official Receipt (OR)	2. Accept the payment and issued OR		5 to 10 Min.	<i>Cashier Treasurer's Office</i>
3. Present the OR to the Front Desk	3. Wait for the release of clearance and/or certification as the same will be processed by the staff of Admin. Division after verification.		10 to 15 Min.	<i>Staff Admin Division</i>
4. Receive the	4. None		5 Min.	<i>Front Desk Staff</i>

clearance/or Certification and sign in the docket book				
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>50 to 55 Min.</b>	

**Note:**

\*In exceptional circumstances such as constraints in manpower/resources and access to information/records, a longer period not exceeding three (3) working days can be allowed for provision of clearance, certification, and other documents, provided that the requesting party is duly informed of the appropriate date and time of release.

## 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 – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		NO. OF COPIES	WHERE TO SECURE	
1. Request Form or document 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.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the request form together w/ the photocopy of ID at the front desk (Admin. Div.) for initial assessment.  *Make sure to secure the Order Payment that will be issued	1.1. Check the documentary requirements for completeness	PHP 50.00	5 Min.	<i>Verification Staff</i> Docket Section
	1.2. Verify the status of case		10 Min.	<i>Verifying Custodian</i> Docket Section
	1.3. Issue the Order of Payment if the record is available to be paid at the Treasurer's Office		5 Min.	
	1.4. Start processing the request		15 min.	<i>Records Custodian In-Charge</i>
2. Pay the required fees at the Cashier (Treasurer's Office) by showing the Order of Payment  *Make sure to secure Official Receipt that will be issued upon payment.	2. Check the official receipt and attach on the requested documents.  PHP 50/page (to be paid at the City's Treasurer's Office)		5 Min.	<i>Records Custodian</i> Docket Section
3. Return to the Docket section for the processing and release of certification and present the official receipt to the incharge	3. Issue the CTC to the requesting Party			<i>Records Custodian/ Records Officer</i> Docket Section
4. Receive the certification from the staff incharge	4. None			
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>40 Min.</b>	

# OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

## External Services

### 1. Issuance Of Certificate Of Appearance

The Certificate of Appearance is issued to an individual who has conducted research in the Office of the Secretary to the Sangguniang Panlungsod (OSSP), observed the City Council while in session, and/or conducted benchmarking activity.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
Operating Hours:	8:00 AM - 5:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Business Travel Authority (Gov't Emp.) (1) Original Copy			Office of the City Mayor	
2. Valid ID Any valid government ID such as but not limited to: <ul style="list-style-type: none"><li>• Agency/Office ID</li><li>• School ID (for Students)</li><li>• National ID</li><li>• Philippine Passport from Department of Foreign Affairs (DFA)</li><li>• SSS ID or SSS UMID Card from Social Security System (SSS)</li><li>• Driver's License from Land Transportation Office (LTO)</li><li>• PRC ID from Professional Regulatory Commission (PRC)</li></ul> <i>Remarks: The client must present the physical copy of their valid ID upon requesting of the document.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally request the Certificate(s) of Appearance on Window 1 in the receiving lobby and provide the said requirements for validation.  Location:	1.1. Receive and scan the submitted requirements, and upload it in the OSSP-QC document tracking system.	None	3 Min.	Supervising Administrative Officer (Records Officer IV) Records and Correspondence Section

Records and Correspondence Section (Lobby)				
2. Wait for the release of the certificate/s in the receiving lobby of the office.  <b>Location:</b> Records and Correspondence Section (Lobby)	2.1. Prepare the Certificate/s of Appearance; print copy/ies as requested and include a receiving copy.  2.2. Certify the copy/ies through the City Secretary's signature.	None	2 Min.  2 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section  <i>City Government Department Head III (City Council Secretary)</i> Office of the Secretary of the Sangguniang Panlungsod  <i>Executive Assistant V</i> Office of the Secretary of the Sangguniang Panlungsod  <i>Local Legislative Staff Officer VI</i> Reference and Archives Section
3. Receive the requested copy/ies in the Window 1 of the lobby and sign on the receiving copy.  <b>Location:</b> Records and Correspondence Section (Lobby)	3.1. Release the requested copy/ies and obtain acknowledgment of receipt by having the requestor sign the receiving copy.	None	1 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
<b>TOTAL:</b>		<b>None</b>	<b>8 Min.</b>	

**Note:**

The issuance of the Certificate of Appearance is only given to the client/participant who individuals who have conducted research in the Office of the Secretary to the Sangguniang Panlungsod, observed the City Council while in session, and conducted benchmarking activity. The said document cannot be claimed by a representative.



## 2. Issuance of a Copy/ies QC Ordinances, Resolutions, and other Legislative Documents

Copy of legislative documents like the City Ordinances, Resolutions, Implementing Rules & Regulations, Notice of Committee Hearings, Committee Reports, Session Minutes / Journals, are available to the public and can be requested in person or online.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<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>Operating Hours:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Request Letter (1) Original Copy  <i>Remarks: The Request Letter signed by the respective Department Head/Requester should also contain the following information:</i> <ul style="list-style-type: none"> <li>• Ordinance/Resolution Number</li> <li>• Significant Keywords/Subjects/Category</li> <li>• Proposed Ordinance/Proposed Resolution Number</li> <li>• Date/Year of Enactment/Adoption</li> </ul>				Department Head of Origin Department
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personally request the document/s on Window 1 in the receiving lobby and provide the said requirements upon request.  <b>Location:</b> Records and Correspondence Section (Lobby)	1.1. Receive the request and search the Database.	None	2 Min.	Supervising Administrative Officer (Records Officer VI) Records and Correspondence Section
	1.2. Retrieve the document file from the database.	None	1 Min.	Administrative Assistant II (Clerk IV) Reference and Archives Section
2. Receive the copy of the requested document/s.  <b>Location:</b> Records and Correspondence Section (Lobby)	2.1. Release the requested copy/ies.	None	1 Min.	Supervising Administrative Officer (Records Officer VI) Records and Correspondence Section  Administrative Assistant II (Clerk IV) Reference and Archives Section
<b>TOTAL:</b>		<b>None</b>	<b>4 Min.</b>	

**Note:** For walk-in clients with a request not exceeding 10 pages, kindly fill-out a request form on Window 1 in the lobby. They can also provide an Email Address or a USB Flash Drive.

### 3. Issuance of a Certified True Copy/ies of QC Ordinances, Resolutions, and other Legislative Documents

Certified True Copy of legislative documents like the City Ordinances, Resolutions, Implementing Rules & Regulations, Notice of Committee Hearings, Committee Reports, Session of Minutes / Journals for official use are available to the public and can be requested in person or online.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<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>Operating Hours:</b>	8:00 AM - 5:00 PM			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Request Letter (1) Original Copy  <i>Remarks: The Request Letter signed by the respective Department Head/Requester should also contain the following information:</i> <ul style="list-style-type: none"> <li>• Ordinance/Resolution Number</li> <li>• Significant Keywords/Subjects/Category</li> <li>• Proposed Ordinance/Proposed Resolution Number</li> <li>• Date/Year of Enactment/Adoption</li> </ul>				Department Head of Origin Department
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally request the Certified True Copy (CTC) of the document/s on Window 1 in the receiving lobby and provide the said requirements upon request.  <b>Location:</b> Records and Correspondence Section (Lobby)	1.1. Receive the request.	None	2 Min.	<i>Supervising Administrative Officer (Records Officer VI)</i> Records and Correspondence Section
	1.2. Retrieve, review, and reproduce the document/s.	None	1 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
2. Get the order of payment from Window 1  <b>Location:</b> Records and Correspondence Section (Lobby)	2.1. Issue the Order of Payment.	None	2 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
3. Proceed to the Treasurer's Office and pay at the Miscellaneous Cashier.	3.1. Issue the Order of Payment.	PHP 50 Secretary's Fees	3 Min.	<i>Administrative Assistant II (Clerk IV)</i> Records and Correspondence Section

<b>Location:</b> City Treasurer's Office (Ground Floor, Annex Building)  <i>Notes/Instruction:</i> Secure the Official Receipt.  <i>The Secretary's Fees (Php 50.00) will be applied accordingly per requested page.</i>				
4. Return to the OSSP and present the Official Receipt.  <b>Location:</b> Records and Correspondence Section (Window 1)	4.1. Verify the Original Receipt and record it in the logbook.	None	1 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
5. Wait for the release of the requested document/s  <b>Location:</b> Records and Correspondence Section (Lobby)	5.1. Authenticate copy of the document/s.	None	3 Min.	<i>City Government Department Head III (City Council Secretary)</i> Office of the Secretary of the Sangguniang Panlungsod  <i>Executive Assistant V</i> Office of the Secretary of the Sangguniang Panlungsod  <i>Local Legislative Staff Officer VI</i> Reference and Archives Section
6. Receive the copy of the document/s.  <b>Location:</b> Records and Correspondence Section (Lobby)	6.1. Release the requested copy of the document/s.	None	1 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>13 Min.</b>	

**Note:**

For walk-in clients with a request not exceeding 10 pages, kindly fill-out a request form on Window 1 in the lobby. They can also provide an Email Address or a USB Flash Drive.

#### 4. Issuance of a Copy/ies of other Records on File

Copy of other records on file like Subdivision Plans, Deed of Donations, Memorandum of Agreements, Annual Budget, Personnel Schedule, NGOs / POs, Barangay Ordinances / Resolutions / Complaints, are available to the public and can be requested in person or online.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<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>Operating Hours:</b>	8:00 AM - 5:00 PM			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Request Letter (1) Original Copy  <i>Remarks: The Request Letter signed by the respective Department Head/Requester should also contain the following information:</i> <ul style="list-style-type: none"> <li>• Ordinance/Resolution Number</li> <li>• Significant Keywords/Subjects/Category</li> <li>• Proposed Ordinance/Proposed Resolution Number</li> <li>• Date/Year of Enactment/Adoption</li> </ul>				Applicant/Client  Department Head of Origin Department
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for copy/ies (or CTC) of other records on file.  <b>Location:</b> Records and Correspondence Section (Lobby)  <i>Notes/Instruction:</i> <i>Can be requested via email or phone call, unless CTC or large-format print-outs</i>	1.1. Receive the request and search the Database.	None	3 Min.	<i>Supervising Administrative Officer (Records Officer VI)</i> Records and Correspondence Section
	1.2. Search the request in the Database.	None	3 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
2. Wait for further instructions.  <b>Location:</b> Records and Correspondence Section (Lobby)  <i>Notes/Instruction:</i> <i>For blueprints/ plans, look for large-format printing services within the compound</i>	2.1. Issue the Order of Payment, complete with client details	None	12 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
<i>Remarks: Considering that the process may take longer than expected due to circumstances beyond the control of the department such as the queuing in the photocopier, 30 minutes should</i>				

*be considered as reasonable time.*

3. Receive the copy/ies of the document/s.  <b>Location:</b> Records and Correspondence Section (Lobby)	3.1. Release the requested copy/ies.	None	1 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
<b>TOTAL:</b>		<b>None</b>	<b>19 Min.</b>	

**Note:**

For walk-in clients with a request not exceeding 10 pages, kindly fill-out a request form on Window 1 in the lobby. They can also provide an Email Address or a USB Flash Drive.

## 5. Issuance of Certified True Copy/ies of other Records on File

Copy of other records on file like Subdivision Plans, Deed of Donations, Memorandum of Agreements, Annual Budget, Personnel Schedule, NGOs / POs, Barangay Ordinances / Resolutions / Executive Orders / Complaints, are available to the public and can be requested in person or online. For official use, the Office can reproduce Certified True Copies (CTC) of the abovementioned documents.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<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>Operating Hours:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
2. Request Letter (1) Original Copy				Applicant/Client
<i>Remarks: The Request Letter signed by the respective Department Head/Requester should also contain the following information:</i> <ul style="list-style-type: none"> <li>• Ordinance/Resolution Number</li> <li>• Significant Keywords/Subjects/Category</li> <li>• Proposed Ordinance/Proposed Resolution Number</li> <li>• Date/Year of Enactment/Adoption</li> </ul>				Department Head of Origin Department
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for copy/ies (or CTC) of other records on file.  <b>Location:</b> Records and Correspondence Section (Lobby)  <i>Notes/Instruction:</i> Can be requested via email or phone call, unless CTC or large-format print-outs	1.1. Receive the request.	None	3 Min.	<i>Supervising Administrative Officer (Records Officer VI)</i> Records and Correspondence Section
	1.2. Search the request in the Database.	None	3 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
2. Wait for further instructions.  <b>Location:</b> Records and Correspondence Section (Lobby)  <i>Notes/Instruction:</i> For blueprints/ plans, look for large-format printing services within the compound	2.1. Retrieve, review, and reproduce the document/s.	None	12 Min.	<i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section
<i>Remarks: Considering that the process may take longer than expected due to circumstances</i>				

*beyond the control of the department such as the queuing in the photocopier, 30 minutes should be considered as reasonable time.*

<p>3. Proceed to the Treasurer's Office and pay at the Miscellaneous Cashier.</p> <p><b>Location:</b> City Treasurer's Office (Ground Floor, Annex Building)</p> <p><i>Notes/Instruction:</i> <i>Secure the Official Receipt.</i></p> <p><i>The Secretary's Fees (Php 50.00) will be applied accordingly per requested page.</i></p>	<p>3.1. Issue the Order of Payment.</p>	<p>PHP 50 Secretary's Fees</p>	<p>3 Min.</p>	<p><i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section</p>
<p>4. Return to the OSSP and present the Official Receipt.</p> <p><b>Location:</b> Records and Correspondence Section (Window 1)</p>	<p>4.1. Verify the Original Receipt and record it in the logbook.</p>	<p>None</p>	<p>1 Min.</p>	<p><i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section</p>
<p>5. Wait for the release of the requested document/s</p> <p><b>Location:</b> Records and Correspondence Section (Lobby)</p>	<p>5.1. Authenticate copy of the document/s.</p>	<p>None</p>	<p>3 Min.</p>	<p><i>City Government Department Head III (City Council Secretary)</i> Office of the Secretary of the Sangguniang Panlungsod</p> <p><i>Executive Assistant V</i> Office of the Secretary of the Sangguniang Panlungsod</p> <p><i>Local Legislative Staff Officer VI</i> Reference and Archives Section</p>
<p>6. Receive the copy of the document/s.</p> <p><b>Location:</b> Records and</p>	<p>6.1. Release the requested copy of the document/s.</p>	<p>None</p>	<p>1 Min.</p>	<p><i>Administrative Assistant II (Clerk IV)</i> Reference and Archives Section</p>

Correspondence Section (Lobby)				
<b>TOTAL:</b>		<b>None</b>	<b>19 Min.</b>	

**Note:**

For walk-in clients with requests exceeding 10 pages, please fill out the request form in the lobby and provide either a USB flash drive or an email address to receive the requested document.



# PARKS DEVELOPMENT AND ADMINISTRATION DEPARTMENT

## External Services

### 1. Development of Open Spaces Intended for Parks and Playground and Rehabilitation of Existing Parks and Playground

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>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	Barangay officials, Homeowners Associations, Public or City Owned Schools and Other Government Agencies
<b>Operating Hours:</b>	7:00 AM – 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Standard Requirements:</b>	
1. Letter of Request (1) Original Copy	Applicant /Client  Remarks: Submit letter of request addressed to: Ar. Baltazar C. Avelino, uap City Government Department Head III Parks Development and Administration Department  Please indicate list of contact person/s and contact number/s.
2. Deed of Donation (1) Photo Copy	Agency – Division: City General Services Department – Fixed Assets Management Division  Remarks: Secure a copy
3. Barangay Resolution / HOA Board Resolution (1) Photo Copy	Applicant / Client  Remarks: Secure a copy of Barangay Resolution from the Barangay / HOA Board Resolution from HOA
4. Location map / Sketch of Site (1) Original Copy or (1) Photo Copy	Applicant / Client  Remarks: Provide a location map or sketch plan of the proposed open space for development/rehabilitation
<b>Upon Issuance of Project Validation Report Infra Form B2 (Step 1.4)</b>	
5. B2 Project Validation Report Infra Form	Agency – Division:

B2 (1) Original Copy or (1) Photo Copy		City Planning Development Department (CPDD) – Land Use and Infrastructure Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for the development / rehabilitation / improvement of parks/open spaces  Location: Parks Development and Administration Department, 11th Floor High Rise Building, QC Hall Compound  Email: <a href="mailto:pdad@quezoncity.gov.ph">pdad@quezoncity.gov.ph</a>	1.1. For recording and tagging of control number	None	20 Min.	<i>Administrative Aide III</i>
	1.2. Department Head / Assistant Department Head routes/assigns to Planning Division	None	2 Days, 7 Hours, 40 Min.	<i>Department Head</i>  <i>Assistant Department Head</i>
	1.3. Upon receipt of Planning Division, the Research and Verification Section will verify and validate if concerned park is donated. If not, the Parks Development and Administration Department (PDAD) will send a reply letter to the requesting party informing them that the concerned open space/park should be donated first to the city government to be recommended for funding. If the owner intends to donate the open space, he can write letter of intent to the City General Services Department (CGSD). Checklist of requirements shall be provided by said department.	None	4 Days	<i>Planning and Programming Division Head</i>  <i>Engineer II (Geodetic Engineer)</i>
	1.5. For donated open spaces, the letter will be forwarded to the assigned technical staff for inspection. The assigned team will prepare the Inspection Report and Project Validation Report Infra Form B-1 to be submitted to City Planning Development Department (CPDD) thru the Infracom Secretariat for the preparation of Project Validation Report Infra Form B-2.	None	13 Days	<i>Architect</i>  <i>Engineer-in-Charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Days</b>	

## 2. Repair and Maintenance of Parks and Playground

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>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Barangay officials, Homeowners Associations, Public or City Owned Schools and Other Government Agencies			
<b>Operating Hours:</b>	7:00 AM – 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request and sketch of site (1) Original Copy		<p>Applicant /Client</p> <p>Remarks: Submit letter of request addressed to: Ar. Baltazar C. Avelino, uap City Government Department Head III Parks Development and Administration Department</p> <p>Please indicate list of contact person/s and contact number/s.</p>		
2. Deed of Donation (2) Photo Copy		<p>Agency – Division: City General Services Department – Fixed Assets Management Division</p> <p>Remarks: Secure a copy</p>		
<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  Location: Parks Development and Administration Department, 11th Floor High Rise Building, QC Hall Compound  Email: <a href="mailto:pdad@quezoncity.gov.ph">pdad@quezoncity.gov.ph</a>	1.1. For recording and tagging of control number	None	20 Min.	<i>Administrative Aide III</i>
	1.2. Department Head/ Assistant Head routes/ assigns to Construction and Maintenance Division	None	2 Days, 7 Hours, 40 Min.	<i>Department Head</i>  <i>Assistant Department Head</i>
	1.3. Technical Staff-In-Charge will verify from the Research and Verification Section of the Planning and Programming Division if the concerned park is already donated to the city government. If not, PDAD will send a letter to the requesting party that	None	5 Days	<i>Engineer II (Geodetic Engineer)</i>  <i>Engineer I</i>  <i>Draftsman III</i>  <i>Construction and Maintenance Foreman</i>

	the open space must be donated first to the city government before we can take appropriate action.			
	1.4. If the subject park is already donated to the city government, Technical Staff-In-Charge inspects, coordinates, prepares report and detailed cost estimate for the requested repair.	None	9 Days	<i>Engineer I</i> <i>Draftsman III</i> <i>Construction and Maintenance Foreman</i>
	1.5. Preparation of reply letter to the requesting party.	None	3 Days	<i>Draftsman III</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Days</b>	

### 3. Tree Cutting / Balling of Trees

<b>Office or Division:</b>	Parks Development and Administration Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Barangays, Homeowners Associations, City-owned Schools/ Universities			
<b>Operating Hours:</b>	7:00 AM – 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirements:</b>				
1. Letter of Request (1) Original Copy		Applicant /Client  Remarks: Submit letter of request addressed to: Ar. Baltazar C. Avelino, uap City Government Department Head III Parks Development and Administration Department  Please indicate list of contact person/s and contact number/s.		
2. Tree Cutting/Balling out Permit issued by DENR or PCA (1) Photocopy		Remarks: After the Certificate of No Objection (CNO) was issued, acquire a cutting permit.  For Coconut Trees, acquire Cutting permit from Philippine Coconut Authority (PCA). Go to this link for complete requirements and steps: <a href="https://www.pca.gov.ph/pdf/disclosure/permitcut.pdf">https://www.pca.gov.ph/pdf/disclosure/permitcut.pdf</a>  For all other trees, acquire Cutting permit from Department of Environment and Natural Resources (DENR) Apply permit thru their online application: <a href="http://www.denrnrcsys.online">www.denrnrcsys.online</a>		
3. Consent of affected neighbors (if any) (1) Photocopy		Applicant / Client		
4. Pictures of affected trees to be cut/ball- out (1) Original Copy		Applicant / Client		
5. Location Map or Sketch of Site (1) Original Copy		Applicant / Client		
6. Endorsement Letter from the Barangay (1) Original Copy or 1 Photocopy		Applicant / 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 request letter for Tree Cutting / Balling of trees	1.1. For recording and tagging of control number	None	20 Min.	<i>Administrative Aide III</i>
Location:	1.2. The Department Head / Assistant	None	2 Days, 7 Hours, 40 Min.	<i>Department Head</i>

Parks Development and Administration Department, 11th Floor High Rise Building, QC Hall Compound  Email: <a href="mailto:pdad@quezoncity.gov.ph">pdad@quezoncity.gov.ph</a>	Department Head routes/assigns the request to Greening Division			<i>Assistant Department Head</i>
	1.3. Verification, inspection and validation of the site for tree cutting / balling requests.	None	12 Days	<i>Clerk I</i> <i>Laborer II</i> <i>Storekeeper I</i>
2. Acquire Cutting/Balling Permit from DENR or PCA  Location: For Coconut Trees, acquire Cutting permit from Philippine Coconut Authority (PCA). Go to this link for complete requirements and steps: <a href="https://www.pca.gov.ph/pdf/disclosure/permit_cut.pdf">https://www.pca.gov.ph/pdf/disclosure/permit_cut.pdf</a>  For all other trees, acquire Cutting permit from Department of Environment and Natural Resources (DENR) Apply permit thru their online application: <a href="http://www.denrnrcsys.online">www.denrnrcsys.online</a>	2.1. An inspection report will be submitted to the Department Head for information and approval.	None	4 Days	<i>Department Head</i>  <i>Special Operations Officer III</i>
	2.2. If approved, a Certificate of No Objection (CNO) will be issued. Said Certificate is one of the requirements for a Cutting Permit.  All requests with a Cutting/Balling Permit from DENR or PCA that will be done by admin will be forwarded to the Operations Group for scheduling.	None	1 Day	<i>Clerk I</i>  <i>Laborer II</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Days</b>	

## 4. Tree Trimming / Pruning

<b>Office or Division:</b>	Parks Development and Administration Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Barangays, Homeowners Associations, City-owned Schools/ Universities			
<b>Operating Hours:</b>	7:00 AM – 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirements:</b>				
1. Letter of Request (1) Original Copy		Applicant /Client  Remarks: Submit letter of request addressed to: Ar. Baltazar C. Avelino, uap City Government Department Head III Parks Development and Administration Department  Please indicate list of contact person/s and contact number/s.		
2. Endorsement Letter from the Barangay (1) Original Copy or 1 Photocopy		Applicant / Client		
3. Consent of affected neighbors (if any) (1) Photocopy		Applicant / Client		
4. Pictures of affected trees to be cut/ball- out (1) Original Copy		Applicant / Client		
5. Location Map or Sketch of Site (1) Original Copy		Applicant / Client		
For Trimming / Pruning of more than 10 trees:  6. Tree Trimming / Pruning Permit issued by DENR (1) Photo Copy  Remarks: Apply permit thru online application <a href="http://www.denrnrcrsys.online">www.denrnrcrsys.online</a>		Department of Environment and Natural Resources - DENR-NCR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter for Tree Trimming / Pruning  Location: Parks Development and Administration Department, 11th Floor High Rise Building, QC Hall Compound  Email:	1.1. For recording and tagging of control number	None	20 Min.	<i>Administrative Aide III</i>
	1.2. The Department Head / Assistant Department Head routes/assigns the request to Nursery and Arboretum Division	None	2 Days, 7 Hours, 40 Min.	<i>Department Head  Assistant Department Head</i>
	1.3. Verification, inspection and validation of the site for tree	None	6 Days	<i>Clerk I  Laborer II</i>

<a href="mailto:pdad@quezoncity.gov.ph">pdad@quezoncity.gov.ph</a>	trimming/pruning requests.			<i>Storekeeper I</i>
	1.4. After verification, all feasible requests will be forwarded to the Operation's Group for scheduling of tree trimming/ pruning.	None	1 Days	<i>Special Operations Officer IV</i>
	1.5. Tree trimming/pruning operation	None	10 Days	<i>Special Operations Officer III</i> <i>Laborer II</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Days</b>	



## 5. Grass Cutting for Parks, Playgrounds, Center and Directional Islands, and Sidewalks

<b>Office or Division:</b>	Parks Development and Administration Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangays, Homeowners Associations, City-owned Schools/ Universities			
<b>Operating Hours:</b>	7:00 AM – 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirements:</b>				
1. Letter of Request (1) Original Copy		Applicant /Client  Remarks: Submit letter of request addressed to: Ar. Baltazar C. Avelino, uap City Government Department Head III Parks Development and Administration Department  Please indicate list of contact person/s and contact number/s.		
2. 2.Deed of Donation (1) Photo Copy		Agency - Division: City General Services Department - Fixed Assets Management Division  Remarks: For parks and playground, secure a copy of Deed of Donation.		
3. Location Map or Sketch of Site (1) Original Copy		Applicant / 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 the letter of request for grass cutting of park/open space, center islands, directional islands, and sidewalks  Location: Parks Development and Administration Department, 11th Floor High Rise Building, QC Hall Compound  Email: <a href="mailto:pdad@quezoncity.gov.ph">pdad@quezoncity.gov.ph</a>	1.1. For recording and tagging of control number	None	20 Min.	<i>Administrative Aide III</i>
	1.2. The Department Head / Assistant Department Head routes/assigns the request to Greening Division	None	2 Days, 7 Hours, 40 Min.	<i>Department Head</i>  <i>Assistant Department Head</i>
	1.3. Request will be forwarded to Operations Group for scheduling of grass cutting	None	1 Day	<i>Special Operations Officer III</i>
	1.4. Grass Cutting Operation	None	13 Days	<i>Farm Foreman</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Days</b>	

# PEOPLE'S LAW ENFORCEMENT BOARD

## External Services

### 1. People's Law Enforcement Board (PLEB), Citizen's Complaint

The PLEB has the power to hear and decide citizen's complaints formally filed or referred against any uniformed member of the PNP pursuant to Section 2, Rule 11 of the Memorandum Circular No. 2016-002 *re: Revised Rules of Procedure Before the Administrative Disciplinary Authorities and the Internal Affairs Service of the Philippine National Police.*

<b>Office or Division:</b>	People's Law Enforcement Board			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Sheet (1) Original Copy  <i>Remarks:</i> <i>Submitted at the People's Law Enforcement Board Office or via e-mail at <a href="mailto:PLEB@quezoncity.gov.ph">PLEB@quezoncity.gov.ph</a></i>		People's Law Enforcement Board - People's Law Enforcement Board		
2. Certificate of Non-Forum Shopping (1) Original Copy  <i>Remarks:</i> <i>Submitted at the People's Law Enforcement Board Office or via e-mail at <a href="mailto:PLEB@quezoncity.gov.ph">PLEB@quezoncity.gov.ph</a></i>		People's Law Enforcement Board - People's Law Enforcement Board		
3. Sworn Statement/ Notarized Complaint Affidavit (1) Original Copy And (6) Photo Copy  <i>Remarks:</i> <i>The complaint shall contain the following:</i> <ul style="list-style-type: none"> <li>• Full Name, Address, and Contact Information of the Complainant</li> <li>• Full Name, Rank, and Station or Assignment of the respondent/s</li> <li>• A narration of the material facts which show specifically the act or omission attributable to the particular respondent/s constituting the offense allegedly committed, the place, date, and time of the commission of the offense</li> </ul>		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	1 Min.	Administrative Aide or Process Server
2. Submission of: a. Accomplished Complaint Sheet b. Certificate of Non-	2. Receive and evaluate documents	None	1 Hour	Chief Administrative Officer, Board Secretary, and/

Forum Shopping c. Complaint Affidavit (subscribed and sworn)				<i>or Senior Administrative Assistant</i>
3. Submit seven (7) sets of the required documents to receiving area *Make sure to wait for the received copy of the submitted documents	3.1. Receive the required documents and check for completeness. 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. If the complaint has probable cause, the Board Secretary will prepare a formal charge and the case will submit for raffling. Raffle of Case/s. Docket the complaint and turn it over to the assigned Encoder.	None	25 Min.	<i>Senior Administrative Assistant</i>
	3.2. If the complaint has no probable cause, the Board Secretary shall issue a letter of "no probable cause" to the complainant.		3 Days	<i>Board Secretary</i>
	3.3. Issue Summons to the respondent/s		3 Days	<i>Senior Administrative Assistant</i>
4. Filing of Counter Affidavit/ Answer (Respondent/s of the Case)  *Make sure to wait for the "receiving copy" of the submitted documents  [The Respondent/s may file their Answer seven (7) working days from receipt of the summons. Respondent/s must	4.1. Receive Counter-Affidavit /Answer and check for completeness.	None	15 Min.	<i>Senior Administrative Assistant</i>
	4.2. Turn over to the assigned Encoder for the issuance of Notice for Clarificatory Hearing		15 Min.	<i>Process Server</i>
	4.3. Delivery of Notice for Clarificatory Hearing		2 Days	<i>Process Server or Driver</i>
	4.4.Pre-hearing conference/ Hearing		2 Hours	<i>Members of the Board where the case was raffled, Board Secretary,</i>

furnish the Complainant/s through personal service, registered mail, or private courier before filing.				Senior Administrative Assistant (Stenographer), and Process Server
	4.5. Submit the case for resolution. Case resolved		60 Days	Members of the Board where the case was raffled
	4.6. Delivery of Decision		2 Days	Process Server or Driver
<b>TOTAL:</b>		<b>None</b>	<b>70 Days, 3 Hours, and 56 Mins.</b>	

## 2. People's Law Enforcement Board (PLEB) Clearance

The PLEB Clearance or Certification is issued to any Philippine National Police (PNP) member indicating the pendency or non-pendency of an administrative case against a PNP Member.

<b>Office or Division:</b>	People's Law Enforcement Board			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Philippine National Police (PNP) Members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Philippine National Police ID (1) Photo Copy  <i>Remarks:</i> <i>Police officer/s must wear their Philippine National Police uniform</i>  Walk-in or Online 1. Philippine National Police Identification Card (PNP ID)			Applicant/ Client	
2. Authorization Letter (1) Original Copy  <i>Remarks:</i> <i>If the requestor is requesting through an authorized representative, the assigned person must have an authorization letter</i>			Applicant/ Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office lobby	1. Give the Log Book to the client	None	1 Min.	Process Server or 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	2.1. Receive the required document and check for completeness	None	5 Min.	Administrative Aide, Process Server, or Driver
	2.2. Issue the Order of Payment if the required document is given		3 Min.	Administrative Aide, Process Server
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	3.. Accept the payment based on the Order of Payment, then issue Official Receipt	<b>Standard Fees</b> PLEB Clearance Fee: PHP 50  <b>Possible Fees:</b> Authentication Fee: PHP 10	15 Min.	Cashier Any of requesting office / division
4. Release of Clearance or Certification	4. Issue the Certificate or Clearance to the PNP member	None	15 Min.	Administrative Aide, Process Server, or Driver
<b>TOTAL:</b>			<b>39 Min.</b>	

### 3. Request for Certified True Copies

Request for Certified True Copies of case records.

Office or Division:	People's Law Enforcement Board			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Parties and those who are privy to the case			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (Original copy)			PLEB Office	
2. Photocopy of the document to be certified (optional)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with attachments (if any)	1. Receive and produce the requested documents	None	30 Min.	Process Server or Driver
2. Pay the required fees	2.1. Accept payment based on the Order of Payment and issuance of Official Receipt	PHP 10.00 per page	15 Min.	Cashier City Treasurer's Office
	2.2. Issuance of the requested Certified True Copy			Administrative Aide or Process Server
TOTAL:			45 Min.	

## 4. Transcript of Stenographic Notes

Transcript of Stenographic Notes (TSN) is a written transcript of a proceeding attached to the case record.

Office or Division:	People's Law Enforcement Board			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Parties of the case			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (Original copy)			PLEB Office	
2. Photocopy of the document to be certified (optional)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with attachments (if any)  <i>Notes/ Instruction: Transcript of stenographic notes is available twenty (20) days from request.</i>	1. Receive the submitted request letter.	None	5 Min.	<i>Administrative Aide or Process Server</i>
2. Release of requested Transcript of Stenographic Notes (TSN)	2. Issue the requested Transcript of Stenographic Notes (TSN)	None	10 Min.	<i>Administrative Aide or Stenographer</i>
TOTAL:		None	15 Min.	

# PROCUREMENT DEPARTMENT

## Internal Services 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>	Highly Technical			
<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>	
1. Project Procurement Management Program (PPMP)			Procuring Entity submitted to City Budget Department	
2. 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>
1. Submission of all the requirements	1.1. Receives and records	None	1 Day	<i>Receiving Clerk</i>
	1.2. Route PPMP to the Department Head for instruction	None	1 Day	<i>Immediate Staff</i>
	1.3. Evaluation, categorization, and assignment of Project No.	None	5 Days	<i>Technical Services Division Staff</i>
	1.4. Consolidate PPMP into APP and validate from the available Appropriation	None	3 Days for simple items 5 Days for bulk or highly technical items	<i>Database Management Division Staff</i>
	1.5. PPMP's price validation (Sec. 7.3.4, RA 9184)	None	3 Days for simple items 5 Days for bulk or highly technical items	<i>Price Standardization and Monitoring Division Staff</i>
	1.6. Evaluation of prices based on canvass, recommendation for Approved Budget for the Contract and determination of mode of procurement	None	3 Days	<i>Technical Services Division Staff</i>
	1.7. Preparation and Issuance of Notices to	None	1 Day	<i>Documentation and Administrative</i>



	respective End-Users, BAC Members and TWG for the pre-procurement conference for above 2 Million projects (Sec. 20, RA 9184)			<i>Services Division Staff</i>
2. Physical / Virtual Participation in the scheduled activity	2. Conducts pre-procurement conference for above 2 Million projects (Sec. 20, RA 9184)	None	2 Hours	<i>Bids and Awards Committee, BAC Secretariat, Technical Working Group</i>
<b>TOTAL:</b>		<b>None</b>	<b>17 Days &amp; 2 Hours for simple items or</b>  <b>21 Days &amp; 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>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PhilGEPS Registration Certificate (Platinum – 3 pages)			PhilGEPS	
2. Document Requests List (DRL)			PhilGEPS website	
3. Authorization to Purchase Bidding Documents <ul style="list-style-type: none"> <li>Corporate Secretary Certificate for corporation (specific for the project)</li> <li>Special Power of Attorney for single proprietorship (specific for the project)</li> </ul>				
4. Notarized Joint Venture Agreement (as applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1. Preparation of Philippine Bidding Documents (Sec. 10 and 17, RA 9184)	None	2 Days	<i>Technical Services Division Staff</i>
	1.2. Posting of bid opportunities in the PhilGEPS website (Sec 21 Ra 9184), agency website, and in conspicuous places.	None	1 Day	<i>Technical Services Division Staff, Documentation, and Administrative Services Division Staff</i>
	1.3. Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Prebid Conference and Opening of Bids	None	1 Day	<i>Documentation and Administrative Services Division Staff</i>
2. Submission of all the requirements	2.1. Preparation of the order of payment for the sale of Philippine Bidding Documents	None	1 Day	<i>Documentation and Administrative Services Division Staff</i>
	2.2. Routing of order of payment for signature of the OIC-PSMD, OIC-DASD and the Department Head	None	1 Day	<i>Technical Services Division Staff</i>
3. Settle the order of payment	3. Order of Payment with ITB Cost		1 Day	<i>City Treasurer's Office</i>
	*500,000 and below	PHP 500.00		

	*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	PHP 1,000.00  PHP 5,000.00  PHP 10,000.00  PHP 25,000.00  PHP 50,000.00  PHP 75,000.00		
4. Accomplishment of the acknowledgement Receipt	4. Reproduction and selling of the Philippine Bidding Documents	None	1 Day	<i>Documentation and Administrative Services Division Staff</i>
5. Physical / Virtual Participation in the scheduled activity	5.1. Conducts pre-bid conference (Sec 22 RA 9184)	None	2 Hours	<i>Bids and Awards Committee, BAC Secretariat, Technical Working Group</i>
	5.2. Issuance and posting of the Supplemental Bid Bulletin if necessary	None	1 Day	<i>Technical Services Division Staff</i>
	5.3. Preparation of Eligibility / Technical and Financial Checklist	None	1 Day	<i>Technical Services Division Staff</i>
6. Submission of Duly Accomplished Bid Proposal on or before the deadline of submission	6. Receives Bid Proposal (Sec 25 RA 9184)	None	10 Min.	<i>Documentation and Administrative Services Division Staff</i>
7. Physical / Virtual Participation in the scheduled activity	7. 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)  <i>*Issuance of Notice of Failure if applicable / necessary</i>	None	4 Hours	<i>Bids and Awards Committee, BAC Secretariat, Technical Working Group, Technical Services Division Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Days, 6 Hours, and 10 Min.</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>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Suppliers / Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Document Requests List (DRL)			PhilGEPS website	
2. 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>
1. None	1.1. Prepares Prior Resolution (Sec. 48 and 17, RA 9184)	None	2 Days	<i>Technical Services Division Staff</i>
	1.2. Prepares Request for Quotation (RFQ) (Annex H, RA 9184)	None	1 Day	<i>Technical Services Division Staff</i>
	1.3. Posting of Request for Quotation (RFQ) in PhilGEPS Website and Agency Website	None	1 Day	<i>Technical Services Division Staff</i>
2.Submission of all the requirements	2.1. Issuance of Request for Quotation (RFQ may be downloaded from PhilGEPS Website and Agency Website)	None	1 Day	<i>Documentation and Administrative Services Division Staff</i>
	1.2. Submission of Request for Quotations (RFQ)	None	2 Hours	<i>Documentation and Administrative Services Division Staff</i>
	2.3. Preparation of Quotation Checklist	None	1 Day	<i>Technical Services Division Staff</i>
	2.4. Opening of Quotations, evaluation of the submitted quotations. Recording, encoding and virtual posting of Abstract of Quotations as Read.  <i>*Issuance of Notice of Failure if applicable / necessary</i>	None	4 Hours	<i>Bids and Awards Committee, BAC Secretariat, Technical Working Group, Technical Services Division Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 6 Hours</b>	

#### 4. Bid Evaluation and Post-Qualification

The Procurement Department conducts various Bid Evaluation and Post-Qualification for the procurement of Goods and Services.

<b>Office or Division:</b>		Procurement Department		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Lowest / Single Bidder		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Determines the lowest calculated bid and prepares the abstract of bids as calculated and notice of lowest / single calculated bid	None	7 Days	<i>Technical Working Group</i>
2. Submission of all Post-Qualification Requirements	2. Conducts post-qualification and prepares reports (Sec. 34, RA 9184)	None	12 Days	<i>Technical Working Group</i>
<b>TOTAL:</b>		<b>None</b>	<b>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.

Office or Division:	Procurement Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Lowest /Single Calculated Bidder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Performance Security				
1. Cash or cashier's / manager's check issued by a Universal or Commercial Bank				
2. 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				
3. Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1. Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request.	None	20 Days	<i>Technical Services Division Staff, Bids and Awards Committee, Documentation and Administrative Services Division Staff, Database Management Division Staff, HOPE</i>
	1.2. Preparation of Notice of Award, Purchase Orders/ Contracts and Notice to Proceed for approval of the BAC and HOPE			
	1.3. Coordination with City Accounting Department for the Certificate of Availability of Funds			
	1.4. Notifies the winning bidder and Issues the Notice of Award	None	3 Days	<i>Documentation and Administrative Services Division Staff</i>
2. Submission of Performance Security (maximum of 10 Days)	2.1. Evaluation of the submitted Performance Security in Compliance with RA 9184	None	1 Day	<i>Documentation and Administrative Services Division Staff</i>

3. None	3.1. Issues Purchase Order/ Contract and Notice to Proceed	None	7 Days	<i>BAC Secretariat, Database Management Division Staff, Documentation and Administrative Services Division Staff</i>
	3.2. 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  <i>*Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</i>			
<b>TOTAL:</b>		<b>None</b>	<b>31 Days</b>	

**Note:**

\*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>	Highly Technical			
<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>	
1. Accomplished Purchase Request (PR) as applicable, duly signed by the Department Head			Procuring Entity / End-user	
2. Project Procurement Management Plan (PPMP)			City Budget Department	
3. Technical Specifications, Terms of Reference (TOR) as applicable, certificate of due diligence with at least (3) three Quotations as applicable			Procuring Entity / End-user	
4. 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>
1. Submission of all the requirements	1.1. Receives and records	None	1 Day	<i>Receiving Clerk</i>
	1.2. Route PR to the Department Head for instruction	None	1 Day	<i>Immediate Staff</i>
	1.3. Evaluation, categorization and assignment of Project No.	None	5 Days	<i>Technical Services Division Staff</i>
	1.4. Validates PR from the submitted PPMP and available appropriation	None	3 Days for simple items 5 Days for bulk or highly technical items	<i>Database Management Division Staff</i>
	1.5. PPMP's price validation (Sec. 7.3.4, RA 9184)	None	3 Days for simple items 5 Days for bulk or highly technical items	<i>Price Standardization and Monitoring Division Staff</i>
	1.6. Evaluation of prices based on canvass, recommendation for Approved Budget for the Contract and determination of mode of procurement	None	3 Days	<i>Technical Services Division Staff</i>
	1.7. Forward to City Budget Department for funding	None	1 Day	<i>Documentation and Administrative Services Division Staff</i>
	1.8. Transmit PR to HOPE for	None	1 Day	<i>Documentation</i>



	approval			<i>and Administrative Services Division Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>18 Days &amp; 2 Hours for simple items</b>  <b>22 Days &amp; 2 Hours for bulk and highly technical items</b>	

# 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>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Procuring Entity			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Project Procurement Management Program			Procuring Entity	
2. Advice of Allotment			City Budget Department	
3. 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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of all the requirements	1.1. Receive and determine the completeness of documents	None	1 Day	<i>Receiving Clerk, BAC Secretariat</i>
	1.2. Validates the submitted PPMP and available appropriation	None	1 Day	<i>Technical Working Group and Database Management Division Staff</i>
	1.3. Evaluation of approved B1, B2 and B3	None	3 Days	<i>Technical Working Group</i>
	1.4. Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the pre-procurement	None	1 Day	<i>BAC Secretariat</i>

	conference for above 2 Million projects (Sec. 20, RA 9184)			
2. Physical / Virtual participation in the scheduled activity	2. Conducts pre-procurement meeting for 5 Million and above (Sec. 20, RA 9184) to determine the readiness of the proposed project for procurement	None	1 Hour	<i>BAC Infra, BAC Secretariat, Technical Working Group</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 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>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Contractors / Bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent				
2. PhilGEPS Registration Certificate (Platinum – 3 pages)			PhilGEPS	
3. Document Requests List (DRL)			PhilGEPS website	
4. Authorization to Purchase Bidding Documents <ul style="list-style-type: none"> <li>Corporate Secretary Certificate for corporation (specific for the project)</li> <li>Special Power of Attorney for single proprietorship (specific for the project)</li> </ul>				
5. Notarized Joint Venture Agreement (as applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1. Preparation of Philippine Bidding Documents (Sec. 10 and 17, RA 9184)	None	3 Days	BAC Secretariat
	1.2. Posting of bid opportunities in the PhilGEPS website (Sec 21 Ra 9184), agency website, and in conspicuous places.	None	1 Day	BAC Secretariat, Documentation and Administrative Services Division Staff
	1.3. Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Pre Bid Conference and Opening of Bids	None	1 Day	BAC Secretariat
2. Submission of all the requirements	2.1. Preparation of the order of payment for the sale of Philippine Bidding Documents	None	1 Day	BAC Secretariat
	2.2. Routing of order of payment for signature of the OIC-PSMD, Chief Admin Officer-DASD and the Department Head	None	1 Day	BAC Secretariat
3. Settle the order of payment	3. Order of Payment with ITB Cost		1 Day	City Treasurer's Office

	*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	PHP 500.00 PHP 1,000.00 PHP 5,000.00 PHP 10,000.00 PHP 25,000.00 PHP 50,000.00 PHP 75,000.00		
4. Accomplishment of the acknowledgment Receipt	4. Reproduction and selling of the Philippine Bidding Documents	None	1 Day	<i>BAC Secretariat</i>
5. Physical / Virtual Participation in the scheduled activity	5.1. Conducts pre-bid conference (Sec 22 RA 9184)	None	2 Hours	<i>BAC Infra, BAC Secretariat, Technical Working Group</i>
	5.2. *Issuance and posting of the Supplemental Bid Bulletin if necessary	None	1 Day	<i>Technical Working Group, BAC Secretariat</i>
	5.3. Preparation of Eligibility / Technical and Financial Checklist	None	1 Day	<i>Technical Services Division Staff</i>
6. Submission of Duly Accomplished Bid Proposal on or before the deadline of submission	6. Receives Bid Proposal (Sec 25 RA 9184)	None	10 Min.	<i>Documentation and Administrative Services Division Staff</i>
7. Physical / Virtual Participation in the scheduled activity	7. 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	4 Hours	<i>BAC Infra, BAC Secretariat, Technical Working Group</i>
<b>TOTAL:</b>			<b>11 Days, 6 Hours, and 10 Min.</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>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Contractors / Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Document Requests List (DRL)			PhilGEPS website	
2. 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>
1. None	1.1. Prepares Prior Resolution (Sec. 48 and 17, RA 9184)	None	2 Days	Technical Working Group
	1.2. Prepares Request for Quotation (RFQ) (Annex H, RA 9184)	None	1 Day	Technical Working Group, BAC Secretariat
	1.3. Posting of Request for Quotation (RFQ) in PhilGEPS Website and Agency Website	None	1 Day	Technical Working Group, BAC Secretariat
2. Submission of all the requirements	2.1. Submission of Request for Quotation	None	2 Hours	Documentation and Administrative Services Division Staff
	2.2. Preparation of Quotation Checklist	None	1 Day	Technical Working Group
	2.3. 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	4 Hours	Bids Infra, BAC Secretariat, Technical Working Group
<b>TOTAL:</b>		<b>None</b>	<b>5 Days and 6 Hours</b>	

## 4. Bid 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>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Lowest / Single Bidder		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Determines the lowest calculated bid and prepares the abstract of bids as calculated and notice of lowest / single calculated bid	None	7 Days	<i>Technical Working Group</i>
2. Submission of all Post-Qualification Requirements	2. Conducts post-qualification and prepares reports (Sec. 34, RA 9184)	None	12 Days	<i>Technical Working Group</i>
<b>TOTAL:</b>		<b>None</b>	<b>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

Office or Division:	Procurement Department			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Lowest / Single Calculated Bidder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Performance Security				
1. Cash or cashier's / manager's check issued by a Universal or Commercial Bank				
2. 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.				
3. Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1. Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request.	None	20 Days	<i>BAC Infra, BAC Secretariat, Technical Working Group, HOPE</i>
	1.2. Preparation of Notice of Award, Purchase Orders/ Contracts and Notice to Proceed for approval of the BAC and HOPE			
	1.3. Coordination with City Accounting Department for the Certificate of Availability of Funds			
	1.4. Notifies the winning bidder and Issues the Notice of Award	None	3 Days	<i>BAC Secretariat</i>
2. Submission of Performance Security <i>(maximum of 10 Days)</i>	2. Evaluation of the submitted Performance Security in Compliance with RA 9184	None	1 Day	<i>BAC Secretariat</i>
3. None	3.1. Issues Purchase Order/ Contract and	None	7 Days	<i>BAC Secretariat, Database</i>



	Notice to Proceed			<i>Management Division Staff, Documentation and Administrative Services Division Staff</i>
	3.2. 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  <i>*Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</i>			
<b>TOTAL:</b>		<b>None</b>	<b>31 Days</b>	

**Note:**

\*Within the allowable time as per RIRR of RA 9184

# 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>	Complex			
<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>	
1. Project Procurement Management Program			Procuring Entity	
2. Advice of Allotment			City Budget Department	
3. 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>
1. Submission all the requirements	1.1. Receives and determines the completeness of documents	None	1 Day	<i>Receiving Clerk, BAC Secretariat</i>
	1.2. Validated the submitted PPMP and available appropriation		1 Day	<i>Technical Working Group and Database Management Division Staff</i>
	1.3. Evaluation of approved Terms of Reference		3 Days	<i>Technical Working Group</i>
	1.4. 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)		1 Day	<i>BAC Secretariat</i>
2. Physical / Virtual Participation in the scheduled activity	2. Conducts pre-procurement meeting for 1 Million and above (Sec. 20, RA 9184) to determine the readiness of the proposed project for procurement	None	1 Hour	<i>BAC Infra, BAC Secretariat, Technical Working Group</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 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>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Consultants / Bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent			Consultant / Bidder	
2. PhilGEPS Registration Certificate (Platinum – 3 pages)			PhilGEPS	
3. Document Requests List (DRL)			PhilGEPS website	
4. Authorization to Purchase Bidding Documents <ul style="list-style-type: none"> <li>Corporate Secretary Certificate for corporation (specific for the project)</li> <li>Special Power of Attorney for single proprietorship (specific for the project)</li> </ul>			Consultant / Bidder	
5. Notarized Joint Venture Agreement (as applicable)			Consultant / Bidder	
6. PhilGEPS Registration Certificate (Platinum – 3 pages)			PhilGEPS website	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1. Preparation of Philippine Bidding Documents (Sec. 10 and 17, RA 9184)	None	3 Days	BAC Secretariat
	1.2. Posting of bid opportunities in the PhilGEPS website (Sec 21 Ra 9184), agency website, and in conspicuous places.		1 Day	BAC Secretariat, Documentation and Administrative Services Division Staff
	1.3. Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Opening of Eligibility Requirements		1 Day	BAC Secretariat
2. Submission of Document Requests List	2. Issuance of Eligibility Documents (Sale of documents not required)	None	1 Day	BAC Secretariat
3. Submission of Duly Accomplished Eligibility Documents	3.1. Receives eligibility documents (Sec. 24.4.1, RA 9184)	None	2 Hours	Documentation and Administrative Services Division Staff
	3.2. Opening of Eligibility Requirements, evaluates the submitted eligibility documents and records/ encodes the	None	2 Hours	BAC Infra, BAC Secretariat, Technical Working Group

	eligibility results (Sec. 24.4, RA 9184)			
	3.3. Shortlisting Process <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	20 Days	<i>BAC Infra, BAC Secretariat, Technical Working Group, HOPE</i>
	3.4. 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	1 Day	<i>BAC Secretariat</i>
4. Settle the order of payment	4.1. 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	PHP 500.00 PHP 1,000.00  PHP 5,000.00  PHP 10,000.00 PHP 25,000.00 PHP 50,000.00 PHP 75,000.00	1 Day	City Treasurer's Office
5. Physical / Virtual Participation in the scheduled activity	5.1. Conducts pre-bid conference (Sec. 22, RA 9184)	None	1 Hour	<i>BAC Infra, BAC Secretariat, Technical Working Group</i>
6. Submission of Duly Accomplished Bid Proposal on or before the deadline of submission	6.1. Receives Bid Proposal (Sec 25 RA 9184)	None	10 Min.	<i>Documentation and Administrative Services Division Staff</i>
	6.2. Opening of bids, evaluates the submitted bid documents and records/encodes the bid results (Sec. 29 and 30, RA 9184)	None	5 Hours	<i>BAC Infra, BAC Secretariat, Technical Working Group</i>
<b>TOTAL:</b>		<b>None</b>	<b>28 Days, 10 Hours, and 10 Min.</b>	

### 3. Eligibility, Bid Evaluation, and Post Evaluation

The Procurement Department conducts various Eligibility, Bid Evaluation, and Post Evaluation for the procurement of Consultancy Services

<b>Office or Division:</b>	Procurement Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Highest / Single Rated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Financial Document				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1.1. Determines the single/ highest rated bid (technical and financial) and prepares the abstract of bids	None	7 Days	<i>Technical Working Group, BAC Infra &amp; Consultancy</i>
	1.2. Approval of Ranking by the HOPE	None	2 Days	<i>Technical Working Group, BAC Infra &amp; Consultancy</i>
<b>TOTAL:</b>		<b>None</b>	<b>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>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Highest / Single Rated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Eligibility and Technical Documents				
2. Financial Document				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Physical / Virtual Participation in the scheduled activity	1. Conducts Contract Negotiation (Sec. 33.2.5, RA 9184)	None	10 Days	<i>BAC Infra, Technical Working Group, BAC Secretariat</i>
<b>TOTAL:</b>		<b>None</b>	<b>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>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Highest / Single Rated Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Eligibility and Technical Documents				
2. Financial Document				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Conducts Contract Negotiation (Sec. 33.2.5, RA 9184)	None	12 Days	<i>BAC Infra, Technical Working Group, BAC Secretariat</i>
<b>TOTAL:</b>		<b>None</b>	<b>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

Office or Division:	Procurement Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Highest / Single Rated Bidder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Performance Security				
1. Cash or cashier's / manager's check issued by a Universal or Commercial Bank				
2. 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.				
3. Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1. Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request.	None	20 Days	<i>BAC Infra, Technical Working Group, BAC Secretariat</i>
	1.2. Preparation of Notice of Award, Purchase Orders/ Contracts and Notice to Proceed for approval of the BAC and HOPE			
	1.3. Coordination with City Accounting Department for the Certificate of Availability of Funds			
	1.4. Notifies the winning bidder and Issues the Notice of Award	None	3 Days	<i>BAC Secretariat</i>
2. Submission of Performance Security (maximum of 10 Days)	2. Evaluation of the submitted Performance Security in Compliance with RA 9184	None	1 Day	<i>BAC Secretariat</i>

3. None	3.1. Issues Purchase Order/ Contract and Notice to Proceed	None	7 Days	<i>BAC Secretariat, Database Management Division Staff, Documentation and Administrative Services Division Staff</i>
	3.2. 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  <i>*Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</i>			
<b>TOTAL:</b>		<b>None</b>	<b>31 Days</b>	

**Note:**

\*Within the allowable time as per RIRR of RA 9184



# PUBLIC AFFAIRS & INFORMATION SERVICES DEPARTMENT

## Internal Services

### 1. Request for Photo / Video Coverage and Photo Shoot

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Online Request Form			Online via QR code	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Acknowledgement of receipt of request form	None	5 Min.	<i>Receiving Clerk (Admin Division)</i>
	2. Evaluate and assign request to personnel	None	1 Day	<i>Dept. Head</i>
	3. Execute approved request	None	Day of Event	<i>Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day &amp; 5 Min.</b>	

## 2. Request for Audio-Visual Presentation (Video Highlights)

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Online Request Form			Online via QR Code	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Acknowledgement of receipt of request form	None	5 Min.	<i>Receiving Clerk (Admin Division)</i>
	2. Evaluate and assign request to personnel	None	1 Day	<i>Dept. Head</i>
	3. Meet and conceptualize with the department concerned	None	1 Day	<i>Department Head; Division Head</i>
	4. Execute approved request	None	2 Weeks to 1 Month	<i>Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Weeks, 2 Days, &amp; 5 Min. to 1 Month, 2 Days, &amp; 5 Min.</b>	

### 3. Request for Art Card and Other Graphic Requirements

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Online Request Form			Online via QR Code	
2. Project Brief and FAQs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1. Acknowledgement of Receipt of Request Form	None	5 Min.	Receiving Clerk (Admin Division)
	2. Evaluate and Assign Request to Personnel	None	1 Day	Dept. Head
	3. Meet and conceptualize with the department concerned	None	1 Day	Department Head; Division Head
	4. Execute approved request	None	2 Weeks to 1 Month	Technical Staff
TOTAL:		None	2 Weeks, 1 Day, & 5 Min. to 1 Month, 2 Days, & 5 Min.	

#### 4. Request for Social Media Posting (Original Post & Reshare)

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Online Request Form			Online via QR Code	
2. Project Brief and FAQs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1. Acknowledgement of receipt of request form	None	5 Min.	Receiving Clerk (Admin Division)
	2. Evaluate and assign request to personnel	None	1 Day	Dept. Head
	3. Execute approved request	None	1 to 3 Days	Technical Staff
TOTAL:		None	2 Days & 5 Min. to 4 Days & 5 Min.	

## 5. Request for Digital Media Analytics

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Online Request Form			Online via QR Code	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Acknowledgement of receipt of request form	None	5 Min.	<i>Receiving Clerk (Admin Division)</i>
	2. Evaluate and assign request to personnel	None	1 Day	<i>Dept. Head</i>
	4. Execute approved request	None	1 to 3 Days	<i>Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days &amp; 5 Min. to 4 Days &amp; 5 Min.</b>	

## 6. Request for Assistance in Creating Web Page

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Online Request Form			Online via QR Code	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Acknowledgement of receipt of request form	None	5 Min.	<i>Receiving Clerk (Admin Division)</i>
	2. Evaluate and assign request to personnel	None	1 Day	<i>Dept. Head</i>
	3. Meet and conceptualize with the department concerned	None	1 Day	<i>Department Head; Division Head</i>
	3. Execute approved request	None	2 Weeks to 1 Month	<i>Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Weeks, 2 Days, &amp; 5 Min. to 1 Month, 2 Days, &amp; 5 Min.</b>	

## 7. Request for Website Posting and Page Editing

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Online Request Form			Online via QR Code	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Acknowledgement of receipt of request form	None	5 Min.	<i>Receiving Clerk (Admin Division)</i>
	2. Evaluate and assign request to personnel	None	1 Day	<i>Dept. Head</i>
	3. Execute approved request	None	2 Days	<i>Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days &amp; 5 Min.</b>	

## 8. Request for Press Release and/or Write-Up

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Online Request Form			Online via QR Code	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Acknowledgement of receipt of request form	None	5 Min.	<i>Receiving Clerk (Admin Division)</i>
	2. Evaluate and assign request to personnel	None	1 Day	<i>Dept. Head</i>
	3. Execute approved request	None	1 Week	<i>Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Week, 1 Day, &amp; 5 Min.</b>	

## 9. Request for Communication Plan

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Online Request Form			Online via QR Code	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Acknowledgement of receipt of request form	None	5 Min.	<i>Receiving Clerk (Admin Division)</i>
	2. Evaluate and assign request to personnel	None	1 Day	<i>Dept. Head</i>
	3. Meet and conceptualize with the concerned department	None	1 Day	<i>Dept. Head; Division Heads; Technical Staff</i>
	3. Execute approved request	None	2 Weeks	<i>Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Weeks, 2 Days, &amp; 5 Min.</b>	

## 10. Request for Assistance in Creating Web Page

<b>Office or Division:</b>	Public Affairs and Information Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Citizens, city government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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>
1. Submit Request Form or message/email inquiry	1. Acknowledgement of receipt of request form	None	5 Min.	<i>Receiving Clerk (Admin Division)</i>
	2. Evaluate the inquiry	None	5 Min.	<i>Division Head; Department</i>
	3. Forward the request to the concerned department	None	30 Min.	<i>Admin Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	

## 11. Complaint

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Concerned citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, and Academic and Research Institutions.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complaint Letter			PAISD Receiving Clerk	
2. Message via Social Media Platforms				
3. Message via People’s Corner Section in Official QC Government Website				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ Send Complaint Form/ Letter	1. Acknowledgement of the complaint form or letter	None	5 Min.	Receiving Clerk (Admin Division)
	2. Prepares and transmits to agency concern	None	1 Day	Dept. Head; Division Head; Technical Staff
	3. Concerned department must acknowledge the forwarded complaint and must provide course of action	None	3 Days	Concerned Department or Office
TOTAL:		None	4 Days and 5 Min.	



# PUBLIC EMPLOYMENT SERVICE OFFICE

## External Services

### 1. Job Matching and Referral Program for New Clients

The Job Matching and Referral Program aims to connect job seekers with suitable employment opportunities by effectively matching their skills, qualifications, and preferences with job vacancies offered by accredited employers.

<b>Office or Division:</b>	Public Employment Service Office / Public Employment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Quezon City Residents and Non-Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Resume/ Bio Data		Applicant		
2. 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>
1. Secure PESO-SRS Form	1. Provide PESO-SRS Form	None	2 Min.	<i>Information Desk (Officer-In-Charge)</i>
2. Fill out PESO-SRS Form and submit the requirements to counter 1/2/3/4	2. Search the name of Job Seeker in the Labor Market and Information System (LMIS)  Encode the job seeker information in the LMIS	None	5 Min.	<i>Job Placement Officer</i>
3. Secure PESO identification card	3.1. Issue PESO identification card	None	3 Min.	<i>Job Placement Officer</i>
	3.2. Conduct interview and assess the qualification of Job Seeker; Provide employment coaching	None	10 Min.	<i>Job Placement Officer</i>
4. Secure referral/ endorsement letter	4. Conduct job matching based on the applicant Educational Attainment, Skills and Work Experience  Refer to appropriate services: a. In-house employers b. Endorsement letter c. City Program and Services	None	10 Min.	<i>Job Placement Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

## 2. Job Matching and Referral Program for Old Clients

The Job Matching and Referral Program aims to connect job seekers with suitable employment opportunities by effectively matching their skills, qualifications, and preferences with job vacancies offered by accredited employers.

<b>Office or Division:</b>	Public Employment Service Office / Public Employment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Quezon City Residents and Non-Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. PESO Identification Card			Applicant	
2. Resume/Biodata			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present PESO ID and submit resume to counter 1/2/3/4.	1.1. Search the name of Job Seeker in the Labor Market and Information System (LMIS)  Update the record of job seeker	None	5 Min.	<i>Job Placement Officer</i>
	1.2. Conduct interview and assess the qualification of Job Seeker; Provide employment coaching	None	10 Min.	<i>Job Placement Officer</i>
2. Secure referral/ endorsement letter	2. Conduct job matching based on the applicant Educational Attainment, Skills and Work Experience  Refer to appropriate services: a. In-house employers b. Endorsement letter c. City Program and Services	None	10 Min.	<i>Job Placement Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	

### 3. First Time Job Seeker / Pre-Employment Financial Aid Program

The First Time Job Seeker / Pre-Employment Financial Aid Program aims to support fresh graduates, out-of-school youth, and individuals entering the workforce for the first time by easing the financial burden of securing pre-employment documents

<b>Office or Division:</b>	Public Employment Service Office / Public Employment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	The First Time Job Seeker / Pre-Employment Financial Aid Program aims to support fresh graduates, out-of-school youth, and individuals entering the workforce for the first time by easing the financial burden of securing pre-employment documents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Resume/ Bio Data			Applicant	
2. PESO Skills Registry System (PESO-SRS) Form			Quezon City Public Employment Service Office	
3. Barangay Certification for First Time Job Seeker (FTJS) Act			Barangay	
4. List of Requirements from Employer			Employer/Company	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure PESO-SRS Form	1. Provide PESO-SRS Form	None	2 Min.	<i>Information Desk (Officer-In-Charge)</i>
2. Fill-Out PESO-SRS Form and Submit the requirements to Window 1, 2, 3, or 4	2.1. Receive and verify the requirement of the Job Seeker	None	5 Min.	<i>Job Placement Officer</i>
	2.2. Encode the job seeker information in the Labor Market Information System and FTJS System	None	5 Min.	<i>Job Placement Officer</i>
2. Secure certificate	2. Print and release of FTJS/PEFAP Certification	None	3 Min.	<i>Job Placement Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

## 4. Employers' Accreditation Program

The Employment Accreditation Program ensures that employers are legitimate, compliant with labor laws, and aligned with fair employment practices. It also helps protect jobseekers by ensuring they apply only to verified and reputable companies, especially during job fairs, recruitment events, and government employment programs.

<b>Office or Division:</b>	Public Employment Service Office / Public Employment Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Businesses			
<b>Who may avail:</b>	Employer/s / Company/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (Addressed to PESO Manager)		Applicant		
2. Company Profile		Applicant		
3. Job Vacancies		Applicant		
4. Business Permit		Business Permit and Licensing Department		
5. BIR Form 2303 (Certificate of Registration)		Bureau of Internal Revenue		
6. Registration Certificate from DTI/SEC/CDA		Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority		
7. Phil-Job.net Accreditation		<a href="http://PhilJobNet.Gov.ph">PhilJobNet.Gov.ph</a>		
8. Certificate of No Pending Case		Department of Labor and Employment		
9. DOLE 174-17 Certificate of Registration (for local manpower agencies)		Department of Labor and Employment		
10. List of Clients (for local manpower agencies)		Applicant		
11. DMW License (for Overseas recruitment agencies)		Department of Migrant Workers		
12. Job Order (for overseas recruitment agencies)		Department of Migrant Workers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to Information Desk/Window 5	1.1. Receive the requirements	None	2 Min.	<i>Information Desk (Officer-In-Charge)</i>
	1.2. Assess and validate the requirement submitted  Encode the information in the Labor Market Information System and PEIS	None	2 Days	<i>Employer Engagement Officer</i>
2. Secure Certificate of Accreditation	2. Print and Issue Certificate of Accreditation	None	3 Min.	<i>Employer Engagement Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 5 Min.</b>	

## 5. Workers Hiring for Infrastructure Projects (WHIP)

The Workers Hiring for Infrastructure Projects (WHIP) program aims to prioritize the hiring of qualified local workers for government-funded infrastructure projects in Quezon City.

<b>Office or Division:</b>	Public Employment Service Office / Public Employment Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Businesses			
<b>Who may avail:</b>	Private Construction Companies (Contractor)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent address to PESO Department Head		Employer/Company		
2. Notice of Award		Bids and Awards Committee		
3. Notice of Commence/Proceed		Business Permit and Licensing Department		
4. DOLE Approval of Construction Safety and Health Program		Department of Labor and Employment		
5. Manpower Schedule		Applicant		
6. Job Vacancy Poster		Applicant		
7. Copy of Publication Posted in WHIP Board, Barangay Hall, Project Site		Applicant		
8. List of Labor Requirements		Applicant		
9. Skills Registry System (SRS) Form		Quezon City Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to Information Desk/Window 5	1.1. Receive and check the requirements	None	5 Min.	<i>Information Desk (Officer-In-Charge)</i>
	1.2. Assess and validate the requirement submitted  Encode the information in the Labor Market Information System and PEIS	None	2 Days	<i>Employer Engagement Officer</i>
2. Secure Certificate of Accreditation	2. Print and Issue Certificate of Accreditation	None	3 Min.	<i>Employer Engagement Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 8 Min.</b>	

## 6. Competency Enhancement and Retooling Program

The Competency Enhancement and Retooling Program aims to upskill and empower the Citizens with proper information, knowledge, and skills toward a complete cycle of employment and lifelong learning. It envisions transforming the City into a home of competent beneficiaries recognized through various competencies and immediately qualified for employment.

<b>Office or Division:</b>	Public Employment Service Office / Special Projects Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of Residency/ QC ID		Barangay Hall/ District Office/Quezon City Hall		
2. Birth Certificate		Philippine Statistics Authority		
3. At Least Junior High School Diploma		School Last Attended		
4. Resume/ Biodata		Quezon City Public Employment Service Office		
5. Salaysay (Personal Narrative)		Applicant		
6. Undertaking, Application Form		Quezon City Public Employment Service Office, District Operation		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register online through a link provided on the Quezon City Public Employment Service Office Facebook page.	1. Post the requirements through online social media (Facebook Page) and Trainees will be registered through the given link provided.	None	5 Min.	<i>Training Assistant</i>
2. Submit the requirements including the application form and undertaking through the PESO District Office or PESO Main Office.	2. Compile and evaluate all submitted requirements.	None	10 Min.	<i>Training Assistant</i>
3. If qualified, receive a confirmation call/text.	3. Contact Clients who are qualified with the schedule and venue of orientation.	None	5 Min.	<i>Training Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.</b>	

## 7. Migrants Resource Center Help Desk for New Clients

The Migration Resource Center Help Desk (OFW Help Desk) serves as the first point of contact for new clients seeking assistance. It provides essential information on programs and services available for Overseas Filipino Workers (OFWs) and their families. New clients undergo an intake and assessment process, where they receive psycho-social first aid and appropriate referrals to local and national programs based on their needs.

Office or Division:	Public Employment Service Office / Migration Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QCitizen ID		District Office / Barangay Hall / QCG Website		
2. Migrants Registry Form		Quezon City Migrants Resource Center		
3. OFW Request for Assistance Form		Quezon City Migrants Resource Center		
4. Passport Information Page and arrival stamp		Department of Foreign Affairs		
5. Medical Abstract of OFW for Medical Assistance		OFW’s Attending Physician and Hospital (Country of Origin or Destination)		
6. Proof of Displacement for Distressed OFW Returnees		Employer, Agency, Department of Migrant Workers, or Overseas Workers Welfare Administration		
7. For relatives of OFWs: <ul style="list-style-type: none"><li>• Proof of Relationship with OFW (i.e., Birth Certificate, Marriage Certificate, etc.)</li></ul>		Philippine Statistics Authority or City Civil Registry Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the QCMRC – Help Desk and fill out Migrants Registry Form  Client/s must fill out Request for Assistance Form if assessed as distressed clients or clients needing medical or other assistance.	1. Register the client in the Migrants Registry System.	None	15 Min.	OFW Help Desk Officer
2. Submit necessary requirements.	2.1. Conduct intake interviews and assessment of client needs.	None	15 Min.	OFW Help Desk Officer
	2.2. Provision of necessary information and/or psychosocial first aid for distressed clients.	None	10 Min.	OFW Help Desk Officer
3. Receive their Migrants Registry ID.	3.1. Provide the client with Migrants Registration ID	None	10 Min.	OFW Help Desk Officer
	3.2. Refer the client/s to the appropriate agency as needed.	None	10 Min.	OFW Help Desk Officer
TOTAL:		None	1 Hour	

## 8. Migrants Resource Center Help Desk for Returning Clients

The Migration Resource Center Help Desk (OFW Help Desk) continues to assist returning clients by providing follow-up support, updates on available programs, and ongoing referrals to local and national services. It ensures continuity of care through case monitoring, additional psycho-social support, and guidance tailored to the evolving needs of Overseas Filipino Workers (OFWs) and their families.

<b>Office or Division:</b>	Public Employment Service Office / Migration Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QCitizen ID			District Office / Barangay Hall / QCG Website	
2. MRC ID			PESO/ Quezon City Migrants Resource Center	
3. Updated Passport Information Page and arrival stamp			Department of Foreign Affairs	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Migrant Registry ID and submit to MRC Follow - up Desk	1.1. Check client/s details and update OFW's record.	None	5 Min.	OFW Help Desk Officer
	1.2. Assess for other client needs.	None	10 Min.	OFW Help Desk Officer
	1.3. Refer the client/s to the appropriate agency as needed	None	10 Min.	OFW Help Desk Officer
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	



## 9. Workers' Welfare Assistance System

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.

<b>Office or Division:</b>		Public Employment Service Office - Labor Relations and Standards Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Quezon City Residents and Non-Quezon City Residents		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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>
1.1. Fill out and submit accomplished the Workers' Welfare Assistance Program Form	1. Receive and verify the submitted form.	None	5 Min.	<i>Client Assistance Officer</i>
1.2. Narrate workers' concern/s		None	25 Min.	<i>Client Assistance Officer</i>
2. None	2.1. Conduct an in-depth interview and assess the concern/s	None	40 Min.	<i>Labor and Employment Officer</i>
	2.2. Provide the necessary assistance to the client.	None	10 Min.	<i>Labor and Employment Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 20 Min.</b>	

**Note:**

\*Duration of Interview and assistance to be provided depends on the concerns/issues raised by the client.

## 10. Alagang QC Program

Alagang QC for Displaced Workers' program is designed to support workers who have lost their employment due to unforeseen circumstances. This initiative offers financial assistance and livelihood support to help affected individuals transition into new opportunities.

<b>Office or Division:</b>	Public Employment Service Office - Labor Relations and Standards Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Displaced Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Quezon City Identification Card (QCID)		QC E-services / Quezon City Hall / District Offices		
<b>For Formal Workers:</b>				
a. Company/Employer ID; and		Company / Employer		
b. Certificate of Displacement/Termination		Company / Employer / Business Permits and Licensing Department / Department of Labor and Employment		
<b>For Informal Workers:</b>				
a. Certificate indicating the reason of the applicant loss of livelihood/income; or		Any concerned QC Department/ Office		
b. For organized groups:				
i. Certification from the registered organization indicating the loss of livelihood/income; and		Registered Organization		
ii. Organization's Certification of Registration.		Cooperative Development Authority / DOLE / Other National Government Agencies that provide registration/ accreditation		
<b>For Overseas Filipino Workers (OFW's):</b>				
a. Overseas Employment Certificate (OEC) or Employment Contract; and		Employer / Recruitment Agency / DFA / OWWA / DMW		
b. Any of the following that is applicable to the applicant:				
i. Certificate indicating that the applicant is displaced/ distressed/ repatriated OFW or Affidavit under oath indicating that he/she is a displaced/ distressed/ repatriated OFW.		Employer / Recruitment Agency		
ii. Certificate indicating that the applicant is displaced/ distressed/ repatriated OFW.		DFA / OWWA / DMW		
<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 application and submit the necessary documents/ requirements through QC e-Services.	1. Verify and validate the submitted application.	None	10 Min.	<i>Client Assistance Officer</i>
2. Wait for the	2. Status update	None	3 Days	<i>Client Assistance</i>

approval/ disapproval	on client's (Approve/ Disapprove) application via electronic mail.			<i>Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 10 Min.</b>	

## 11. DOLE - Workers Association' Registration

This initiative aims to empower the skilled and unskilled labor population within the City by encouraging them to form guilds and assisting them in their accreditation as workers' association to the Department of Labor and Employment (DOLE).

<b>Office or Division:</b>	Public Employment Service Office - Labor Relations and Standards Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Organized Groups within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplished and notarized application form			DOLE	
2. Name of the Association Officers and their addresses			DOLE/Organization	
3. Minutes of Organizational Meeting and Attendance Sheet			Organization	
4. List of Members			DOLE	
5. Financial Report if in existence for at least one (1) year;			Organization	
6. Certification if less than one (1) year			DOLE	
7. Constitution and By-Laws			DOLE	
8. Minutes of the Ratification/ Adoption of the Constitution and By-Laws of the organization			DOLE	
<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 requirements.	1.1. Check and review the submitted requirements.	None	10 Min.	<i>Client Assistance Officer</i>
	1.2. Transmit the submitted requirements to DOLE-QCFO	None	1 Day	<i>Client Assistance Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 10 Min.</b>	

# QUEZON CITY CITIZEN SERVICES DEPARTMENT

## External Services

### 1. QCitizen Helpline Contact Center, Dial 122

The QCitizen Helpline Contact Center operates 24/7 to handle inquiries, assistance requests, complaints, emergencies, and mental health concerns from the public. It serves as a central communication hub, providing timely responses, coordination with relevant departments, and ensuring proper documentation of all reported concerns. Through the Microsoft Dynamics 365 Ticketing System, all cases are tracked for efficient resolution, enhancing public service accessibility within Quezon City.

<b>Office or Division:</b>		QC Helpline Contact Center & Helpdesk Division - 122 Contact Center Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2B – Government to Business G2C – Government to Citizen		
<b>Who may avail:</b>		General Public within Quezon City; Other Government Agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. How to inquire or request for assistance</b>				
1. Client calls 122 for an inquiry or request for assistance.	1.1. Receive and assess the nature of the call.	None	3 Min.	<i>Call Takers</i>
	1.2. Create an incident ticket in the Microsoft Dynamics 365 Ticketing System for tracking and resolution and log details in Google Sheets.		2 Min.	<i>Call Takers</i>
2. Provide necessary details related to the inquiry.	2. Process the inquiry and provide an appropriate response with relevant details, guidance, or instructions.	None	3 Min.	<i>Call Takers</i>
3. Receive the e response and follow the given instructions.	3. Document the resolution and close the ticket. (End of process for Inquiries/ Assistance)	None	2 Min.	<i>Call Takers, Shift Supervisor, Officer in Charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	
<b>B. How to file a complaint</b>				
1. Client calls 122 to file a	1.1. Receive and assess the nature of	None	2 Min.	<i>Call Takers</i>

complaint.	the call. Gather complaint details (nature, location, contact details, description) and ask for the caller's email for copy-furnishing.			
	1.2. Create an incident ticket in the Microsoft Dynamics 365 Ticketing System for tracking and resolution and log details in Google Sheets.		2 Min.	<i>Call Takers</i>
2. Provide complete complaint details.	2.1. Review the complaint details for completeness.	None	2 Min.	<i>Call Takers</i>
	2.2. Refer the complaint to the concerned department, assign it in the ticketing system, and notify the department via Viber for expedited response.		2 Min.	<i>Call Takers</i>
3. Await resolution and possible follow-ups.	3.1. The department receives and processes the complaint, conducts investigations, and takes necessary actions.	None	3 Days	<i>Staff Concerned Department/ Office, Call Takers</i>
	3.2. Call takers monitor the status of the concern by making follow-up calls to the department and ensuring timely updates.			
4. Receive updates on the status of the complaint.	4. Provide updates and feedback to the caller.	None	2 Min.	<i>Call Takers</i>
5. Receive final resolution and case closure.	5. Document the resolution and close the ticket. <i>(End of process for complaints)</i>	None	2 Min.	<i>Call Takers, Shift Supervisor, Officer in Charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days &amp; 12 Min.</b>	
<b>C. How to report an emergency</b>				
1. Client calls 122 to report an emergency.	1. Receive and assess the urgency of the call.	None	1 Min.	<i>Call Takers</i>

2. Provide complete details about the emergency.	2.1. Review the complaint details for completeness.	None	1 Min.	<i>Call Takers</i>
	2.2. Create an incident ticket in the Microsoft Dynamics 365 Ticketing System for tracking and resolution and log details in Google Sheets.		2 Min.	<i>Call Takers</i>
3. End the call and wait for updates.	3.1. Escalate and coordinate with the appropriate emergency response unit (police, fire, medical).	None	2 Min.	<i>Police Officer on Duty Quezon City Police Department, Fire Station Dispatchers Quezon City Fire District, Barangay Dispatchers, Barangay Public Safety Officer Barangay and Community Relations Department, Call Takers</i>
	3.2. Emergency Type Coordination: a. Medical or Fire: Coordinate with barangays, QC DRRMO, Bureau of Fire Protection (BFP), and other response units. b. Police Assistance: Immediately escalate to the on-duty police officer at QC 122.			
	3.3. If applicable, Search the exact location through the CCTV monitor, if there are available cameras in place, within the location of the reported incident.			
	3.4. Monitor the status and progress of dispatch, noting actual arrival and response times.		1 Min.	<i>Call Takers</i>
4. Receive updates regarding the emergency response.	4. Provide updates and feedback to the caller regarding the status of the incident.	None	2 Min.	<i>Call Takers</i>
5. Provide feedback about the assistance received.	5. Document the resolution and close the ticket. ( <i>End of process for emergencies</i> )	None	1 Min.	<i>Call Takers, Shift Supervisor, Officer in Charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	

<b>D. How to call Mental Health Hotline</b>				
1. Client calls 122 for mental health-related issues.	1. Receive and assess the call.	None	2 Min.	<i>Call Takers</i>
2. Stay on the line while being transferred.	2.1. Inform the caller to stay on the line and transfer the call to the on-duty mental health officer.	None	1 Min.	<i>Call Takers</i>
	2.2. Immediately transfer the call to the on-duty mental health officer.		1 Min.	<i>Call Takers</i>
3. Speak with the mental health officer.	3. Mental health officers assess the situation and provide psychological first aid or counseling.	None	15 Min.	<i>Mental Health Officers Quezon City Health Department</i>
4. Receive further support if necessary.	4. If needed, refer the case to support services (psychiatric facilities, social workers, partner agencies).	None	10 Min.	<i>Mental Health Officers Quezon City Health Department</i>
5. Receive updates, guidance, or referrals.	5.1. Provide updates and guidance to the caller.	None	10 Min	<i>Mental Health Officers Quezon City Health Department</i>
	5.2. Document the resolution and close the ticket. <i>(End of process for mental health-related issues)</i>			
	<b>TOTAL:</b>	<b>None</b>	<b>39 Minutes</b>	



## 2. Quezon City Helpdesk – Citizen Support Team

The Quezon City Helpdesk manages complaints and public service inquiries through the official email domain [helpdesk@quezoncity.gov.ph](mailto:helpdesk@quezoncity.gov.ph). This serves as a feedback channel for QCitizens to report inefficiencies and malpractices within the city, covering areas such as Social Service Assistance, Domestic Violence interventions, Anti-Red Tape reports, and other concerns.

<b>Office or Division:</b>		QC Helpline Contact Center and Helpdesk - Helpdesk Section		
<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>		General Public within Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. General Inquiries and Assistance</b>				
1. Send an email to <a href="mailto:helpdesk@quezoncity.gov.ph">helpdesk@quezoncity.gov.ph</a> with complete details: <ul style="list-style-type: none"> <li>Name</li> <li>Contact number</li> <li>Nature of concern</li> </ul>	1. Receive and assess the email.	None	3 Min.	<i>Helpdesk Staff</i>
2. If details are incomplete, provide additional information as requested.	2.1. Verify if the email contains complete details. If incomplete, request additional information from the sender.	None	1 Min.	<i>Helpdesk Staff</i>
	2.2. Create a ticket in the Microsoft Dynamics 365 Ticketing System and log details in Google Sheets.		2 Min.	<i>Helpdesk Staff</i>
3. Receive response with relevant details or guidance.	3. Process the inquiry and provide an appropriate response with relevant details, guidance, or instructions.	None	2 Min.	<i>Helpdesk Staff</i>
	3.2. Document the resolution and close the ticket. <i>(End of process for Inquiries and Assistance)</i>		2 Min.	<i>Helpdesk Staff/ Officer in Charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	
<b>B. Filing Complaint and Addressing Complex Concerns</b>				
1. Send an email to <a href="mailto:helpdesk@quezoncity.gov.ph">helpdesk@quezoncity.gov.ph</a>	1.1. Receive and assess the email.	None	3 Min.	<i>Helpdesk Staff</i>

.gov.ph with complete details: <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact number</li> <li>• Nature of concern</li> </ul>				
2. If details are incomplete, provide additional information as requested.	2.1. Verify if the email contains complete details. If incomplete, request additional information from the sender.	None	1 Min.	Helpdesk Staff
	2.2. Create a ticket in the Microsoft Dynamics 365 Ticketing System and log details in Google Sheets.		2 Min.	Helpdesk Staff
3. Receive response with relevant details on the complaint's progress.	3. Process the email, verify that all necessary details (nature of complaint, location, contact details, and description) are complete, endorse the concern to the appropriate department for action, and notify the sender.	None	2 Min.	Helpdesk Staff/ Officer in Charge
4. Receive a copy of the forwarded complaint via email.	4. Forward the email to the concerned department and copy-furnish the sender to ensure transparency.	None	2 Min.	Helpdesk Staff
5. Wait for updates while the concern is being addressed.	5.1. Assign the ticket to the concerned department through Microsoft Dynamics 365 CAS for tracking and analysis. Notify the department via Viber for expedited response.	None	3 Min.	Helpdesk Staff, Officer in Charge
	5.2. The concerned department acknowledges receipt of the complaint and initiates the necessary actions for resolution.		1 Day	Staff Concerned Department/ Office
6. Await resolution and possible follow-ups.	6.1. The department processes the complaint, investigates, and takes necessary actions.	None	3 Days	Staff Concerned Department/ Office, Helpdesk Staff,

	6.2. Helpdesk monitors the status of the concern by tracking email threads and following up with the department if no response is received.			<i>Officer in Charge</i>
7. Receive updates from the department. If unresolved, expect further follow-ups.	7.1. Review updates provided by the department, document their response, and ensure the sender is informed.	None	1 Day	<i>Helpdesk Staff, Officer in Charge</i>
	7.2. If the department directly replies to the sender, verify the email thread for resolution updates.			
	7.3. If unresolved, follow up for further action.			
8. Receive final resolution and closure notification.	8. Document the resolution and close the ticket. <i>(End of process for complaints)</i>	None	2 Min.	<i>Helpdesk Staff, Officer in Charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days &amp; 15 Mln.</b>	

### 3. 8888 Citizens' Complaint Action Team

The 8888 Citizens' Complaint Action Team is responsible for receiving, processing, and coordinating complaints filed through the 8888 Portal, as endorsed by the Presidential Complaint Center (PCC). Pursuant to Executive Order No. 24, S-2019, the team operates under the supervision of the City Administrator as the designated Focal Person, with the Head of the Quezon City Citizen Services Department serving as the Alternate Focal Person. In accordance with City Ordinance SP-03106, S-2022, the department manages the 8888 software and oversees the City's Helpdesk (quezoncity8888@quezoncity.gov.ph), ensuring that all complaints are properly documented, referred to the appropriate offices, and addressed in a timely manner.

<b>Office or Division:</b>		National Hotline Citizens' Complaint and Action Division - Portal Section		
<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>		General Public within Quezon City (via the 8888 Citizens' Complaint Center)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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. Public files complaints and concerns on government services through the Office of the President, Presidential Complaint Center (PCC) 8888 Hotline, or both.	1.1. Receive endorsement on various complaints from the Office of the President, Presidential Complaint Center (PCC) coursed through the 8888 Portal.	None	3 Min.	<i>Secretariat, Technical Team</i>
	1.2. Assess and categorize the complaint (e.g., inquiry, service complaint, policy concern) and draft an email referral to the concerned department or office for appropriate and immediate action.		3 Min.	<i>Secretariat, Technical Team</i>
	1.3. Transmit the complaint and referral via email, ( <a href="mailto:quezoncity8888@quezoncity.gov.ph">quezoncity8888@quezoncity.gov.ph</a> ) to the concerned department or office.		3 Min.	<i>Secretariat, Technical Team</i>
2. No further client action is required at this stage.	2. Create and assign the ticket to the concerned department through Microsoft Dynamics 365 CAS for tracking and analysis. Notify the department via Viber for expedited response.	None	5 Min.	<i>Secretariat, Technical Team</i>
3. Await resolution and possible follow-ups.	3.1. The department receives and processes the complaint, conducts investigations, and takes necessary actions.	None	3 Days	<i>Staff Concerned Department/ Office,</i>

	3.2. 8888 Action Team monitors the status of the concern by tracking email threads and following up with the department if no response is received.			<i>Secretariat, Technical Team</i>
4. Receive updates from the department regarding the complaint's status.	4.1. Review updates provided by the department, document their response.	None	1 Day	<i>Staff Concerned Department/ Office, Secretariat, Technical Team</i>
	4.2. If the department directly replies to the sender, verify the email thread for resolution updates.			
	4.3. If unresolved, follow up for further action.			
5. Receive final resolution.	5.1. Document the resolution and request ticket closure in the 8888 Portal. Submit the actions taken and results for review and approval.	None	2 Days	<i>Secretariat, Technical Team, Officer in Charge</i>
	5.2. If the resolution is deemed insufficient, the complaint is returned with a request for further action; coordinate with the department to resubmit additional information.			
	5.3. Receive confirmation of ticket closure and finalize case documentation. (End of Process)		5 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>6 Days &amp; 19 Min.</b>	

# Internal Services

## 1. Integrated Two-Way Radio Communications System

The Radio/Telephone Base Operations Division operates a 24/7 integrated two-way radio communications system for the Quezon City Government. This system is designed to handle a broad range of communications, with a focus on providing swift action for emergencies through radio coordination. While the system accommodates non-emergency requests, the radio network ensures rapid response, particularly for urgent situations like police assistance, fire incidents, and medical emergencies.

<b>Office or Division:</b>	Radio/Telephone Base Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Barangay Base Radio Operators; Quezon City Ambulance Services; Quezon City Barangay Health Emergency Response Teams (BHERT); Quezon City Radio Network End-Users; Quezon City Emergency Responders; Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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. Report an emergency incident through the two-way radio communication system.	1.1. Receive and acknowledge the emergency report (police assistance, fire, medical emergency, or disaster response).	None	1 Min.	<i>Radio/ Telephone Operators</i>
	1.2. Gather critical information (location, nature of the emergency, units required).		1 Min.	<i>Radio/ Telephone Operators</i>
	1.3 Dispatch emergency responders (police, fire, medical) via direct radio communication.		2 Min.	<i>Police Officer on Duty Quezon City Police Department, Fire Station Dispatchers Quezon City Fire District, Barangay Dispatchers, Barangay Public Safety Officer Barangay and Community Relations Department, Call Takers</i>
	1.4. Emergency Type Coordination:  a. <b>Medical or Fire:</b> Coordinate with barangays, QC DRRMO, Bureau of Fire Protection (BFP), and other response units.  b. <b>Police Assistance:</b> Immediately escalate to the on-			

	duty police officer at QC 122.			
	1.5. If applicable, Search the exact location through the CCTV monitor, if there are available cameras in place, within the location of the reported incident.			
	1.6. Log the emergency in the Microsoft Dynamics 365 Ticketing System and in Google Sheets for tracking and resolution.			
2. Await real-time updates and instructions.	2. Continuously coordinate with responding units to ensure rapid deployment.	None	1 Min.	<i>Radio/Telephone Operators, Shift Supervisor, Officer in Charge</i>
3. Receive confirmation and response of incident resolution.	3.1. Confirm response completion with the reporting unit.	None	1 Min.	<i>Radio/Telephone Operators</i>
	3.2. Close the emergency report in the Microsoft Dynamics 365 Ticketing System and update records.		2 Min.	<i>Radio/ Telephone OperatorsShift Supervisor, Officer in Charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	

## 2. Issuance of Radio Equipment

The issuance of radio communication equipment to various Quezon City government departments, offices, and barangays ensures effective and reliable communication for government operations, disaster response, and emergency coordination. This service provides authorized personnel with properly documented radio equipment for operational use.

<b>Office or Division:</b>		Radio/Telephone Base Operations Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Government Radio End-Users; Quezon City Executive Offices; Quezon City Legislative Offices; Quezon City Government Departments and Offices; Barangays of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request			Requesting Agency	
<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 formal letter request for the issuance of radio equipment (subject to evaluation and approval)	1.1. Receive and log the letter request.	None	5 Min.	<i>Administrative Staff</i>
	1.2. Evaluate the request, considering eligibility (e.g., emergency responders, QCDDRM members, department heads for disaster communication, or other justified needs) and equipment availability.		1 Day	<i>Administrative Officer, Staff</i>
	1.3. Endorse the request for approval.		5 Min.	<i>Administrative Officer</i>
2. Await approval and issuance process.	2.1. Review and approve the request.	None	30 Min.	<i>Administrative Officer, Staff</i>
	2.2. Prepare the Sub-Property Acknowledgment Receipt (SPAR).		10 Min.	<i>Technical Support Staff / Officer</i>
3. Sign the Sub-Property Acknowledgment Receipt to confirm receipt of equipment.	3. Approve the SPAR for the issuance of radio equipment and accessories.	None	1 Day	<i>Department Head</i>
4. Receive the radio equipment and accessories.	4. Record and file the SPAR for documentation.	None	10 Min.	<i>Administrative Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 1 Hour</b>	



### 3. Radio Installation and Programming

The installation, programming, and integration of radio communication systems across various barangays and government action units ensure efficient and reliable communication. This service facilitates seamless coordination among Quezon City Government offices and barangays through properly configured radio equipment.

<b>Office or Division:</b>		Radio/Telephone Base Operations Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Government Radio End-Users; Quezon City Executive Offices; Quezon City Legislative Offices; Quezon City Government Departments and Offices; Barangays of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request			Requesting Agency	
<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 request for the installation and programming of radio equipment	1.1. Receive and log the letter request.	None	5 Min.	<i>Radio Maintenance Officers</i>
	1.2. Endorse the letter request to the Department Head/ Radio Maintenance Officer for Approval.		5 Min.	<i>Radio Maintenance Officers</i>
	1.3. Review and approve the request.		1 Day	<i>Department Head</i>
2. Await scheduling and installation of the radio equipment.	2.1. Schedule the installation and programming of the radio equipment.	None	1 Day	<i>Radio Maintenance Officers</i>
	2.2. Install and program the radio equipment as requested.		1 Hour	<i>Radio Maintenance Officers and Technical Staff</i>
	2.3. Conduct post-installation checks and confirm functionality.		30 Min.	<i>Radio Maintenance Officers and Technical Staff</i>
3. Receive confirmation and final documentation	3. Provide confirmation of installation and programming, and issue any necessary documentation.	None	30 Min.	<i>Head, Maintenance Officer, Admin Personnel, Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 2 Hours, 10 Min.</b>	

## 4. Training and Coordination for Radio Operations and Licensing

Conducts comprehensive training programs on radio operations, emphasizing proper handling and adherence to communication regulations. Additionally, the department facilitates the licensing process by coordinating with the National Telecommunications Commission (NTC) to assist participants in obtaining the necessary certifications and Licenses.

<b>Office or Division:</b>		Radio/Telephone Base Operations Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Government Radio End-Users; Quezon City Executive Offices; Quezon City Legislative Offices; Quezon City Government Departments and Offices; Barangays of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request		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>A. Basic Training on Radio Operations and Handling</b>				
1. Submit a letter request for training on proper radio operations and handling.	1.1. Receive and log the request.	None	5 Min.	<i>Radio/ Telephone Operations Staff</i>
	1.2. Forward request to the Department Head for approval and scheduling.		2 Days	<i>Department Head</i>
2. Receive confirmation of the training schedule.	2. Notify the requesting party of the approved schedule.	None	5 Min.	<i>Radio/ Telephone Operations Staff</i>
3. Attend the training on proper radio handling and communication techniques.	3. Conduct training on correct radio usage, protocol, and communication techniques.	None	2 Hours	<i>Radio/ Telephone Operations Officer, Staff</i>
4. Receive the Training Certificate of Participation.	4. Issue the certificate upon completion of training.	None	5 Min.	<i>Radio/ Telephone Operations Officer, Staff, Department Head</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 2 Hours, &amp; 15 Min.</b>	
<b>B. For Licensing Seminar</b> (For those applying for an NTC-issued radio operator license)				
1. Submit a letter request for a Licensing Seminar.	1.1. Receive and log the request.	None	5 Min.	<i>Radio/ Telephone Operations Officer, Staff</i>
	1.2. Forward request to the Department Head for review and approval.		2 Days	<i>Department Head</i>
2. Await confirmation of the seminar schedule.	2.1. Endorse letter request to the National Telecommunications Commission (NTC) for a	None	10 Days	<i>Radio/ Telephone Operations Officer, Staff</i>

	resource speaker and coordinate the seminar schedule.			
	2.2. Assess the number of participants to ensure compliance with the minimum required attendance. If the number of participants is insufficient, the requesting entity shall be advised on alternative options.		1 Hour	<i>Radio/ Telephone Operations Officer, Staff</i>
	2.3. Approve and finalize the seminar schedule.		5 Min.	<i>Radio/ Telephone Operations Officer, Staff</i>
3. Receive official notification regarding the seminar schedule.	3.1. Inform the requesting entity of the approved schedule or provide alternative arrangements if the minimum participant requirement is not met.	None	5 Min.	<i>Radio/ Telephone Operations Officer, Staff</i>
	3.2. Organize the seminar, coordinating with NTC to provide resource speakers.		1 Day	<i>Resource Speaker National Telecommunications Commission, Radio/ Telephone Operations Officer, Staff</i>
4. Attend the seminar focused on licensing requirements.	4. Conduct and facilitate the seminar in collaboration with NTC representatives.	None	3 Hours	<i>Resource Speaker National Telecommunications Commission, Radio/ Telephone Operations Officer, Staff</i>
5. Receive the Training Certificate of Attendance.	5. Issue the Certificate of Attendance, which serves as a prerequisite for the application of the NTC-issued license.	None	15 Days	<i>Resource Speaker National Telecommunications Commission, Radio/ Telephone Operations Officer, Staff</i>
6. Submit the required documents for the application of NTC-issued licenses.	6. Provide guidance on the application process and ensure the proper submission of required documents to the NTC. <i>(End of Process)</i>	None	10 Min.	<i>Resource Speaker National Telecommunications Commission, Radio/ Telephone Operations Officer, Staff, Department Head</i>
<b>TOTAL:</b>		<b>None</b>	<b>28 Days, 4 Hours, &amp; 25 Min.</b>	

**Note:**

(Training and Coordination for Radio Operations and Licensing) qualified for multi-stage processing.

# QUEZON CITY DEPARTMENT OF ENGINEERING

## External Services

### 1. Asphalt Patching

Pothole and road damage maintenance in Quezon City, prioritized for public safety and efficiency.

<b>Office or Division:</b>	Road, Drainage, and Bridges Maintenance Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Residents of Quezon City</b>	Residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-Request via official email address, Facebook page, Viber Community with the following information: <ul style="list-style-type: none"> <li>• Name of requestor</li> <li>• Exact location of the reported area/site involved</li> <li>• Contact number</li> <li>• Photos (optional)</li> </ul>			Applicant/Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  Through the department's Facebook page at <a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a>  Through the department's Viber Community  Walk-in	1. Letter-Request received by the Records Section and routed to the Area Engineer / other agencies concerned for appropriate action.	None	1 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering  <i>Engineer IV</i> Quezon City Department of Engineering  <i>Senior Administrative Assistant II (Computer Operator IV)</i> Quezon City Department of Engineering  <i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
	1.2. Inspection by Area Engineer		7 Days	<i>Engineer IV</i>
	1.3. Evaluation of reported area/ site			

	involved.			Quezon City Department of Engineering
	1.4. Preparation of Program of Works.			
	1.5. Inform the client of the Inspection's status.			<i>Engineer IV</i> Quezon City Department of Engineering
	1.6. Approval of the project is subjected to availability of materials.			<i>Administrative Officer V</i> <i>(Supply Officer III)</i> Quezon City Department of Engineering
<b>TOTAL:</b>		<b>None</b>	<b>15 Days (with available materials Variable (if materials are unavailable))</b>	

## 2. 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 or Division:</b>		Road, Drainage, and Bridges Maintenance Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Residents of Quezon City</b>		Residents of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter-Request via official e-mail address, Facebook page, and Department of Engineering's Viber Community with the following information: <ul style="list-style-type: none"> <li>• Name of requestor</li> <li>• Exact location of the reported area/site involved</li> <li>• Contact number</li> <li>• Photos</li> </ul>			Applicant/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 the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  Through the department's Facebook page at <a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a>  Through the department's Viber Community  Walk-in	1. Letter-Request received by the Records Section and routed to the Area Engineer / agencies concerned for appropriate action.	None	1 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering  <i>Engineer IV</i> Quezon City Department of Engineering  <i>Senior Administrative Assistant II (Computer Operator IV)</i> Quezon City Department of Engineering  <i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
	1.2. Inspection by District Engineer and evaluation of reported area/ site involved.		7 Days	<i>Engineer IV</i> Quezon City Department of Engineering
	1.3. Preparation of Program of Works.			
	1.4. Inform the client		15 Days	<i>Engineer IV</i>

	of the inspection's status.			Quezon City Department of Engineering  <i>Administrative  Officer V  (Supply Officer III)</i> Quezon City Department of Engineering
	1.5. Approval of project is subjected to availability of materials.			
<b>TOTAL:</b>		<b>None</b>	<b>23 Days</b>	

### 3. Road Repair

For the maintenance and repair of roads in Quezon City.

<b>Office or Division:</b>		Road, Drainage, and Bridges Maintenance Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Residents of Quezon City</b>		Residents of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter-Request via official e-mail address, Facebook page, Viber Community with the following information: <ul style="list-style-type: none"> <li>• Name of requestor</li> <li>• Exact location of the reported area/site involved</li> <li>• Contact number</li> <li>• Photos (optional)</li> </ul>			Applicant/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 the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  Through the department's Facebook page at <a href="https://www.facebook.com/QuezonCityDepartmentofEngineering">https://www.facebook.com/QuezonCityDepartmentofEngineering</a>  Through the department's Viber Community  Walk-in	1. Letter-Request received by the Records Section and route to Area Engineer / other agencies concerned for appropriate action.	None	1 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering  <i>Engineer IV</i> Quezon City Department of Engineering  <i>Senior Administrative Assistant II (Computer Operator IV)</i> Quezon City Department of Engineering  <i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
	1.2. Inspection by District Engineer		7 Days	<i>Engineer IV</i> Quezon City Department of Engineering
	1.3. Evaluation of reported area/ site involved.			
	1.4. Preparation of Program of Works.			
	1.5. Inform the client of the inspection's status.		With available materials 7 Days	<i>Engineer IV</i> Quezon City Department of Engineering
	1.6. Approval of project is subjected		If materials	



	to availability of materials.		are unavailable - variable	<i>Administrative Officer V (Supply Officer III)</i> Quezon City Department of Engineering
<b>TOTAL:</b>		<b>None</b>	<b>15 Days (with available materials)</b> <b>Variable (if materials are unavailable)</b>	

## 4. Building Maintenance

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

<b>Office or Division:</b>		Building Maintenance Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Residents of Quezon City</b>		Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter-Request (job description and pictures)			Applicant/Client	
2. Thru Phone Request and/ or verbal (emergency or urgent request)				
<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-Request/ Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  Walk-in	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	1 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering  <i>Engineer III</i> Quezon City Department of Engineering
	1.2. Action Engineer		3 Days	<i>Engineer III</i> Quezon City Department of Engineering
	1.3. Evaluation of reported area/ site involved.			
	1.4. Preparation of Program of Works (Requisition Issued Slip)			
	1.5. Inform the client of the project's status.		With available materials - 10 Days or more variable  If materials are unavailable - variable	<i>Engineer III</i> Quezon City Department of Engineering  <i>Administrative Officer V (Supply Officer III)</i> Quezon City Department of Engineering
	1.6. Approval of project is subjected to availability of materials			
<b>TOTAL:</b>		<b>None</b>	<b>14 Days (with available materials)</b>  <b>Variable (if materials are unavailable)</b>	

## 5. Demolition Permit

Issuance of Demolition Permit for Quezon City Government buildings.

<b>Office or Division:</b>		Building Maintenance Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Residents of Quezon City</b>		Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Demolition Permit Application Form / Daily Accomplish signed and sealed by the Civil Engineer/Architect			Applicant/Client	
2. ITRUP – General Form No. 12				
3. Site Development Plan of Building to be demolished				
4. Demolition Clearance				
5. Demolition Request Letter				
6. Recent photos of Subject Structure				
7. Demolition Procedure (signed by Civil Engineer/Architect)				
8. Demolition schedule of work				
9. Demolition Cost Estimate				
10. Photocopy of PRC ID and PTR of Civil Engineer/ Architect in charge				
<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-Request/ Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  Walk-in	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	2 Days	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering  <i>Engineer III</i> Quezon City Department of Engineering
	1.2. Course of action		6 Days	<i>Engineer III</i> Quezon City Department of Engineering
	1.3. Conduct site Inspection			
	1.4. Document Check			
	1.5. Preparation of Report			
	1.6. Issuance of Demolition Permit.			
	1.7. Route to the City Engineer for approval and signature of Demolition Permit		2 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
	1.8. Preparation of endorsement to requesting barangay, copy furnished to		2 Day	<i>Engineer III</i> Quezon City Department of Engineering

	General Services Department			<i>City Government Department Head III</i> Quezon City Department of Engineering
	1.9. Route to the City Engineer for signature			
	1.10. Route to the Records Section, Administrative Division for record and release.			
<b>TOTAL:</b>		<b>None</b>	<b>12 Days</b>	

## 6. Mechanical Permit

Issuance of Mechanical Permit for Quezon City Government buildings.

Office or Division:	Building Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Residents of Quezon City	Government Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Designed plan and specification with sign and seal of PME.			Applicant/Client	
2. Brochure / Machine Specification				
3. Accomplished Mechanical Form with sign and seal of PME				
4. Cost Estimate				
5. Program of Works				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request / Report through the department’s official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  Walk-in	1. Letter-Request by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	2 Day	Administrative Officer V (Records Officer III) Quezon City Department of Engineering  Engineer III Quezon City Department of Engineering
	1.2. Course of action		4 Days	Engineer III Quezon City Department of Engineering
	1.3.. Conduct site Inspection			
	1.4. Document Check			
	1.5. Preparation of Report			
	1.6. Issuance of Mechanical Permit.		2 Days	Engineer III Quezon City Department of Engineering  City Government Department Head III Quezon City Department of Engineering
	1.7. Route to the City Engineer for approval and signature of Mechanical Permit			
	1.8. Preparation of endorsement to General Services Department			
	1.9. Route to the Records Section, Administrative Division for record and release.			
TOTAL:		None	8 Days	

## 7. Issuance of Permit or Certificate to Operate

Inspection of elevators and gensets in the City Government buildings.

<b>Office or Division:</b>		Building Maintenance Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Residents of Quezon City</b>		Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Completion form signed and sealed by PME			Applicant/Client	
2. Brochure Specifications and Plans				
3. Identification of Safety Devices				
4. Actual Load Test				
5. Load Test Certificate signed and sealed by PME				
<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-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  Walk-in	1.1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	2 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering  <i>Engineer III</i> Quezon City Department of Engineering
	1.2. Course of action		4 Days	<i>Engineer III</i> Quezon City Department of Engineering
	1.3. Conduct site inspection			
	1.4. Document check			
	1.5. Preparation of report			
	1.6. Preparation of Certificate to Operate		2 Days	<i>Engineer III</i> Quezon City Department of Engineering  <i>City Government Department Head III</i> Quezon City Department of Engineering
	1.7. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate.			
	1.8. Preparation of endorsement to General Services Department			
	1.9. Route to the Records Section, Administrative Division for record and release.			
<b>TOTAL:</b>		<b>None</b>	<b>8 Days</b>	

## 8. Issuance of Renewal for Annual Mechanical Certificate to Operate

Annual inspection of elevators and gensets in the City Government buildings.

Office or Division:	Building Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Residents of Quezon City	Government Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completion form signed and sealed by PME			Applicant/Client	
2. Load Test certificate (Elevator / Escalator				
3. Generators ATS and Electrical Function Test				
4. Safety Device Test				
5. Sump Pump Test (if required)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request / Report through the department’s official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>  Walk-in	1. Letter-Request received by the Records Section to be routed to Building Maintenance Division for appropriate action.	None	2 Days	Administrative Officer V (Records Officer III) Quezon City Department of Engineering  Engineer III Quezon City Department of Engineering
	1.2. Course of action		3 Days	Engineer III Quezon City Department of Engineering
	1.3. Conduct site inspection			
	1.4. Document check			
	1.5. Preparation of report			
	1.6. Preparation of Annual Mechanical Certificate to Operate		2 Days	Engineer III Quezon City Department of Engineering  City Government Department Head III Quezon City Department of Engineering
	1.7. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate.			
	1.8. Preparation of endorsement to General Services Department			
	1.9. Route to the Records Section, Administrative Division for record and release.			
TOTAL:		None	7 Days	

## 9. Electrical Permit

Requirement for the energization of Government-owned structures.

<b>Office or Division:</b>	Vertical Project Supervision Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Residents of Quezon City</b>	National Government and Local Government of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter / e-mail Request			Applicant/Client	
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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>	1. Letter-Request received by the Records Section to be routed to Vertical Project Supervision Division Maintenance Division for appropriate action.	None	1 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
	1.2. Route to the City Engineer		1 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
	1.3. Route to the Electromechanical Section for plan evaluation and report preparation.		3 Days	<i>City Government Department Head III</i> Quezon City Department of Engineering  <i>Engineer I</i> Vertical Project Supervision Division
	1.4. Recommendation and issuance of Electrical Permit routed to the City Engineer for signature		1 Day	<i>Engineer III</i> <i>Electromechanical Section</i> Vertical Project Supervision Division
	1.5. Route to the Records Section for the releasing of the approved Electrical Permit.		10 Min.	<i>Administrative Support Staff; Quezon City Department of Engineering</i>



2. Pick-up the requested document	2. Release the Electrical Permit	None	1 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
<b>TOTAL:</b>		<b>None</b>	<b>7 Days and 10 Min.</b>	

## 10. Request for Certificate of Final Electrical Inspection (CFEI)

Documentary requirement for the energization of Government-owned structures.

<b>Office or Division:</b>		Vertical Project Supervision Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Residents of Quezon City</b>		National Government and Local Government of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Complete installation of electrical works as per approved electrical plan			Applicant/Client	
2. Insulation Resistance Test Result				
<b>CLIENT 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	1.1. Conduct site inspection	None	1 Day	<i>Engineer III</i> Vertical Project Supervision Division Quezon City Department of Engineering
	1.2. Preparation of CFEI report and certificate		1 Day	<i>Engineer III</i> Vertical Project Supervision Division Quezon City Department of Engineering
	1.3. Route to the City Engineer for signature			
	1.4. Route to the Electromechanical Section for the release of CFEI		1 Day	<i>Administrative Officer V (Records Officer III)</i> Quezon City Department of Engineering
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	

## 11. Advance Payment Of Infrastructure Project

<b>Office or Division:</b>		Technical Management Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Residents of Quezon City</b>		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Payment request letter			Applicant/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 Payment Request Letter	1.1. Receive and record payment request letter	None	2 Hours	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.2. Prepare and Evaluate billing documents.		4 Hours	<i>Billing Engineer</i> Project Management Section Technical Management Division
	1.3. Approve billing documents.		1 Day	<i>City Government Department Head III</i> Quezon City Department of Engineering
	1.4. Record and scan approved billing documents		4 Hours	<i>Billing Engineer</i> Project Management Section Technical Management Division
	1.5. Release approved billing documents to City Accounting Department.		2 Hours	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 4 Hours</b>	

## 12. First Partial Payment Or Progress Payment Of Infrastructure Project

<b>Office or Division:</b>		Technical Management Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Residents of Quezon City</b>		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Payment request letter			Applicant/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 Payment Request Letter	1.1. Receive and record payment request letter	None	2 Hours	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.2. Prepare contract documents		4 Hours	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division
	1.3. Prepare billing documents.		4 Days	<i>Division Head (Engineer V)</i> Project Supervision Division
	1.4. Evaluate billing documents.		1 Day	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division  <i>Acting Division Head Administrative Officer V (Administrative Officer III)</i> Technical Management Division
	1.5. Approve billing documents		1 Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer
	1.6. Record and scan approved billing documents.		4 Hours	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division
	1.7. Release approved billing documents to City Accounting Department.		2 Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>7 Days and 4 Hours</b>	

### 13. Infrastructure Project Turnover And Final Payment Of Infrastructure Project

<b>Office or Division:</b>		Technical Management Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Residents of Quezon City</b>		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Payment request letter			Applicant/Client	
2. As-Built Plans				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit payment request letter and As-Built Plans.	1.1. Receive and record payment request letter and As-Built Plans.	None	2 Hours	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.2. Prepare contract documents		4 Hours	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division
	1.3. Prepare billing documents.		4 Days	<i>Division Head (Engineer V)</i> Project Supervision Division
	1.4. Evaluate billing documents.		1 Day	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division  <i>Acting Division Head Administrative Officer V (Administrative Officer III)</i> Technical Management Division
	1.5. Approve billing documents		1 Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer
	1.6. Record and scan approved billing documents.		4 Hours	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division
	1.7. Release approved billing documents to City General Services Department.		2 Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
	1.8. Record approved billing documents and prepare final		3 Days	City General Services Department

	disbursement voucher.			
	1.9. Receive Approved Billing Documents with Final Disbursement Voucher.		2 Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
	1.10. Evaluate final disbursement voucher with billing documents.		2 Hours	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division
	1.11. Approve final disbursement voucher with billing documents.		1 Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer
	1.12. Record and scan approved final disbursement voucher.		4 Hours	<i>Section Head (Engineer III)</i> Project Management Section Technical Management Division
	1.13. Release approved billing documents to Office of the Secretary to the Mayor		2 Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>12 Days and 6 Hours</b>	

## 14. Excavation Permit

<b>Office or Division:</b>		Technical Management Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Residents of Quezon City</b>		Water Concessionaire/Representative and Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request/Notice to Proceed			Provided by the Client	
2. Barangay Clearance			At the respective barangay where the project is located	
3. Plans			Provided by the Client	
4. Contact Person/Details			Provided by the Client	
5. Location Pictures			Provided by the Client	
6. Certificate of Coordination (if project is to be implemented by other government agency)			Apply Certificate of Coordination at the Infrastructure Committee Office, 12th Floor High Rise Building, QC Hall Compound	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter/ Indorsement.	1.1. Receive and record request letter.	None	2 Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
	1.2. Inspect project site.		1 Day	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.3. Prepare Site Inspection Report, Excavation Permit, and Other Supporting Documents		1 Day	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.4. Approve excavation clearance/permit.		1 Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer
	1.5. Record and Scan Approved Excavation Permit.		4 Hours	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.6. Release approved excavation permit.		2 Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>4 Days</b>	

## 15. Excavation Clearance

<b>Office or Division:</b>		Technical Management Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Residents of Quezon City</b>		Water Concessionaire/Representative, Contractors and House/Building Owners.		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Indorsement from the Department of the Building Official.			Apply excavation permit at the Department of The Building Official, ground floor civic center building D.	
2. Barangay Clearance			At the respective barangay where the project is located	
3. Plans			Provided by the Client	
4. Contact Person/Details			Provided by the Client	
5. Location Pictures			Provided by the 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 Request Letter/ Indorsement.	1.1. Receive and record request letter.	None	2 Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
	1.2. Inspect project site.		1 Day	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.3. Prepare Site Inspection Report, Excavation Permit, and Other Supporting Documents		1 Day	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.4. Approve excavation clearance/permit.		1 Day	<i>City Engineer (Department Head III)</i> Office of the City Engineer
	1.5. Record and Scan Approved Excavation Permit.		4 Hours	<i>Section Head (Engineer III)</i> Project Support Section Technical Management Division
	1.6. Release approved excavation permit.		2 Hours	<i>Administrative Officer V (Records Officer III)</i> Records Section, Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>4 Days</b>	



## 16. 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 and Certificate of Inspection;
- Preparation of the Plans and specifications;
- Preparation of the Approved Budget for the Contract;
- Preparation of the Program of Works (POW);
- Preparation of the Detailed Unit Price Analysis (DUPA);
- Preparation of the Project Schedule and Cash Flow;
- Preparation of the List of Minimum Manpower and Equipment Requirement; and
- Preparation of the General and special conditions of the contract and technical specifications

<b>Office or Division:</b>		Planning & Design Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Residents of Quezon City</b>		Residents of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter-Request			Applicant/Client	
2. Telephone Request				
3. Email Request				
<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 or e-mail	1.1. Conduct ocular inspection to identify proposed project based on the request(s). Prepare Project Identification Report (B-1).	None	6 Days	<i>City Government Department Head III Quezon City Department of Engineering</i>
	1.2. Forward the B-1 to the Infrastructure Committee Secretariat.		1 Day	Infrastructure Committee – Secretariat and TWG
	1.3. Upon the receipt of the B-2, conduct a comprehensive site inspection to secure information/data that will be used for the preparation of Detailed Engineering Documents (B-3). End-user to sign the certificate of inspection, conceptual plans and initial project brief.		3 Days	<i>Engineer V Planning and Design Division</i>
	1.4. Prepare complete B-3 which includes but not limited to certificate of inspection, plans and details, approved budget for the contract. program		21 Days	<i>Engineer V Planning and Design Division</i>

	of works, project schedule and cash-flow, list of manpower and equipment, and technical specifications. The B-3 will undergo several checking to ensure the correctness and cost efficiency of the project			
	1.5. Transmit the B-3 to the City Engineer for comment(s) and/or approval.		2 Days	<i>Engineer V</i> Planning and Design Division
	1.6. Transmit the signed and approved B-3 to Infrastructure Committee- Secretariat.		1 Days	<i>Administrative Officer V</i> <i>(Records Officer III)</i> Quezon City Department of Engineering
<b>TOTAL:</b>		<b>None</b>	<b>34 Days</b>	

**Note:**

\*After the transmittal of B-1 from Infracomm to the City Planning and Development Division (CPDD), CPDD will conduct a comprehensive site inspection to validate the ownership of the lot and/or structure and determine the feasibility of the project. The entire process, including the preparation of the validation report (B-2), will take 14 days.

## 17. Issuance of Certified Photocopies

To provide clients of certified photocopies of documents.

<b>Office or Division:</b>	Records Section, Administrative 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>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of concern with attachment from the general public			Applicant/Client	
<b>CLIENT 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	1.1. Receive request and forward to the concerned division	None	1 Day	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.2. Route to Administrative Division Head for specific instruction.			<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.3. Forward to Records Section		1 Day	<i>Admin Staff</i> Administrative Division
	1.3.1. Check the Storage/ Archive Room			
	1.3.2. Stamp with Certified Photocopy to be signed by the Head of the Records Section			
2. Certified true copy of previous documents needed	2. Releasing of document	None		<i>Administrative Officer V (Records Officer III)</i> Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>2 Days</b>	

# Internal Services

## 1. Equipment Repair and Maintenance

To provide heavy equipment services in support to Engineering District activities and to different Departments and Agencies of Quezon City.

Office or Division:	Equipment Repair and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Residents of Quezon City	Government Offices / Residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-Request			Standard request form is requested from respective Engineering District Offices of Quezon City	
2. Thru Phone Request				
3. SMS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request / Report through the department's official e-mail address at <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>	1.1. Verify the requested job order if already inspected, and determine what equipment to be used.	None	3 Days	<i>Administrative Officer V (Records Officer III) Administrative Division Quezon City Department of Engineering  Engineer V Equipment Repair and Maintenance Division</i>
	1.2. Equipment subject to availability.			
	1.3. All available equipment			
TOTAL:		None	3 Days	

## 2. Receiving / Releasing of Various Communications, Complaints Requests, Billings, Etc.

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

Office or Division:	Records Section, Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
2. Letter response to the end-user				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request or communication onto Records Section or send email to <a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>	1.1. Receive and stamp the documents by the Records Section, Administrative Division	None	1 Day	<i>Administrative Officer V (Records Officer III) Administrative Division</i>
	1.2. Provide the client a receiving a copy for reference			
	1.3. Encode communications for dissemination to the concerned division			
	1.4. Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip			<i>Administrative Officer V (Records Officer III) Administrative Division</i>
	1.5. Forward communications to the Records Section, Administrative Division	None	3 Days	<i>Respective division concerned</i>
2. Obtain receiving copy	2. Release documents to different divisions, utility, contractor, barangay, and other concerned agencies as instructed			<i>Records Officer I Administrative Division</i>
TOTAL:		None	4 Days	

# QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

## External Services

### 1. Administrative and Training Section Services

Office or Division:	Admin and Training Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen  Request for : 1. DRRM Awareness Campaign And 2. Process-Establishing Workshop 3. First Responder 4. Technical Training 5. National Accredited 6. Managers/ Decision Makers			
Who may avail:	Quezon Citizens and other interested requesting parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter or thru our email / ( <a href="mailto:QCDRRMO@quezoncity.gov.ph">QCDRRMO@quezoncity.gov.ph</a> / <a href="mailto:rp.qcdrrmo@quezoncity.gov.ph">rp.qcdrrmo@quezoncity.gov.ph</a> )			Admin and Training Section	
2. 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.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will give letter of request for training /seminar or send thru email ( <a href="mailto:QCDRRMO@quezoncity.gov.ph">QCDRRMO@quezoncity.gov.ph</a> / <a href="mailto:rp.qcdrrmo@quezoncity.gov.ph">rp.qcdrrmo@quezoncity.gov.ph</a> )	1. Accept and record letter	None	5 Min.	Receiving Clerk - Special Operations Support Staff
2. Approval from the Head, QCDRRMO	2. Assign a Trainer who will handle the request	None	5 Min.	Admin and Training Section Chief – LDRRMO III
3. Client will coordinate at QCDRRMO	3. Coordinate to the requesting party for a coordination meeting	None	10 Min.	QCDRRMO Pool of Trainers - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer I
4. Client will facilitate the training / seminar request	4. Conduct training and submit after activity report	None		Trainer Assigned - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer
TOTAL:		None	20 Min.	

## 2. Request for DRRM-related data and/or materials

Schedule of Availability of Service: Monday to Friday 8:00 am – 5:00 pm

<b>Office or Division:</b>	Research, Planning and Special Projects Section				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	General Public				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. Request letter containing 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. Proposed time and schedule of interview or study tour					
2. Properly accomplished Data Request Form					
3. Other documents such as survey form/s, if applicable					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Submit request to the Admin and Training Section of the QCDDRRMO or thru: email at QCDDRRMO@quezoncity.gov.ph and/or <a href="mailto:rp.qcdrrmo@quezoncity.gov.ph">rp.qcdrrmo@quezoncity.gov.ph</a>  Fax: (02)/(08) 710-14-69	1.1. Acknowledge receipt and process the request	None	5 Min.	<i>Frontdesk Clerk</i>	Data Request Form
	1.2. Approve and endorse the request to the Research, Planning and Special Projects Section.	None	5 Min.	<i>Head of the QCDDRRMO</i>	QCDDRRMO Routing Slip
	1.3. Prepare requested documents/materials.  If not available, the request will be endorsed to other concerned offices.	None	3 Days; Depending on Nature of Data Requested	<i>Research, Planning and Special Projects personnel</i>	Accomplished Data Request Form
2. Accomplish Data Request Form and submit to email.	2.1. Release the requested data/materials to client thru email.	None	30 Min.	<i>Research, Planning and Special Projects personnel</i>	Release Form
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 40 Min.</b>		

### 3. Request for Interview or Study Tour

Schedule of Availability of Service: Monday to Friday 8:00 am – 5:00 pm

<b>Office or Division:</b>	Research, Planning and Special Projects Section				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	General Public				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
4. Request letter containing 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. Proposed time and schedule of interview or study tour					
5. Other documents such as: • List of guide questions • Survey form/s, if applicable					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Submit request to the Admin and Training Section of the QCRRMO or thru: email at <a href="mailto:QCRRMO@quezoncity.gov.ph">QCRRMO@quezoncity.gov.ph</a> and/or <a href="mailto:rp.qcrrmo@quezoncity.gov.ph">rp.qcrrmo@quezoncity.gov.ph</a>  Fax: (02)/(08) 710-14-69	1.1. Acknowledge receipt and process the request	None	5 Min.	<i>Frontdesk Clerk</i>	Data Request Form
	1.2. Approve and endorse the request to the Research and Planning Section	None	5 Min.	<i>Head of the QCRRMO</i>	QCRRMO Routing Slip
	1.3. Coordinate with requesting party on schedule and other logistical needs.	None	10 Min.	<i>Research, Planning and Special Projects Section personnel</i>	Accomplished Data Request Form
2. Accomplish Data Request Form and submit to email.	2. Schedule interview or study tour  *Due to safety concerns, all interviews or Study Tours will be done via online platforms unless absolutely necessary.	None	5 Min.	<i>Research, Planning And Special Projects personnel</i>	Data Request Form
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>		



## 4. 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

<b>Office or Division:</b>	Research, Planning and Special Projects Section				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2G – Government to Government				
<b>Who may avail:</b>	Barangay officials and other authorized individuals				
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>	
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)					
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Submit documents to the Research, Planning and Special Projects Section of the QCDDRRMO or thru: email at <a href="mailto:QCDDRRMO@quezoncity.gov.ph">QCDDRRMO@quezoncity.gov.ph</a> and/or <a href="mailto:rp.qcdrrmo@quezoncity.gov.ph">rp.qcdrrmo@quezoncity.gov.ph</a>  Fax: (02)/(08) 710-14-69	1.1. Receive the BDRRMP and attachments or supporting documents and accomplish the BDRRMP checklist.	None	10 Min.	<i>Research, Planning and Special Projects Section personnel</i>	BDRRMP Checklist
	1.2. 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	None	20 Min.	<i>Research and Planning Section personnel – Technical Review</i>	BDRRMP Checklist

	prevention and mitigation, disaster preparedness, disaster response, and disaster recovery and rehabilitation				
	1.3. Accomplish the "Remarks and Action Taken" portion of the BDRRMP Approval Form and affix signature over printed name on space provided for "Checked by:"				
	1.4. 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.	None	10 Min.	<i>Research, Planning and Special Projects Section Chief</i>	BDRRMP Checklist and Complete Staff Work Form
	1.5. Affix signature on the BDRRMP.	None	15 Min.	<i>Head of the QCDRRMO</i>	Complete Staff Work Form
2. Receive the approved BDRRMP and sign the BDRRMP checklist in the front desk of RP and SP for recordkeeping.	2. Photocopy documents for recordkeeping and release the approved BDRRMP and supporting documents.	None	15 Min.	<i>Research, Planning and Special Projects Personnel</i>	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 10 Min.</b>		

## 5. Operations and Warning Section Services

### a. Request for: Emergency Medical Services (EMS) and/ or Search and Rescue (SAR)

<b>Office or Division:</b>	Operations and Warning Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Constituents / Other interested requesting parties			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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>
1. Call thru the emergency hotline/s: 122 89284396 09478859929 09478847498	1. Accept phone call	None	5 Min. / Immediate	<i>Special Operations Support Staff - Communication Officer</i>
2. Discussion on Incidents situation and patients Information	2. Dispatching of EMS / SAR units	None	5 Min / Immediate	<i>Special Operations Support Staff – Deputy on duty for Emergency Medical Services and Search and Rescue</i>
3. Patients / Incidents assessment providing immediate care	3. EMS / SAR Team response assigned	None	10 Min.	<i>Special Operations Support Staff – Emergency Medical Services Team Dispatched</i>
4. Patients transfer to the Hospital	4. EMS / SAR Team assigned	None	10 Min.	<i>Special Operations Support Staff - Emergency Medical Services Team Dispatched</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

## b. Request for: Ambulance Transfer / Patient Conduction

<b>Office or Division:</b>		Operations and Warning Section		
<b>Classification:</b>		Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Constituents / Other interested requesting parties		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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>
1. Client will give letter of request for Stand By Ambulance	1. Accept and record letter	None	5 Min. / Immediate	<i>Special Operations Support Staff – Communication Officer</i>
2. Coordination to Hospital Patient Status / Fit to travel	2. Dispatching of EMS	None	5 Min. / Immediate	<i>Special Operations Support Staff - Deputy on duty for Emergency Medical Services</i>
3. Patients / Incidents assessment providing immediate care	3. EMS Team assigned	None	5 Min.	<i>Special Operations Support Staff – Emergency Medical Services Team Dispatched</i>
4. Patients transfer to the Hospital	4. EMS / SAR Team assigned	None	5 Min. onwards	<i>Special Operations Support Staff – Emergency Medical Services Team Dispatched</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

### c. Request for: Ambulance Stand By/ Event Stand By

<b>Office or Division:</b>	Operations and Warning Section			
<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>	Quezon City Constituents / Other interested requesting parties			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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>
1. Client will give letter of request for Stand By Ambulance or thru Email ( <a href="mailto:QCDRRMO@quezoncity.gov.ph">QCDRRMO@quezoncity.gov.ph</a> )	1. Accept and record letter	None	5 Min.	<i>Special Operations Support Staff - Receiving Clerk</i>
2. Approval from the Head, QCDRRMO	2. Assign a team to handle the request	None	5 Min.	<i>Operations and Warning Section Chief</i>
3. Dispatching of Ambulance	3. EMS Team is assigned	None	20 Min.	<i>Special Operations Support Staff - Deputy on duty for Emergency Medical Services</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

#### d. Request for: Inspection of Hazard and/ or Non-Hazard Areas

<b>Office or Division:</b>	Operations and Warning Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Constituents / Other interested requesting parties			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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>
1. Client will give letter of request or thru Email ( <a href="mailto:QCDRRMO@quezoncity.gov.ph">QCDRRMO@quezoncity.gov.ph</a> )	1. Accept and record letter	None	5 Min.	<i>Special Operations Support Staff - Receiving Clerk</i>
	1.2. Approves and endorses the request letter to the Operations and Warning Chief	None	5 Min.	QCDRRMO Head
	1.3. Coordinate with requesting party for pertinent information related to the letter	None	5 Min.	<i>Operation and Warning Section Chief</i>
	1.4 Conducts inspection on site and submit report	None	1 Day	<i>Special Operations Support Staff - QCDRRMO Inspector</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 15 Min.</b>	

## 6. Finance and Property Section Services

### e. Request for:

- i. Provision of and setting-up of equipment / facilities used in Emergencies (Partition Tents, Chairs, Tables, IMT Facilities, etc.);
- ii. Supplies (Hygiene Kits, Emergency Go Bag, etc.)

Office or Division:	Operations and Warning Section			
Classification:	Support/ Logistical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	DRRM Council Members, District Action Officers, Barangay Chairpersons*  *Note: that requests are subject to approval by the Chief, Finance and Property Section pursuant to whether or not the incident consists of an emergency situation. For normal situations, our clients may request these equipment to the CGSD for appropriate action.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request inclusive of duly accomplished FPS Request Form		Finance and Property Section, 2F DRRM Building, Kalayaan Ave., Quezon City		
2. Routing slip from the OIC, QCRRMO				
3. Routing slip from the Emergency Operations Center (EOC)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	1.1. Receive and process request communication	None	5 Min.	Special Operations Support Staff - Communication/ Desk Officer
	1.2. Approves and endorses the request letter to the Finance and Property Section	None	5 Min.	QCRRMO Head
	1.3. Coordinate with requesting party for pertinent information related to the letter	None	5 Min.	Local Disaster Risk Reduction and Management Officer III – Deputy for Administration
	1.4. Conduct receiving of logistical request	None	1 Day	Finance and Property Section Chief
TOTAL:		None	1 Day and 15 Min.	

# QUEZON CITY GENERAL HOSPITAL

## Accounting - Accounting Division

### 1. Preparation and Processing of Payroll for the Salary and Benefits to Hospital Employees

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 5:00 PM			
Who May Avail of the Service:		1. Hospital personnel			
		2. Concerned Department Heads			
		3. Division and Section Chiefs			
		4. Different agency			
Documentary Requirements:		1. Daily Time Record (DTR)			
		2. Notice of Deductions (GSIS, Pag-IBIG, LandBank, Cooperative)			
Processing Period:		4 Days			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Personnel Division - Office Staff presents Daily Time Records of all Employees with complete supporting documents.  <i>(Iprepresenta ng tauhan ng Personnel Division ang Daily Time Record ng lahat ng empleyado kalakip ang mga pangsuporta ng dokumento)</i>	1.1. Receives Daily Time Records of all Employees with complete supporting documents  <i>(Tatanggapin ang mga Daily Time Record ng lahat ng empleyado kalakhip ang mga pangsuportang dokumento)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 minuto)</i>	<i>Office Staff</i>	None  <i>(Wala)</i>
	1.2. Prepares Payroll of Permanent Employees including Payroll of RATA  <i>(Ihahanda ang payroll ng mga permanenteng empleyado kasama ang payroll ng RATA)</i>		4 Days  <i>(4 araw)</i>	<i>Office Staff</i>	Payroll
	1.3. Prepares Payroll of Contractual Employees on a 15th and 30th basis  <i>(Ihahanda ang payroll ng mga kontraktwal na empleyado ayon sa kinsenas at</i>		3 Days  <i>(3 araw)</i>	<i>Office Staff</i>	Payroll



	<i>katapusan)</i>				
	1.4. Prepares Financial Data Entry System (FinDES) with USB Flash Drive  <i>(Ihahanda ang Financial Data Entry System [FinDES] sa pamamagitan ng USB Flash Drive)</i>		4 Hours  (4 oras)	Office Staff	None  (Wala)
	1.5. Release FinDES to Processing section for Disbursement Voucher  <i>(Ipapasa ang FinDES sa Processing Section para magawa ang Disbursement Voucher)</i>		1 Hour  (1 oras)	Office Staff	FinDES and Disbursement
	1.6. Print Payroll and Journal Entry Voucher (JEV) and prepares obligation request  <i>(Iimprenta ang payroll at Journal Entry Voucher [JEV] at pag-prepara ng obligation request)</i>		1 Day  (1 araw)	Office Staff	Payroll, Obligation Request, JEV and Disbursement Voucher
	1.7. Review and sign Payroll and JEV  <i>(Pagsaliksik at pagpirma sa payroll at JEV)</i>		1 Day  (1 araw)	Accountants	Payroll, DV and JEV
<b>END OF TRANSACTION</b>					

## 2. Preparation and Processing of Remittances to concerned Government Agency and/or other Financial Institutions

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 10:00 PM				
Who May Avail of the Service:	1. Hospital personnel,				
	2. Concerned Department Heads,				
	3. Division and Section Chiefs				
	4. Different agency				
Documentary Requirements:	1. Payroll				
	2. Electronic Billing (GSIS & Pag-IBIG)				
	3. Notice of Deductions (LandBank & Cooperative)				
Processing Period:	Variable				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Concern Government Agency emails Electronic Billing Files  (Ang mga kinaauukulan g ahensya ng gobyerno ay mag-eemail ng Electronic Billing Files)	1.1. Receives, prints and checks the Electronic Billing Files if applicable  (Tatanggapin, ipiprint at icheck ang Electronic Billing Files kung naaangkop)	None  (Wala)	4 Hours  (4 oras)	Accounting Clerk II	None  (Wala)
	1.2. Prepares the Monthly Notice of Deduction from the Electronic Billing Files  (Ihahanda ang Monthly Notice of Deduction mula sa Electronic Billing Files)		2 Hours  (2 oras)		Notice of Deduction
	2. Payroll Section – Office Aide presents file copies of payrolls  (Iprepresent a ng Office Aide ng Payroll Section ang mga file copy ng mga payroll)		2. Receives payrolls  (Tatanggapin ang mga payroll)		5 Min.  (5 minuto)

<p>3. Processing Section – Office Aide presents DV. Cashier III presents Cash Book</p> <p><i>(Iprepresent a ng Office Aide ng Processing Section ang Disburseme nt Voucher [DV]. Iprepresenta ng Cashier III ang Cash Book)</i></p>	<p>3.1. Receives DV and Cash Book</p> <p><i>(Tatanggapin ang DV at Cash Book)</i></p>		<p>10 Min. <i>(10 minuto)</i></p>	<p><i>Accounting Clerk II</i></p>	<p>Disbursem ent Voucher</p>
	<p>3.2. Post all deductions to Liabilities Control Ledger</p> <p><i>(Ipopost lahat ng deduction sa Liabilities Control Ledger)</i></p>		<p>4 Hours</p> <p><i>(4 oras)</i></p>		<p>Liabilities Control Ledger</p>
	<p>3.3. Prepares Monthly Remittance Reports and Disbursement Vouchers</p> <p><i>(Ihahanda ang mga Monthly Remittance Report at ang mga Disbursement Voucher)</i></p>		<p>10 Days</p> <p><i>(10 araw)</i></p>		<p>Remittance List DV &amp; JEV</p>
	<p>3.4. Release Monthly Remittance Reports to Processing Section</p> <p><i>(Ipapasa ang mga Monthly Remittance Report sa Processing Section)</i></p>		<p>2 Hours</p> <p><i>(2 oras)</i></p>	<p><i>Accountants</i></p>	
	<p>3.5. Review and sign Remittance report and Disbursement Voucher</p> <p><i>(Rerebyuhin at pipirmahan ang Remittance Report at Disbursement Voucher)</i></p>		<p>1 Day</p> <p><i>(1 araw)</i></p>		
	<p>3.6. Filing of duplicate copies</p> <p><i>(Itatabi ng mga duplicate na kopya)</i></p>		<p>2 Days</p> <p><i>(2 araw)</i></p>		<p><i>Accounting Clerk II</i></p>
	<p>3.7. Posting to Employees' Index Card if applicable</p> <p><i>(Ipopost sa Employees' Index Card kung possible)</i></p>		<p>5 Days</p> <p><i>(5 araw)</i></p>		<p>Index of Remittance</p>
<p>END OF TRANSACTION</p>					

### 3. Provision Of Documentary Assistance For Application, Processing And Certification Of Personal Transaction (Loans, Accreditation)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	1. Hospital personnel,				
	2. Concerned Department Heads,				
	3. Division and Section Chiefs				
	4. Different agency				
Documentary Requirements:	1. Request slip				
	2. Pag-IBIG Forms				
Processing Period:	Variable				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Staff from Different Department Staff presents request for pay slip  <i>(Magrepresenta ng request para sa payslip ang mga staff mula sa iba’t ibang departamento)</i>	1.1. Payroll section prepares and print pay slips  <i>(Ihahanda at ipiprint ng payroll section ang mga payslip)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 araw)</i>	Office Staff	None  <i>(Wala)</i>
	1.2. Internal Control Unit distributes pay slips to different departments  <i>(Ipapamahagi ng Internal Control Unit ang mga payslip sa iba’t ibang departamento)</i>		1 Day  <i>(1 araw)</i>		Pay Slip
	1.3. Hospital employees who agrees to personally receive their pay slip shall proceed to Accounting Division to claim their pay slip  <i>(Ang mga empleyadong pumayag na personal na kunin ang kanilang payslip ay magtutungo sa</i>		30 Min.  <i>(30 minuto)</i>		

	<i>Accounting Division upang kunin ang kanilang payslip)</i>				
2. Staff from Different Department Staff presents request for certificates  <i>(Magrepresenta ng request para sa mga certificate ang mga staff mula sa iba't ibang departamento)</i>	2.1. Remittance section prepares and print certificates  <i>(Ihahanda at ipiprint ng Remittance Section ang mga certificate)</i>		2 Days  <i>(2 araw)</i>		Certific ate, HMDF Form, BIR Form
	2.2. Reviews and signs certificates and forms <i>(Rerebyuhin at pipirmahan ang mga certificate at form)</i>		30 Min. <i>(30 minuto)</i>	<i>Accountant V</i>	
<b>END OF TRANSACTION</b>					

#### 4. Preparation and Processing of Payments for Utility Bills

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	1. Hospital personnel				
	2. Concerned Department Heads				
	3. Division and Section Chiefs				
	4. Different agency				
Documentary Requirements:	Disbursement Voucher (DV) and other supporting documents				
Processing Period:	Variable				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. From MERALCO, PLDT and Converge Supplier	1.1. Receives billing statement and prepares supporting documents for OBR  <i>(Tatanggapin ang billing statement at ihahanda ang mga pangsuportang dokumento para sa paggawa ng Obligation Request)</i>	None  <i>(Wala)</i>	25 Min.  <i>(25 minuto)</i>	<i>Office Staff</i>	Logbook
	1.2. Checks supporting documents and initials  <i>(Tignan kung tama ang mga pangsuportang dokumento at ang mag-inisyal)</i>		20 Min.  <i>(20 minuto)</i>	<i>Accountant II</i>	Obligation Request, and other computations
	1.3. Review supporting document and signs  <i>(Busisiin ang mga pangsuportang document at pirmahan)</i>		30 Min.  <i>(30 minuto)</i>	<i>Accountant V</i>	
	1.4. Upon approval of OBR, prepares Journal Entry Voucher, Disbursement Voucher, BIR 2306-2307  <i>(Kapag naaprubahan ang OBR, ihahanda ang Journal Entry Voucher, Disbursement</i>		30 Min.  <i>(30 minuto)</i>	<i>Office Staff</i>	Journal Entry Voucher, Obligation Request and other computation

	<i>Voucher, BIR 2306-2307)</i>				
	1.5. Reviews computations, records Disbursement Vouchers in Control Ledger and initials  <i>(Busisiin ang mga kompyutasyon, at itatala ang mga Disbursement Vouchers sa Control Ledger at mag-inisyal)</i>		30 Min.  <i>(30 minuto)</i>	<i>Accountant III</i>	Disbursement Voucher, Obligation Request, Journal Entry Voucher, BIR 2306 & 2307, other computations and Control Ledger
	1.6. Review all documents and initials  <i>(Busisiin lahat ng dokumento at mag-inisyal)</i>		30 Min.  <i>(30 minuto)</i>	<i>Accountant IV</i>	Disbursement Voucher, Journal Entry Voucher, BIR 2306 & 2307 and other computations
	1.7. Reviews, certifies and signs Disbursement Vouchers, Journal Entry Voucher and BIR Forms  <i>(Busisiin, isertipika at pirmahan ang mga Disbursement Voucher, Journal Entry Voucher at mga BIR Forms)</i>		20 Min.  <i>(20 minuto)</i>	<i>Accountant V</i>	
	1.8. Files and release Disbursement Vouchers with complete documents to the cashier  <i>(Ihahain at ipapasa ang mga Disbursement Voucher na may kompletong dokumento sa cashier)</i>		20 Min.  <i>(20 minuto)</i>	<i>Office Staff</i>	Logbook
<b>END OF TRANSACTION</b>					

## Accounting - Billing Section

### 1. Preparation and Issuance of Statement of Accounts (Patient's Billing Statement)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday, Holidays				
Hours:	8:00 AM – 10:00 PM				
Who May Avail of the Service:	Patients for Discharge				
Documentary Requirements:	1. Fully Accomplished PMRF - Philhealth Member Registration Form (if applicable) and attachments				
	2. Children - Birth Certificate, Member Data Record (MDR/PBEF)				
	3. Spouse - Marriage Contract, Member Data Record (MDR/PBEF)				
	4. Senior Citizen - ID Senior Citizen/PMRF/Certification				
	5. Government Employees - ID, MDR/PBEF				
	6. Indigent - Philhealth Certification (Sponsored)				
	7. Individual Paying Member- O.R. of Monthly/Quarterly Contribution, MDR/PBEF				
	8. Private Employee/OFW - Certificate of Contribution from Employer, MDR/PBEF				
	9. 4 P's - ID, Philhealth Certification (Sponsored)				
Processing Period:	Variable				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Verify Doctor's Order for Discharge  <i>(Beripikahin ang utos ng doctor para sa paglabas ng pasyente)</i>	1. Notifies patients of Doctor's Order, May Go Home Instructions  <i>(Ipaalam sa pasyente ang Doctor's Order at May Go Home Instructions)</i>	None  <i>(Wala)</i>	15 Min.  <i>(15 minuto)</i>	<i>Nurse on Duty</i>	None  <i>(Wala)</i>
2. Receives the Notice of Discharge/ Chart from NOD  <i>(Tanggapin ang Notice of Discharge mula sa NOD)</i>	2. None  <i>(Wala)</i>		1 Min.  <i>(1 minuto)</i>	<i>Billing Clerk on Duty</i>	
3. For Philhealth Patients: Submits Necessary Philhealth Documents	3. Screens the Completeness of Philhealth Documents and verify at the HIS (Hospital		10 Min.		CSF, CF2, CF3, MDR or PBEF, and CF4



	Information System)  (Para sa mga pasyente na may Philhealth: Magpasa ng mga naayong dokumento)		(10 minuto)		
4. Review Billing Statement  (Rebyuhin ang resibo)	4. Prepares and Issues Statement of Service Rendered  (Ihahanda at iiisya ang pahayag ng mga serbisyong ibinigay)		10 to 15 Min.  (10 hanggang 15 minuto)		Statement of Account
5. For Non Philhealth Patients: Presents Necessary Documents  (Para sa mga pasyenteng walang Philhealth: Magpasa ng mga kinakailangang dokumento)	5. Checks the accurate name of Patient at the Hospital Information System and Prints the Statement of Account  (Titignan kung tama ang pangalan ng pasyente sa Hospital Information System at ipiprint ang Talautangan)		1 Min.  (1 minuto)		Patient ID Card, Valid ID of Patient
6. Instructs Patient/Watcher to proceed to Public Relations desk to fill up the Client Satisfaction Survey  (Turuan ang mga pasyente o bantay na magpunta sa Public Relations desk para magfill-up ng	6. None  (Wala)		1 Min.  (1 minuto)		Client Satisfactor y Survey

<i>Survey para sa satisfaksyon ng mga Kliyente)</i>					
7. Pay applicable fees  <i>(Bayaran ang mga dapat bayarin)</i>	7. Receives payment, and issues official receipt and Hospital Clearance  <i>(Tatanggapin ang bayad at mag-iisyu ng opisyal na resibo at Hospital Clearance)</i>	Applicable fees	10 Min.  <i>(10 minuto)</i>	Cashier	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  <i>(Iprisinta ang Hospital Clearance sa Nurse on Duty at mga ibang kopya sa Security Guard na nakaduty upang makalabas sa Hospital)</i>	8. None	None  <i>(Wala)</i>	10 Min.  <i>(10 minuto)</i>	Watcher/ Patient	Hospital Clearance
<b>END OF TRANSACTION</b>					

# Accounting - Bookkeeping Section

## 1. Processing and Preparation of Financial Statements

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 5:00 PM			
Who May Avail of the Service:		1. Hospital personnel,			
		2. Concerned Department Heads,			
		3. Division and Section Chiefs			
		4. Different agency			
Documentary Requirements:		1. Special Journals			
		2. Journal Entry Voucher			
		3. General Ledgers			
		4. Subsidiary Ledgers			
		5. Trial Balance			
		6. Schedules			
		7. Other supporting documents			
Processing Period:		Variable			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Cash Section - Office Staff, present Daily Report of Collections, Report of Disbursement with complete supporting documents to be received.	1. Received Daily Report of Collections, Report of Disbursements with complete supporting documents	None	5 Min.	Office Staff	None  <i>(Wala)</i>
<i>(Iprepresenta ng Office Staff ng Cash Section ang Daily Report of Collections, Report of Disbursements na may kompletong pangsuportang dokumentong tatanggapin)</i>	<i>(Tatanggapin ang Daily report of Collections, Report of Disbursements na may kompletong pangsuportang dokumento)</i>	<i>(Wala)</i>	<i>(5 minuto)</i>		
2. None	2. Prepares Journal Entry Vouchers of The Daily Report of Collections		2 Hours		Journal Entry Voucher

(Wala)	<i>(Ihahanda ang mga Journal Entry Voucher ng mga Daily Report of Collections)</i>		(2 oras)		
3. None	3. Prepares Special Journals (Cash Receipt Journal, Check Disbursement Journal, Authority to Debit Account Disbursement Journal and Cash Disbursement Journal) and Journal Entry Vouchers of Adjustments		10 Days 2 Days 1 Day	Senior Bookkeeper Accounting Clerk II Office Staff	Special Journals and Journal Entry Vouchers
(Wala)	<i>(Ihahanda ang Special Journals [Cash Receipt Journal, Check Disbursement Journal, Authority to Debit Account Disbursement Journal and Cash Disbursement Journal] at ang mga Journal Entry Vouchers of Adjustments)</i>		(10 araw 2 araw 1 araw)		
4. None	4. Posting of Recapitulations of Special Journals and Journal Entry Vouchers of Adjustments to General Ledgers		2 Days	Senior Bookkeeper	General Ledgers
(Wala)	<i>(Ipoposte ang mga Recapitulations ng mga Special Journals at Journal Entry Vouchers of Adjustments sa mga General Ledgers)</i>		(2 araw)		
5. None	5. Prepares Monthly Trial Balance		4 Hours	Senior Bookkeeper	Trial Balance

(Wala)	(Paghahanda ng Monthly Trial Balance)		(4 oras)		
6. None	6. Prepares Schedules		5 Days	Accounting Clerk	Schedules
(Wala)	(Paghahanda ng mga iskedyul)		(5 araw)		
7. None	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 Accountant IV	Different Statements
(Wala)	(Paghahanda ng Quarterly Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flow and Statement of Analysis of Appropriation and Obligation)		(2 araw)		
8. None	8. Review and Initial Trial Balance and Journals		3 Hours	Accountant V	Financial Reports and supporting documents
(Wala)	(Pagrebyu at pag-inisyal sa Trial Balance at mga Journals)		(3 oras)		
9. None	9. Submits Financial Reports to Commission on Audit and City Accounting Office		1 Day	Office Staff	Trial Balance and Journals
(Wala)	(Pagsumite ng Pinansyal na Pahayag sa Commision on Audit at sa City Accounting Office)		(1 araw)		
<b>END OF TRANSACTION</b>					

# Accounting - PhilHealth Section

## 1. Processing of Philhealth Claims

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	In-Patient and Out-Patient with Philhealth				
Documentary Requirements:	1. Claim Forms				
	2. Statement of Accounts				
	3. Medical Forms				
	4. Legal Documents (Birth Certificates, Marriage Certificates, etc.)				
Processing Period:	20 Min. (per claim)				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. None  (Wala)	1. Receive claims from Billing Section and verify discharge date and diagnosis in the Hospital Information System (HIS)  (Pagtanggap ng mga claims mula sa Billing Section at pag-beripika ng petsa ng paglabas sa hospital at ng diagnosis sa Hospital Information System [HIS])	None  (Wala)	3 Min. per claim  (3 minuto kada claim)	Philhealth Section Staff	Philhealth Forms and Claim Forms, Statement of Accounts, Medical Forms, Legal Documents (Birth Certificates, Marriage Certificates, etc.)
2. None  (Wala)	2. Verify all the supporting documents and input all the required information to the Philhealth Information System (PIS)  (Pag-beripika ng mga pangsuporta na dokumento at pagtala ng mga kailangang impormasyon sa Philhealth Information System [PIS])		5 Min. per claim  (5 minuto kada claim)		
3. None	3. The Section head verifies all the information in the CSF and other		2 Min. per claim		

<i>(Wala)</i>	supporting documents and then signing it  <i>(Ibeberipika ng puno ng seksyon lahat ng impormasyon sa CSF at ibang dokumento bago ito pirmahan)</i>		<i>(2 minuto kada claim)</i>		
4. None  <i>(Wala)</i>	4. All required documents are scanned and transmitted via the eClaims in the Philhealth Information System (PIS)  <i>(Lahat ng kailangang dokumento ay iiscan at itatransmit sa pamamagitan ng eCLaims sa Philhealth Information System [PIS])</i>		10 Min. per claim  <i>(10 minuto kada claim)</i>	<i>Philhealth Section Staff</i>	
<b>END OF TRANSACTION</b>					

# Administrative Records

## 1. Safekeeping and Depository of Records

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	1. Concerned Personnel,				
	2. Department Heads,				
	3. Division and Section Chiefs				
Documentary Requirements:	1. Log book				
	2. Distribution List form				
	3. E-data Recording				
Processing Period:	2 Hours and 5 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Present the letter of communication to be received	1.1. Received and stamp the communication letter/ documents, record in the Incoming Communication Logbook	None	5 Min.	Records Officer III Records Officer I Clerk III	Logbook
	1.2. Course through to the Chief Administrative Officer for Notation/ Action		10 Min.	Chief Administrative Officer	
	1.3. Transmit to the Directors Office for action/ notation and approval and signature of the Hospital Director		10 Min.	Medical Center Chief II	Receiving Logbook
2. Hospital Personnel concerned, Department Heads, Division and Section Chiefs	2.1. Records and released communication/memoranda to hospital personnel concerned Department Heads, Division Heads and Section Chiefs		40 Min.	Records Officer I Clerk III Clerk II	Logbook and Distribution List Form
	2.2. Record through e-data with hard copy filed in a clear book and stored to a secured steel cabinet for safekeeping		1 Hour		E- Data Records, Folders
END OF TRANSACTION					



# Admitting Section

## 1. Registration for ER Consultation and Admission

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday - Sunday including Holidays				
Hours:	24 Hours, no noon break				
Who May Avail of the Service:	All Hospital Patients				
Documentary Requirements:	1. Patient's Information Sheet/QCGH Patient ID Card				
	2. 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 Min.				
	For Admission: 25 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Fill up the Patient's Information Sheet (PIS) with Emergency Room Officer's note (ERO's name and signature, time and service)  <i>(Punan ang Patient's Information Sheet [PIS] ng tala mula sa Emergency Room Officer [ERO's pangalann at lagda, oras at serbisyo])</i>	1. Check the Patient's Information Sheet (PIS)  <i>(Suriin ang Patient's Information Sheet [PIS])</i>	None  <i>(Wala)</i>	8 Min.  <i>(8 minuto)</i>	<i>Admitting staff patient/patient companion</i>	Patient's Information Sheet (PIS)
2. Submit Patient's Information Sheet and Valid ID  <i>(Ipasa ang Patient's</i>	2. Interview, validate and verify all the information given in the Patient's Information Sheet (PIS)  <i>(Interbyuhin, I-validate at I-verify</i>		7 Min.  <i>(7 minuto)</i>		Patient's Information Sheet (PIS), Valid ID (Preferabl Governme nt-issued)

<i>Information Sheet at Valid ID)</i>	<i>lahat ng inpormasyon na nailagay sa Patient's Information Sheet [PIS])</i>				
3. Receive QCGH Patient ID Card from the Admitting Staff  <i>(Tanggapin ang QCGH Patient ID Card mula sa Staff ng Admitting)</i>	3. Encode the required patient's data into the computer system and print out the QCGH Patient ID Card. Issue the QCGH Patient ID Card to the patient/ patient companion.  <i>(I-encode ang kinakailangang datos ng pasyente sa sistema ng kompyuter at I-print out ang QCGH Patient ID Card. Ibigay ang QCGH Patient ID Card sa pasyente/bantay ng pasyente.)</i>		4 Min.  <i>(4 minuto)</i>		Patient Information Sheet (PIS), QCGH Patient ID Card
4. Endorsed by medical staff  <i>(I-endorso ng staff ng medikal)</i>	4. Received accomplished Admission and Discharge Record. Check the Consent for diagnosis/ treatment and Doctor's Order for admission.  <i>(Tanggapin ang na-accomplished na Admission and Discharge Record. Surin ang Consent para sa diagnosis/paggamot at Doctor's Order para sa Admisyon)</i>		1 Min.  <i>(1 minuto)</i>		Endorsement logbook (ER or OPD) Admission and Discharge Record
5. Get and fill out Patient's Information Sheet (PIS) (For Outpatient Dept. Admission	5. Interview and verify all the information declared in the Patient's Information Sheet (PIS)		10 Min.	<i>Admitting staff Patient/ Companion</i>	Patient Information Sheet Patient Valid ID QCGH

and Direct Admission only)  (Kunin at punan ang Patient's Information Sheet [PIS] [For Out Patient Dept. Admission and Direct Admission only])	(Interbyuhin at I-verify ang lahat ng inpormasyon na pinahayag sa Patient's Information Sheet [PIS])		(10 minuto)		Patient ID Card
6. Familiarization/ Orientation on policies and procedures, rights and obligation of patient during confinement  (Kunin at punan ang Patient's Information Sheet [PIS] [For Out Patient Dept. Admission and Direct Admission only])	6. Encode the required patient's data into the computer system. Fill out the front sheet of Admission and Discharge Record Prepare the wrist tag for the admitted patient. Instruct patient to proceed to medical social service for medical and financial assistance.  (I-encode ang mga kailangan na datus ng pasyente sa sistema ng kompyuter. Punan sa unahang bahagi ng Admission and Discharge Record. Ihanda ang "wrist tag" para sa na-admit na pasyente. Tagubilinan ang pasyente na pumunta sa Medical Social Service para sa tulong medikal at pinansyal.)		15 Min.  (15 minuto)		Patient Information Sheet (PIS), QCGH Patient ID Card
<b>END OF TRANSACTION</b>					

# Department of Anesthesiology

## 1. Preoperative Evaluation of Patients – Elective Procedures

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	7:30 AM – 3 PM (Pre-Anesthetic Risk Stratification and Evaluation/PARES); until 5PM (If pre-operative visit once admitted)				
Who May Avail of the Service:	All Hospital Patients				
Documentary Requirements:	Patient’s chart; Referral to Anesthesiology Department				
Processing Period:	1 Month, 6 Hours and 30 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Consultation with primary service  <i>(Pagkonsulta sa pangunahing nagseserbisyo)</i>	1. Receives referral form and chart from primary services  <i>(Tanggapin ang referral form galing sa pangunahing serbisyo)</i>	None  <i>(Wala)</i>	2 Hours  <i>(2 oras)</i>	<i>Patient, Nurse, Residents</i>  <i>(Pasyente, Nars, Residente)</i>	Hospital card, Patient’s chart  <i>(Ospital kard, Chart ng pasyente)</i>
2. Referral to Anesthesia department  <i>(Pagrefer sa departamento ng anesthesia)</i>	2. Receives referral form and chart from primary services  <i>(Tanggapin ang referral form galing sa pangunahing serbisyo)</i>		30 Min.  <i>(30 minuto)</i>		Patient’s chart  <i>(Chart ng pasyente)</i>
3. Pre-operative visit with Anesthesiologist  <i>(Pre-operative na pagdalaw ng anestetista)</i>	3. Performs thorough preoperative history taking and physical examination  <i>(Pagkuha ng impormasyon at pag-examine ng pasyente)</i>		1 Hour  <i>(1 oras)</i>	<i>Patient, Anesthesiologist</i>  <i>(Pasyente, Anestetista)</i>	
4. Scheduling of procedure	4. Awaits schedule of		1 Month.	<i>Patient, Primary service.</i>	

<i>(Pag-iskedyul ng operasyon)</i>	operation from main service  <i>(Nag-aantabay ng iskedyul ng operasyon galing sa pangunahing serbisyo)</i>		<i>(1 buwan)</i>	<i>Resident, Anesthesiologist</i>  <i>(Pasyente, Pangunahing nagseserbisyo, Residente, Anestetista)</i>	
5. Admission  <i>(Pag-admit)</i>	5. Receives referral from main service regarding patient's admission  <i>(Pagtanggap ng ng referral mula sa pangunahing serbisyo ukol sa pag-admit sa pasyente)</i>		1 Hour  <i>(1 oras)</i>	<i>Nurse, Admitting section, Primary service, Resident</i>  <i>(Nars, Pangunahing nagseserbisyo, Residente)</i>	
6. Proposal of procedure  <i>(Pag-propose ng operasyon)</i>	6. Receives procedure proposal form from main service.  <i>(Pagtanggap ng proposal ng operasyon mula sa pangunahing serbisyo)</i>		1 Hour  <i>(1 oras)</i>	<i>Nurse, Operating room staff, Primary service, Resident</i>  <i>(Nars, Staff ng operating room Pangunahing nagseserbisyo, Residente)</i>	
7. Pre-Operative Visit of Anesthesiologist at the ward  <i>(Pre-operative na pagdalaw ng anestetista sa ward)</i>	7. Review history, chart and labs, interview with patient, explanation of Anesthetic plan, giving of prescription and optimization of patient if necessary  <i>(Pre-operative visit ng anestetista sa ward, pagreview ng history, chart at laboratory ng</i>	Depends on which medications and equipment are unavailable at the pharmacy and central supplies room  <i>(depende kung anong walang gamot at gamit sa parmasya at CSR)</i>	30 Min.  <i>(30 minuto)</i>	<i>Patient, Nurse, Anesthesiologist</i>  <i>(Pasyente, Nars, Anestetista)</i>	Patient's chart, Elective proposal, Pre-operative evaluation form, Prescription  <i>(Chart ng pasyente, Elective na proposal, Reseta)</i>

	<i>pasyente, paginterview sa pasyente, pagpapaliwana ng ng isasagawang anesthesia sa pasyente, pagbibigay ng mga kailangang reseta, mga paalala at pag-optimize ng pasyente kung kinakailangan)</i>				
8. Taking of patient to Operating Room Lobby  <i>(Pagpasok ng pasyente sa operating room lobby)</i>	8. Receives patient from ward nurses  <i>(Pagtanggap ng pasyente mula sa mga nars sa ward)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 minuto)</i>	Patient, Nurse, Operating room staff, Anesthesiologist  <i>(Pasyente, Nars, Staff ng operating room, Anestetista)</i>	Patient's chart, Patient's consent for procedure and anesthesia  <i>(Chart ng pasyente, Pahintulot ng pasyente para sa operasyon at anesthesia)</i>
<b>END OF TRANSACTION</b>					

## 2. Preoperative Evaluation of Patients – Emergency Procedures

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday, including Holidays				
Hours:	24 Hours without noon break				
Who May Avail of the Service:	All Hospital Patients				
Documentary Requirements:	Patient's chart; Referral to Anesthesiology Department				
Processing Period:	3 Hours and 30 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Consultation with primary service  (Pagkonsulta sa pangunahing nagseserbisyo)	1. Receives referral form and chart from primary services.  (Tanggapin ang referral form galing sa pangunahing serbisyo)	None  (Wala)	2 Hours  (2 oras)	Patient, Nurse, Residents  (Pasyente, Nars, Residente)	Hospital card, Patient's chart  (Ospital kard, Chart ng pasyente)
2. Referral to Anesthesia Department  (Pagrefer sa departamento ng anesthesia)	2. Receives referral form and chart from primary services.  (Tanggapin ang referral form galing sa pangunahing serbisyo)		30 Min.  (30 minuto)		Patient's chart  (Chart ng pasyente)
3. Pre-Operative Visit of Anesthesiologist at the ward.  (Pre-operative na pagdalaw ng anestetista sa ward)	3. Review history, chart and labs, interview with patient, explanation of Anesthetic plan, giving of prescription and optimization of patient if necessary  (Pre-operative visit ng anestetista sa ward, pagreview ng history, chart at laboratoryo ng Pasyente, paginterview sa pasyente, pagpapaliwanang ng isasagawang anesthesia sa pasyente, pagbibigay ng mga		30 Min.  (30 minuto)		Patient, Anesthesiologist  (Pasyente, Anestetista)

	<i>kailangang reseta, mga paalala at pag-optimize ng pasyente kung kinakailangan)</i>				
4. Taking of patient to Operating Room Lobby	4. Receives patients from ward nurses.		30 Min.	Patient, Nurse, Operating room staff, Anesthesiologist	Patient's chart, Patient's consent for procedure and anesthesia
<i>(Pagpasok ng pasyente sa operating room lobby)</i>	<i>(Pagtanggap ng pasyente mula sa mga nars sa ward)</i>		<i>(30 minuto)</i>	<i>(Pasyente, Nars, Staff ng operating room, Anestetista)</i>	<i>(Chart ng pasyente, Pahintulot ng pasyente para sa operasyon at anesthesia)</i>
<b>END OF TRANSACTION</b>					



### 3. Preoperative Evaluation of Patients – Elective Procedures

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	7:30 AM – 3:00 PM (Pre-Anesthetic Risk Stratification and Evaluation/PARES); until 5:00 PM (If pre-operative visit once admitted)				
Who May Avail of the Service:	All Hospital Patients				
Documentary Requirements:	Patient's chart; Referral to Anesthesiology Department				
Processing Period:	3 Hours and 45 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Consultation with primary service  (Pagkonsulta sa pangunahing nagseserbisyo)	1. Receives referral form and chart from primary services.  (Tanggapin ang referral form galing sa pangunahing serbisyo)	None  (Wala)	2 Hours  (2 oras)	Patient, Nurse, Residents  (Pasyente, Nars, Residente)	Hospital card, Patient's chart (Ospital kard, Chart ng pasyente)
2. Referral to Anesthesia department  (Pagrefer sa departamento ng anesthesia)	2. Receives referral form and chart from primary services.  (Tanggapin ang referral form galing sa pangunahing serbisyo)		30 Min.  (30 minuto)		Patient's chart  (Chart ng pasyente)
3. Pre-operative visit with anesthesiologist  (Pre-operative na pagdalaw ng anestetista)	3. Performs thorough preoperative history taking and physical examination.  (Pagkuha ng impormasyon at pag-examine ng pasyente)		1 Hour  (1 oras)		Patient, Anesthesiologist  (Pasyente, anestetista)
4. Transfer back to main service  (Pagbalik ng pasyente sa pangunahing serbisyo)	4. Refers patient and patients records to main service.  (Pag-refer ng pasyente at ang kanilang records sa pangunahing serbisyo)		15 Min.  (15 minuto)		Patient, Primary service, Resident, Anesthesiologist  (Pasyente, Pangunahing Nagseserbisyo Residente, Anestetista)
END OF TRANSACTION					

# Cash Section

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

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday			
Hours:		24 Hours without noon break			
Who May Avail of the Service:		OPD & ER Clients			
Documentary Requirements:		1. Statement of Accounts			
		2. Official Receipt			
Processing Period:		2 Min.			
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Presents the Statement of Accounts (SOA)/ Patient's ID Card	1.1. Receives the Statement of Accounts/ Printing Statement of Accounts  <i>(Tanggapin ang talaan ng serbisyong babayaran)</i>	None  <i>(Wala)</i>	10 Seconds  <i>(10 Segundo)</i>	Cashier Clerk	Statement of Accounts  <i>(Talaan ng serbisyong babayaran)</i>
<i>(Ipakita ang talaan ng serbisyong babayaran)</i>	1.2. Validates Statement of Accounts through the Hospital & Information System (HIS) and receives corresponding payments  <i>(Suriin ang talaan ng serbisyong babayaran)</i>	Depends on clients' rendered services  <i>(Depende sa nagawang serbisyo para sa kliyente)</i>	1 Min.  <i>(1 minuto)</i>		
2. Receives the official receipt	2.1. Issues official receipt  <i>(Magbigay ng opisyal na resibo)</i>	None  <i>(Wala)</i>	30 Seconds  <i>(30 segundo)</i>		Official receipt  <i>(Opisyal na resibo)</i>
<i>(Tanggapin ang opisyal na resibo)</i>	2.2. Issues patient's clearance slip and Instructs the client on what to do next  <i>(Magbigay ng clearance at turuan ang pasyente sa susunod na gagawin)</i>		20 Seconds  <i>(20 segundo)</i>		Patient's Clearance Slip  <i>(Clearance ng Pasyente )</i>
END OF TRANSACTION					

**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:		Monday – Sunday				
Hours:		24 Hours without noon break				
Who May Avail of the Service:		Admitted Clients				
Documentary Requirements:		1. Statement of Account				
		2. Official Receipt				
		3. Acknowledgement Receipt				
		4. Patient's Clearance				
Processing Period:		6 Min.				
HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM	
1. Presents the Statements of Accounts (SOA)  (Ipakita ang bayarin sa ospital ng mga serbisyong natanggap)	1.1. Receives the Statement of Accounts  (Tanggapin ang bayarin sa ospital ng mga serbisyong natanggap)	None  (Wala)	20 Seconds  (20 Segundo)	Cashier Clerk	Statement of Accounts (SOA)  (Bayarin sa ospital ng mga serbisyong natanggap)	
	1.2. Validates the Statement of Account through the Hospital & Information System (HIS) and receives corresponding payments  (Suriin ang bayarin sa ospital ng mga serbisyong natanggap at tanggapin ang kaukulang bayarin)	Depends on clients' rendered services  (Depende sa nagawa ng serbisyo para sa kliyente)	3 Min.  (3 minuto)			
2. Receives the official receipt  (Tanggapin ang opisyal na resibo)	2.1. Issues official receipt  (Magbigay ng opisyal)	None  (Wala)	2 Min.  (2 minuto)			Official receipt  (Opisyal na resibo)
	2.2. Issues patient's clearance slip and discharges patients name from the Hospital Information System (HIS)  (Magbigay ng		20 Seconds  (20 Segundo)			Patient's clearance slip  (clearance ng pasyente)

	<i>clearance at tanggalin ang pangalan ng pasyente sa aktibong listahan mula sa Hospital Information System)</i>				
	2.3. 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>
<b>END OF TRANSACTION</b>					

**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:	Monday – Friday				
Hours:	8:00 AM – 4:00 PM				
Who May Avail of the Service:	1. Philhealth Members				
	2. Employees				
	3. Suppliers				
	4. Non-Government Agency				
	5. Government Agency				
Documentary Requirements:	1. Valid Identification Card				
	2. Logbook				
	3. Authorization Letter				
	4. Official Receipt				
Processing Period:	3 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Presents valid identification card and authorization letter  <i>(Magpresenta ng valid identification letter at authorization letter)</i>	1.1. Receives valid identification card and authorization letter  <i>(Tanggapin ang valid na identification letter at authorization letter)</i>	None  <i>(Wala)</i>	25 Seconds  <i>(25 Segundo)</i>	<i>Cashier II/ Cashier Clerk</i>	Valid identification card and authorization letter
	1.2. 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>		
2. Signs the voucher and check registry logbook  <i>(Pirmahan ang voucher at check registry logbook)</i>	2. 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
3. Issues official receipt  <i>(Magbigay ng)</i>	3. Receives official receipt  <i>(Tangqapin ang)</i>		1 Min.  <i>(1 minuto)</i>		Official receipt  <i>(Opisyal)</i>

<i>opisyal na resibo)</i>	opisyal na resibo)				<i>na resibo)</i>
4. Receives the check	4.1. Issues the check		15 Seconds		Check
<i>(Tanggapin ang tseke)</i>	<i>(Ibigay ang tseke)</i>		<i>(15 Segundo)</i>		<i>(Tseke)</i>
	4.2. Instructs the client on what to do next		20 Seconds		None
	<i>(Turuan ang pasyente sa susunod na gagawin)</i>		<i>(20 Segundo)</i>		<i>(Wala)</i>
<b>END OF TRANSACTION</b>					

## 4. Payment of Professional Fees to Consultants

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 4:00 PM			
Who May Avail of the Service:		1. Doctors			
		2. Authorized Representative			
Documentary Requirements:		1. Official Receipt			
		2. Logbook			
Processing Period:		5 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Check if the payment of the patient is settled  <i>(Tingnan kung ang pasyente ay nakapagbayad)</i>	1. Verifies the summary of Professional fees  <i>(Saliksikin ang talaan ng mga doctor na babayaran)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Disbursing Officer</i>	Statement of Account
2. Accounts the received money  <i>(Bilangin ang perang natanggap)</i>	2. Releases the payment of Professional fees net of tax  <i>(Ibigay ang perang nabawasan ng buwis)</i>	Depends on the professional fees  <i>(Depende sa professional fees)</i>	2 Min.  <i>(2 minuto)</i>		Summary of Professional Fee  <i>(Talaan ng mga Professional Fee)</i>
3. Issues official receipt  <i>(Magbigay ng opisyal na resibo)</i>	3. Receives the official receipt  <i>(Tanggapin ang opisyal na resibo)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>		Official receipt  <i>(Opisyal na resibo)</i>
4. Affix signature at the log book  <i>(Pirmahan ang log book)</i>	4. Hand in the log book for signature  <i>(Papirmahan ang log book)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>		Log Book
END OF TRANSACTION					

## 5. Preparation of Reports

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 5:00 PM			
Who May Avail of the Service:		1. Accounting Division			
		2. Bookkeeping Section			
Documentary Requirements:		1. Daily Report of Collection			
		2. Report of Checks Issued,			
		3. Logbook			
		4. Cash Advances,			
		5. Liquidations			
Processing Period:		2 Hours			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. None  (Wala)	1. Generates and Encode the reports  (Itala ang mga reports)	None  (Wala)	30 Min.  (30 minuto)	Cashier Clerk	Daily report of collections, Report of checks issued, Cash advances, Liquidations Logbook
2. None  (Wala)	2. Prepares the generated and encoded reports  (Ayusin ang mga natalang reports)		1 Hour  (1 oras)		
3. None  (Wala)	3. Affixes the head signatories in the reports  (Papirmahan sa kinauukulan ang mga reports)		10 Min.  (10 minuto)		
4. None  (Wala)	4. Record the reports  (Idokumento ang mga reports)		15 Min.  (15 minuto)		
5. Receives the reports  (Tanggapin ang reports)	5. Submits the report to the accounting division or bookkeeping section  (Ipasa ang mga reports sa accounting division o bookkeeping section)		5 Min.  (5 Mnuto)		
END OF TRANSACTION					



# Department of Dental Medicine

## 1. Provision of Dental Services

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 4:00 PM without noon break			
Who May Avail of the Service:		Patients at the OPD			
Documentary Requirements:		Patient’s Chart			
Processing Period:		1 Hour and 5 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Wait for your name to be called.  <i>(Hintayin tawagin ang pangalan.)</i>	1. Receives patient’s OPD record and calls the patient  <i>(Tinanggap ang OPD record at tawagin ang pasyente)</i>	See schedule of Fees	3 Min.  <i>(3 minuto)</i>	<i>Dentist on Duty/ Office Aide</i>	Patient’s Record
2. Show vaccination card when asked. Tell the dentist your chief complaint, answer truthfully to questions asked by the dentist on duty.  <i>(Ipakita ang vaccination card, sabihin sa denitsta ang reklamo at sumagot sa mga itatanong.)</i>	2. Inspects vaccination card, asks for patient’s chief complaint, get vital signs, medical and dental history of patient.  <i>(Tingnan ang vaccination card, tanungin ang problema at kuhanan ng history ang pasyente.)</i>		10 Min.  <i>(10 minuto)</i>	<i>Dentist on Duty</i>	Vaccination Card
3. Follow advice of dentist if referral to medical service is needed (for medically compromised patients).	3. Refers medically compromised patients to another medical departments.				Patient’s Record, Patient’s ID

(Sundin ang payo ng dentista kung kailangan ng referral sa ibang medical service.)	(I-refer ang mga pasyenteng may problema sa kalusugan.)				
4. Fill-up dental and consent form, don the patient's gown and cap.  (Sagutan ang dental at consent form, suotin ang gown at cap para sa pasyente.)	4. Assists patient in filling-up forms and donning patient's gown and cap.  (Tulungan ang pasyente sap ag sagot ng mga forms at pagsuot ng gown at cap na pang pasyente.)		10 Min.  (10 minuto)	Dental Aide	Patient's record, Dental Chart, Progress Notes, Consent form
5. Cooperate while the dentist performs the procedure.  (Makisama at sumunod habang ginagawan ng dentista.)	5. Performs procedure.  (Gawin and procedure.)		Oral Prophylaxis 30 Min. (30 minuto)  Tooth Restoration 40 Min. (40 minuto)  Tooth Extraction 40 Min. (40 minuto)  Pits and Fissure Sealant 30 Min. (30 minuto)  Fluoride Application 40 Min. (40 minuto)  Root Canal Treatment 60 Min/appt. (60 minuto)  Odontectomy 150 Min. (150 minuto)	Dentist	

			Alveoloplasty 90 Min (90 minuto)		
6. Pay attention as the dentist explains prescription and give post operative instructions.  (Makinig habang ipinapaliwanag ng dentista ang reseta at mga tagubilin ng dentista.)	6. Prescribe medications and give post operative instructions to the patient.  (Ipaliwanag ang reseta at bigyan ng tagubilin ang pasyente.)		10 Min.  (10 minuto)	Dentist	
7. Go back to the receiving area for charging.  (Bumalik sa receiving para sa charging.)	7. Charge patient for services rendered.  (I- charge ang pasyente para sa ginawang serbisyo.)		5 Min.  (5 minuto)	Dentist on Duty	Patient's record, Dental Chart, Progress Notes, Consent form, Prescription Med. Certificate
8. Go to billing and cashier to pay for fees.  (Pumunta sa billing at sa cashier para magbayad.)	8. Print billing, receive payment from patient.  (I-print ang billing at tanggapin ang bayad ng pasyente.)			Billing section staff, Cashier	Official Receipt, Clearance Slip
9. Go back to the Dental office for clearance.  (Bumalik sa dental office para sa clearance.)	9. Signs on the patient's clearance slip.  (Pirmahan ang clearance ng pasyente.)		2 Min.  (2 minuto)	Dentist on Duty	
END OF TRANSACTION					

## 2. Provision of Dental X-rays

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 4:00 PM without noon break			
Who May Avail of the Service:		Patients at the OPD			
Documentary Requirements:		Patient's Chart			
Processing Period:		38 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Wait for your name to be called.  <i>(Hintayin na tawagin ang pangalan.)</i>	1. Receive patient's OPD record and call the patient.  <i>(Tanggapin ang OPD Record at tawagin ang pasyente.)</i>	See schedule of Fees	3 Min.  <i>(3 minuto)</i>	<i>Dentist on Duty</i>	Patient's Record
2. Present referral letter to the Dentist on duty.  <i>(Ipakita ang referral letter sa dentistang naka duty.)</i>	2. Checks referral letter.  <i>(Tignan ang referral letter.)</i>		3 Min.  <i>(3 minuto)</i>		Vaccination Card
3. Answer truthfully and cooperate with the Dentist on duty.  <i>(Sumagot ng tapat sa mga tanong ng Dentistang naka duty.)</i>	3. Dentist on duty checks the patient's vital signs, medical history and perform oral examination.  <i>(Tinitingnan ng Dentistang naka duty ang vital signs, medical history ng pasyente at mag oral exam.)</i>		10 Min.  <i>(10 minuto)</i>		Patient's Record, Patient's ID
4. If medical compromised, follow advise of dentist and secure medical clearance.	4. Receives payment and gives the receipt to the patient.				Receipt

<i>(Sumunod sa payo ng dentista at kumuha ng medical clearance.)</i>	<i>(Tanggapin ang bayad at bigyan ng resibo and pasyente.)</i>				
5. Follow instructions of dentist while he/she takes your x-ray.  <i>(Sundin and pinagagawa ng dentista habang kinukunan ng x-ray.)</i>	5. Takes the patient's x-ray; charges patient for services rendered.  <i>(Kuhanan ng x-ray ang pasyente at i-charge batay sa serbisyong binigay.)</i>		20 Min.  <i>(20 minuto)</i>		Patient's record, Dental Chart, Progress Notes, Consent form
6. Go to billing then cashier to pay for fees.  <i>(Pumunta sa billing at cashier para magbayad.)</i>	6. Prints billing, accepts payment.  <i>(I-print ang billing ng pasyente at tanggapin ang bayad ng pasyente.)</i>		1 Min.  <i>(1 minuto)</i>	<i>Billing staff, cashier</i>	
7. Go back to the dental office for clearance.  <i>(Bumalik sa dental office para clearance.)</i>	7. Stamps and signs on the patient's clearance.  <i>(Pirmahan ang clearance ng pasyente.)</i>		2 Min.  <i>(2 minuto)</i>	<i>Dentist on Duty</i>	Patient's record, Dental Chart, Progress Notes, Consent form, Prescription Med. Certificate
<b>END OF TRANSACTION</b>					

SCHEDULE OF FEES FOR EACH TREATMENT PROCEDURE AND OTHER MISCELLANEOUS FEES	
PROCEDURE	FEES
Tooth Extraction	
a. Simple (per tooth)	PHP 150.00
b. Complicated	PHP 200.00
Tooth Restoration	
a. Temporary filling	PHP 75.00
b. Permanent filling	PHP 175.00 per cavity
Oral Prophylaxis	
a. Mild to Moderate	PHP 125.00
b. Severe	PHP 200.00
Oral Prophylaxis with fluoride	PHP 200.00
Oral Examination/Consultation	PHP 40.00
Odontectomy	
a. Simple	PHP 1000.00 with PhilHealth
b. Complicated	PHP 1500.00 with PhilHealth
Multiple Extraction with suturing With Alveoloplasty	PHP 500.00 with PhilHealth
Pits and Fissure Sealant	PHP 300.00 per tooth
Root Canal Therapy (1 canal)	PHP 1000.00
Splint/Mouth guard	PHP 750.00
Panoramic X-ray	PHP 600.00
Periapical X-ray	PHP 200.00

# Department of Family and Community Medicine

## 1. 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				
Processing Period:	56 Min. to 2 Hours and 20 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Once name is called, proceed to Family Medicine Department waiting area and wait for your name to be called  <i>(oras na matawag ang pangalan, pumunta sa Departamento ng Family Medicine, at maghintay sa pagkakataong makapanayam ang doctor)</i>	1. None  <i>(Wala)</i>	None  <i>(Wala)</i>	15 Min. to 1 Hour  <i>(15 minuto hanggang 1 oras)</i>	<i>Department Nurse, Resident Physician, Affiliated trainees</i>  <i>(Nars ng departamento, Residenteng manggagamot, kaakibat na tagapagsanay)</i>	Patient's chart  <i>(Chart ng pasyente)</i>
2. The nurse/ nursing attendant will provide a queuing number  <i>(Ang nars o nursing attendant ay magbibigay ng numero ng pila/ queuing number)</i>	2. None  <i>(Wala)</i>		5 to 10 Min.  <i>(5 hanggang 10 minuto)</i>	<i>Department Nurse</i>  <i>(Nars ng departamento)</i>	Queueing number  <i>(Numero ng pila)</i>
3. Once your number is flashed in the queueing/ paging system, proceed to the consultation area  <i>(Pag natawag na</i>	3.1. Comprehensive history taking and physical examination, taking of vital signs		20 to 30 Min.	<i>Resident physician, Affiliated Trainees</i>	Patient's chart, prescription form, habilin form, medical/ abstract forms (if

ang pangalan. Pumunta sa lugar ng konsultasyon)	(Kumpletuhin ang pagkuha ng historya, pisikal na eksaminasyon at vital signs)		(20 hanggang 30 minuto)	(Residenteng manggagamot, kaakibat na tagapagsanay)	requested), laboratory and imaging Request forms, referral form (if necessary)
	3.2. Provide and discuss clinical assessment/ Diagnosis		3 to 5 Min.		
	(Pagpapaliwana g ng mga detalye ukol sa karamdaman ng pasyente)		(3 hanggang 5 minuto)		
	3.3. Disposition and management		3 to 5 Min.		
	(Disposisyon at pagbibigay lunas)		(3 hanggang 5 minuto)		
	3.3.1. If for sent home, discussion of management, prescription of medications, giving of necessary laboratory requests, giving of habilin, medical certificate/ abstract		3 to 5 Min.		(Chart ng pasyente, reseta ng gamut, Hablin, medikal abstract or sertipiko medical, request pang laboratory at referral form kung kinakailanga n)
	(Kung papauwiin: bigyan at talakayin sa pasyente ang reseta ng gamot, laboratory request, habilin, medical certificate/ abstract)		(3 hanggang 5 minuto)		
	3.3.2. If for referral: assistance and endorsement to the department concerned		5 to 10 Min.		



	<i>(Kung irerefer, sasamahan at ieendorso sa nakalaang departamento)</i>		<i>(5 hanggang 10 minuto)</i>		
4. After consultation, proceed to the Cashier and settle necessary charges. Once settled or if none, claim discharge slip and present it to the Family	4. Charge the patient through the Hospital information System  Receive Discharge Slip from the patient and mark him MGH in the Hospital Information System		5 to 20 Min.	<i>Department Nurse</i>	
<i>(Matapos ang konsultasyon, magtungo sa Cashier upang magbayad ng kinauukulang bayad. Sa oras na mabayaran, o kung wala man, kunin ang discharge slip at ibigay sa Nurse ng Family Medicine)</i>	<i>(Singilin ang pasyente sa pamamagitan ng Hospital Information System  Tanggapin ang discharge slip mula sa pasyente at itala ito sa Hospital Information System bilang MGH)</i>		<i>(5 hanggang 20 minuto)</i>	<i>(Nars ng departamento)</i>	
<b>END OF TRANSACTION</b>					

## 2. Animal Bite Treatment Center NEW patients

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	<b>During OPD Hours or if Outpatient services are Available:</b> 8:00 AM – 3:00 PM <b>At the Emergency Room after OPD Hours or if Outpatient services are not available:</b> 3 PM onwards (Weekdays); 24 Hours (Weekends/Holidays)				
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 bites but also to those patients seen in other clinics and institutions.				
Documentary Requirements:	Hospital ID card				
Processing Period:	2 Hours and 25 Min. to 4 Hours and 50 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Proceeds to Animal Bite Treatment Center, give your card and wait outside the waiting Area  (Pumasok sa loob ng Animal Bite Center iabot ang card at bumalik sa waiting area)	1.1. Receives patient's chart; calling of patient's name  (Tanggapin ang PEP card ng pasyente, Pagtatawag ng pangalan ng pasyente) 1.2. Getting VS and Categorization 1.3. Giving of Queuing numbers.	None  (Wala)	5 to 30 Min.  (5 hanggang 30 minuto)	Nurse/ Affiliated Trainees  (Nars ng departamento o Kaakibat na tagapagsanay)	Patient's chart  (Chart ng pasyente)
2. Proceeds to consultation area of Animal Bite once called  (Pumunta sa lugar ng konsultasyon)	2.1. Assessment of the wound and wound care  (Pagsusuri ng sugat at panggalaga ng sugat) 2.2. Comprehensive history taking and physical examination, and taking of Vital signs  (Kumpletong pagkuha ng historya at eksaminasyon)		3 to 5 Min.  (3 hanggang 5 minuto)  30 Min. to 1 Hour  (30 minuto hanggang 1 oras)	Resident Physician  (Residenteng manggagamot)  Resident Physician / Affiliated trainees  (Residenteng manggagamot, kaakibat na	Patient' chart, Prescription form, Medical certificate/ abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if

	2.3. Provide and Discuss Clinical assessment and diagnosis  <i>(Ibigay at ipaliwanag ang tungkol sa sakit)</i>			tagapagsanay)	necessary)  <i>(Chart ng pasyente, reseta ng gamut, Habilin, medikal abstract or sertipiko medical, request pang laboratory at referral form kung kinakailangan at Post-Exposure Prophylaxis Card)</i>
	2.4. Disposition and Management/ Vaccination  <i>(Disposisyon. pagbibigay lunas at bakuna)</i>		3 to 5 Min.  <i>(3 hanggang 5 minuto)</i>		
	2.4.1. If for sent home: giving of vaccine (with skin test and observation), prescription of medications  <i>(Kung papauwiin: pagbibigay ng bakuna [skin test at obserbahan], at reseta ng mga gamot)</i>		1 Hour to 1 Hour and 40 Min.  <i>(1 oras hanggang 1 oras at 40 minuto)</i>		
	2.4.2. if for referral: giving of vaccine <i>(with skin test and observation)</i> , assistance and endorsement to the department concern for co-management  <i>(Kung irerefer, sasamahan at ieendorso sa nakalaang departamento)</i>		30 Min. to 1 Hour  <i>(3 minuto hanggang 1 oras)</i>		
END OF TRANSACTION					

### 3. Animal Bite Treatment Center FOLLOW-UP patients

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8 AM – 3 PM				
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				
Processing Period:	32 Min. to 1 Hour				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
During OPD Hours or if Outpatient services are available					
1. Proceeds to Animal Bite Treatment Center, give your PEP (Post Exposure Prophylaxis) card and wait outside the waiting area  (Pumasok sa loob ng Animal Bite Center iabot ang PEP card at bumalik sa lugar ng pahintayan)	1.1. Receives patient’s chart; calling of patient’s name  (Tanggapin ang PEP card ng pasyente, Pagtatawag ng pangalan ng pasyente) 1.2. Getting VS and Categorization 1.3. Receives patient’s PEP card; calling of patient’s name 1.4. Giving of Queuing number	None  (Wala)	2 to 5 Min.  (2 hanggang 5 minuto)	Nurse/Affiliated Interns  (nars ng departamento o kaakibat na tagapagsanay)	Hospital ID  (ID mula sa spital)
2. Proceeds to consultation area of Animal Bite Treatment  (Pumunta sa lugar ng konsultasyon)	2.1. Comprehensive history taking and physical examination, and taking of vital signs  (Kumpletuhin ang pagkuha ng historya at eksaminasyon) 2.2. Provide and Discuss Clinical assessment and diagnosis		10 to 15 Min.  (10 hanggang 15 minuto)	Resident Physician / Affiliated trainees	Patient’ chart, Prescription form, Medical certificate/abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)  (Chart ng

	<i>(Ibigay at ipaliwanag ang tungkol sa sakit)</i>				<i>pasyente, reseta ng gamut, Habilin, medikal abstract or sertipiko medical, request pang laboratory at referral form kung kinakailangan at Post-Exposure Prophylaxis Card)</i>
	2.3. Disposition and Management/Vaccination  <i>(Disposisyon, pagbibigay lunas at bakuna)</i>		5 to 10 Min.  <i>(5 hanggang 10 minuto)</i>		
	2.3.1. If for sent home: giving of vaccine, prescription of medications and update of PEP card  <i>(Kung papauwiin: pagbibigay ng bakuna, reseta ng mga gamot at i-update ang PEP card)</i>		15 to 30 Min.  <i>(15 hanggang 30 minuto)</i>		
	2.3.2. If for referral: assistance and endorsement to the department concern for co-management  <i>(Kung irerefer, sasamahan at ieendorso sa nakalaang departamento)</i>				
	2.3.3. If for Inter-agency Referral: In cases of unavailability of vaccine (RIG). Giving of Intra-agency referral.				
<b>END OF TRANSACTION</b>					

#### 4. Community Family Wellness Health Care Program

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Wednesday				
Hours:	8:00 AM - 12:00 PM				
Who May Avail of the Service:	All Ambulatory individuals in Sitio Militar Quezon City Residents who are seeking medical Consultation.				
Documentary Requirements:	Community Health Card				
Processing Period:	1 Hour and 3 Min. to 1 Hour and 35 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
During OPD Hours or if Outpatient services are Available					
1. Proceed to Sitio Militar Barangay Outpost  <i>(Pumunta sa Barangay Outpost ng Sitio Militar)</i>	1. Registration of patients and retrieve patients Notebook, queuing of patient  <i>(Magrehistro at hintayin tawagin ang pangalan)</i>	None  <i>(Wala)</i>	3 to 5 Min  <i>(3 hanggang 5 minuto).</i>	<i>Resident Physician</i>  <i>(Residenteng manggagamot)</i>	Patient's Notebook, Patient's logbooks  <i>(Talaan ng pasyente)</i>
2. Proceed to consultation area  <i>(Pumunta sa Lugar ng Konsultasyon)</i>	2.1. Medical Consultation: History and Physical Examination, Assessment and management  <i>(Kumpletong pagkuha ng historya at eksaminasyon)</i>		15 to 30 Min.		Patient chart, prescription form, laboratory/ radiologic request forms, consent form for enrollment in the family wellness health care program  <i>(chart ng pasyente, pormularyp ng reseta, mga requests panglaboratoryo, forms ng pahintulot para sa pagpapatala sa programa ng pangangalagang kalusugan ng pamilya)</i>
	2.2. Enrollment of patients for family home care visit if the criteria is Fulfilled.  <i>(Pagpaparehistro ng pasyente para sa Family home Care Visit)</i>		<i>(15 hanggang 30 minuto)</i>		
END OF TRANSACTION					

# Department of Ophthalmology

## 1. Eye Center Diagnostic Procedures

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 4:00 PM without noon break			
Who May Avail of the Service:		Outpatients			
Documentary Requirements:		1. Request form for procedure or referral form			
		2. Consent form			
		3. Payment form			
Processing Period:		7 – 4 Days			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Presents the request or referral form for Eye Diagnostic Procedure  <i>(Ipapakita ang request o referral form para sa Eye Diagnostic Procedure)</i>	1. Receives the request or referral form for Eye Diagnostic Procedure  <i>(Tatanggapin ang request o referral form para sa Eye Diagnostic Procedure)</i>	None  <i>(Wala)</i>	1 to 3 minutes  <i>(1 hanggang 3 minuto)</i>	<i>Eye Center Technician or Staff</i>	OPD request (if from QCGH OPD) <i>(Kung mula sa QCGH OPD)</i>  Referral form (if from outside QCGH) <i>(Kung mula sa labas ng QCGH OPD)</i>
2. Listens to/ understands the details (i.e., steps, risks, precautions, cost) of each requested procedure and signs patient consent  <i>(Papakinggan / uunawain ang mga detalye tulad ng mga hakbang, panganib, pag-ingat,</i>	2. Explains the details (i.e. steps, risks, precautions, cost) of each requested procedure and secures patient consent  <i>(Ipapaliwana g ang mga detalye tulad ng mga hakbang, panganib, pag-ingat,</i>		5 to 10 minutes  <i>(5 hanggang 10 minuto)</i>	<i>Eye Center Technician (or Resident doctor if needed)</i>  <i>(Technician ng Eye center o kaya residenteng doctor)</i>	Consent Form, Payment Form

<i>pag-ingat, halaga) ng bawat procedure at lalagdaan ang patient consent</i>	<i>halaga) ng bawat procedure at lalagdaan ang patient consent</i>				
<p>3. 1. Pays corresponding procedure fee at hospital cashier</p> <p><i>(Babayaran ang nakasaad na procedure fee sa hospital cashier)</i></p>	<p>3. Receives official receipt for logging to record and returns it to the patient</p> <p><i>(Tatanggapin ang opisyal na resibo para sa pagtatala nito sa records at ibabalik sa pasyente)</i></p>	<p>Autorefractio n - PHP 100.00</p> <p>Non-contact Tonometry - PHP 100.00</p> <p>Biometry - PHP 600.00</p> <p>Fluorescein Angiography - PHP 4,375.00 (plus Reader's fee: PHP 300.00)</p> <p>Ocular Computed Tomography (OCT) - PHP 1,000.00 (plus Reader's fee: PHP 300.00)</p> <p>Visual Field Exam - PHP 1,200.00 (plus Reader's fee: PHP 300.00)</p> <p>B-Scan Ultrasound - PHP 500.00 per eye (plus Reader's fee: PHP 500.00)</p> <p>Fundus Photo - PHP 600.00</p>	<p>7 to 10 minutes</p> <p><i>(7 hanggang 10 minuto)</i></p>	<i>Hospital Cashier</i>	
<p>3.2. Presents official receipt to Eye Center technician</p> <p><i>(Ipapakita ang opisyal na resibo sa Eye Center technician)</i></p>			<p>30 Seconds to 1 Min.</p> <p><i>(30 segundo hanggang 10 minuto)</i></p>	<i>Eye Center Technician</i>	



		<p>Farnsworth Munsell Color Vision Testing with Ishihara- PHP 500.00 (plus Reader's fee: 200.00)</p> <p>Pachymetry - PHP 100.00</p>			
<p>4. Undergoes preparation, procedure proper, and post-procedure protocols</p> <p><i>(Sasailalim sa preparasyon, sa mismong procedure, at sa mga protocol matapos ang procedure)</i></p>	<p>4. Executes preparation, procedure proper, and post-procedure protocols</p> <p><i>(Ipapatupad ang preparasyon, mismong procedure, at mga protocol matapos ang procedure)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>Autorefraction - 5 to 10 Min. <i>(5 hanggang 10 minuto)</i></p> <p>Non-contact Tonometry - 5 to 10 Min. <i>(5 hanggang 10 minuto)</i></p> <p>Biometry - 20 to 30 Min. <i>(20 hanggang 30 minuto)</i></p> <p>Fluorescein Angiography - 3 to 4 Hours <i>(3 hanggang 4 oras)</i></p> <p>Ocular Computed Tomography (OCT) - 2 to 3 Hours <i>(2 hanggang 3 oras)</i></p> <p>Visual Field Exam - 1 to 2 Hours <i>(1 hanggang 2 oras)</i></p> <p>B-Scan Ultrasound - 30 to 60 Min. <i>(30 hanggang 60 minuto)</i></p>	<p><i>Eye Center Technician and/ or Resident Doctor</i></p>	<p>None</p> <p><i>(Wala)</i></p>

			<p>Fundus Photo - 1 to 2 Hours (1 hanggang 2 oras)</p> <p>Farnsworth Munsell Color Vision Testing - 1 to 2 Hours (1 hanggang 2 oras)</p> <p>Pachymetry - 5 to 10 Min. (5 hanggang 10 minuto)</p>		
<p>5.1. Receives official results (for Eye exams not requiring official interpretations )</p> <p>(Tatanggapin ang opisyal na resulta para sa mga eksaminasyon na hindi kailangan ng opisyal na pagbabasa)</p>	<p>5.1. Provides official results (for Eye exams not requiring official interpretations)</p> <p>(Ibibigay ang opisyal na resulta para sa mga Eye exam na hindi kailangan ng opisyal na pagbabasa)</p>		<p>Autorefraction - 5 Min. (5 minuto)</p> <p>Non-contact Tonometry - 5 Min. (5 minuto)</p> <p>Biometry - 5 Min. (5 minuto)</p> <p>Pachymetry - 5 Min. (5 minuto)</p> <p>Fluorescein Angiography - after 7-14 working days (matapos ang 7 hanggang 14 na araw)</p> <p>Ocular Computed Tomography (OCT) - after 7-14 working days (matapos ang 7 hanggang 14 na araw)</p> <p>Visual Field Exam - after 7-14 working days (matapos ang 7 hanggang 14 na araw)</p>	<p>Eye Center Technician</p>	<p>Official Reading/ Results form</p>
<p>5.2. Receives schedule for pickup of official interpretation or reading of the test done</p> <p>(Tatanggapin ang iskedyul para sa pagkuha ng opisyal na interpretasyon o resulta ng isinagawang eksaminasyon)</p>	<p>5.2. Informs patient or relative of expected day of pick-up of official readings/ results</p> <p>(Ipapaalam sa pasyente o kamag anak ang inaasahang araw ng pagkuha ng opisyal na resulta ng eksaminsayon)</p>				<p>None</p> <p>(Wala)</p>

			<p>B-Scan Ultrasound - after 7-14 working days (<i>matapos ang 7 hanggang 14 na araw</i>)</p> <p>Fundus Photo - after 7-14 working days (<i>matapos ang 7 hanggang 14 na araw</i>)</p> <p>Farnsworth Munsell Color Vision Testing after 7-14 working days (<i>matapos ang 7 hanggang 14 na araw</i>)</p>		
<p>6. Fills up Patient Satisfaction Survey form</p> <p>(<i>Sasagutan ang Patient Satisfaction Survey Form</i>)</p>	<p>6. None</p> <p>(<i>Wala</i>)</p>		<p>3 to 5 Min.</p> <p>(<i>3 hanggang 5 minuto</i>)</p>	<p><i>Eye Center Technician/ PAD</i></p>	<p>Patient's Satisfaction Survey</p>
<p>7. Returns to obtain official interpretation/ reading/ result</p> <p>(<i>Babalik para kunin ang opisyal na interpretasyon /basa o resulta ng eksaminsayon )</i></p>	<p>7. Provides official interpretation /reading/ result</p> <p>(<i>Ibibigay ang opisyal na interpretasyo n/basa/ resulta ng eksaminsayo n</i>)</p>		<p>5 to 10 Min.</p> <p>(<i>5 hanggang 10 minuto</i>)</p>		<p>Official result of Diagnostic Procedure</p>
END OF TRANSACTION					

## 2. Major Ophthalmic Surgeries

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	7:30 AM – 3:00 PM				
Who May Avail of the Service:	Patient Scheduled for Elective Surgery <ul style="list-style-type: none"><li>with medical clearance (35 years and older)</li><li>with pediatric clearance (18 years and younger)</li></ul>				
Documentary Requirements:	1. Updated Philhealth form,				
	2. Endorsement letters				
	3. Consent for procedure form				
Processing Period:	7 – 14 Days				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1.1. Patient Data Encoding  <i>(Pagtatala ng impormasyon ng pasyente)</i>	1. <ul style="list-style-type: none"><li>Receives and Receives, logs OPD chart and calls patient in queue</li></ul>	None  <i>(Wala)</i>	2 to 6 Hours  <i>(2 hanggang 6 oras)</i>	<i>Nursing attendant, Medical Clerk, Post Graduate Intern, Junior Ophtha Resident, Senior Ophtha Resident</i>	OPD chart, Prescription forms  <i>(Reseta)</i>
1.2. History Taking and Physical Examination  <i>(Pagkuha ng detalye ng nangyari sa pasyente at pisikal na eksaminasyon)</i>	<i>(Tatanggapin, itatala ang OPD chart at tatawagin ang pasyenteng nakapila)</i>				
1.3. Slit Lamp Examination  <i>(Eksaminasyon sa ilalim ng Slit Lamp)</i>	<ul style="list-style-type: none"><li>Performs interview and documents history, ophthalmologic examination of illness and best corrected visual acuity</li></ul>				
1.4. Screened as a surgical case  <i>(Nasala na ang kaso ay nararapat na ma-operahan)</i>	<i>(Magsasagawa ng panayam sa pasyente at itatala ang</i>				
1. 5. Further					

<p>Examination</p> <p>Appointment scheduled for referral to cataract service (4-6 weeks after initial examination)</p> <p><i>(Karagdagang eksaminasyon</i></p> <p><i>Nakaiskedyul na araw ng usapan para sa pag sangguni sa ilalim ng cataract service 4 hanggang 6 na linggo matapos ang unang eksaminasyon)</i></p>	<p><i>detalye ng nangyari; eksaminasyon ng kalagayan ng mata, at pinaka maayos na visual acuity.</i></p> <ul style="list-style-type: none"> <li>• Transfer to different service/s as deemed necessary</li> </ul> <p><i>(Ililipat sa ibang serbisyo o departamento kung kinakailangan)</i></p>				
<p>2.1 Listens on his or her participation and waits for the Medical Social Worker.</p> <p><i>(Makikinig sa pakikibahagi sa bayarin at maghintay sa Medical Social Worker)</i></p>	<p>2.</p> <ul style="list-style-type: none"> <li>• Referral of ophthalmologic examination and plan to assigned service consultant/s</li> </ul> <p><i>(Pag sangguni sa service consultant sa mga eksaminasyon at plano para sa pasyente)</i></p>		30 to 60 Min.	<i>Junior Ophtha Resident, Senior Ophtha Resident, Consultant/s</i>	OPD chart, Eye center result form
<p>2.2. Scheduled examination by Assigned Service Consultant</p> <p><i>(Nakaiskedyul na eksaminasyon ng naka-talagang Service Consultant)</i></p>	<ul style="list-style-type: none"> <li>• Conduct several procedures for diagnostics purposes</li> </ul> <p><i>(Pagsasagawa ng iba't ibang hakbang para malaman ang sanhi ng karamdaman)</i></p>				
<p>2.3. Screen for Dry Eye, blepharitis or other signs of infection</p> <p><i>(Suriin para sa Dry Eye, blepharitis, o iba pang sensyas ng impeksyon)</i></p>					
<p>2.4. Screen for Capsule and Zonule Abnormality</p>					

<i>(Suriin para sa Capsule at Zonule Abnormality)</i>					
2.5. Screen for Lacrimal Obstruction and Pterygium  <i>(Suriin para sa Lacrimal Obstruction at Pugita)</i>					
2.6. Screen for Posterior Segment Abnormalities  <i>(Suriin para sa mga Posterior Segment Abnormality)</i>					
2.7. Screen for High Intraocular pressure or suspicious looking optic nerves  <i>(Suriin para sa mataas na Intraocular pressure o kanihahinalang optic nerves)</i>					
3.1. Prepare patient for Medical Risk Assessment  <i>(Ihandang pasyente para sa Medical Risk Assessment)</i>	3. ● Request Slips are handed over for Laboratory tests for blood, urine, ECG (>35 yrs old), and Chest X-ray	Refer to Eye Center citizens Charter  <i>(Sumangguni sa Eye Center Citizens Charter)</i>		<i>Post Graduate Intern, Ophtha Resident, Ophtha Consultant, Internal Medicine Resident, Pedia Resident</i>	OPD chart, Medical Risk, Assessment Form, Pedia Clearance form, Laboratory Requests for Blood, Urine, ECG and X Rays, Referral form
3.2. Taking of Vital Signs (BP, HR)  <i>(Pagkuha ng Vital Signs [BP,HR])</i>	<i>(Ibibigay ang Request Slips para sa pagsusuri ng laboratoryo para sa dugo, ihi, ECG [&gt;35 na taong gulang], at Chest X-ray)</i>				
3.3. Request for Blood Exams, ECG, Chest X Ray  <i>(Pag request para sa Blood Exams, ECG, Chest Xray)</i>					
3.4. Request for A&B Scan / Keratometry / Biometry	● Biometry for both eyes				

<i>(Paghingi ng request para sa A&amp;B Scan / Keratometry / Biometry)</i>	<i>(Biometry para sa parehong mata)</i>  ● B-Scan if needed				
3.5. Specular microscopy	<i>(B-Scan kung kinakailangan)</i>  ● Specular Microscopy (>70 yrs old);				
3.6. Actual Medical Risk Assessment (2-4 weeks) Pedia clearance (for pediatric surgical cases)  <i>(Pagsailalim ng Medical Risk Assessment [2 hanggang 4 na linggo] o Pedia clearance [para sa pang bata na kasong ooperahan])</i>	<i>(Specular Microscopy [para sa higit 70 taong gulang])</i>  ● Other tests if indicated  <i>(Iba pang mga pagsusuri kung kinakailangan)</i>				
4.1. Preparation of surgical materials  <i>(Paghahanda ng surgical materials)</i>	4. ● Vital signs taken  <i>(Pagkuha ng vital signs)</i>	None  <i>(Wala)</i>	2 to 4 Hours  <i>(2 hanggang 4 na oras)</i>	<i>Ophtha Ward Nurse, Operating Room Nurse, Post Graduate Intern, Junior Resident, Senior Resident</i>	OPD chart, Admitting chart, Ophtha Ward chart, Doctors Orders
4.2. Taking of vital signs  <i>(Pagkuha ng vital signs)</i>	● Eye for surgery is marked using a marker pen  <i>(Pagmarka ng mata na ooperahan gamit ang marker pen)</i>				
4.3. Visible marking of the eye for surgery  <i>(maayos na pag mamarka ng matang ooperahan)</i>					
4.4. Dilation of Pupils if necessary and other preparations  <i>(Pagpapaluwang ng Pupils kung kinakailangan at iba pang pag hahanda)</i>	● Instillation of Tropicamide + Phenylephrine Drops  <i>(Pagpatak ng Tropicamide + Phenylephrine)</i>				

4.5. Sending off patient to Operating Room  (Pagpapadala ng pasyente papuntang Operating Room)	Drops)  ● Transport of patient using stretcher  (Pagdala ng pasyente gamit ang istretser)				
4.6. Operating Room nurse receives patient with proper endorsement from ward nurse  (Pagtanggap ng nars sa Operating Room na may wastong endorsement mula sa nars sa ward)					
5.1. Surgical materials are re-checked if complete  (Paniniguro kung kumpleto ang gamit para sa operasyon)	5. ● Residents check Surgical materials at OR  (Susuriin ng residente ang Surgical materials at OR)		30 to 120 Min.  (30 hanggang 120 minuto)	Post Graduate Intern, Ophtha Resident, Ophtha Consultant, Operating Room Nurse Assist, Operating Room Circulating Nurse	Ophthalmology Ward chart, Vital signs form, Time Out form - WHO Surgical Safety Checklist
5.2. Pupil size checked if adequate  (Pagsuri kung sapat ang pag luwang ng pupil)	● Nurses hook patient to BP app and O2 saturation monitors				
5.3. Patient hooked to BP apparatus and O2 Saturation Machine & monitored  (Ikakabit ang pasyente sa BP apparatus at O2 saturation machine at monitor)	(Ikakabit ang pasyente ng mga nars sa aparato na pang BP at O2 saturation monitors)				
5.4. Nurses prepare surgical materials at the OR  (Ihahanda ng mga nars ang mga gamit sa operasyon sa OR)	● Resident performs surgery on patient with supervision of consultant/s  (Gagawin ng residente ang				
5.5. Nurse					



<p>announces a TIME OUT prior to start of surgery (also known as the WHO Surgical Safety Checklist)</p> <p><i>(Ihahayag ng nars ang TIME OUT bago ang simula ng operasyon [kinikilala rin bilang WHO Surgical Safety Checklist])</i></p>	<p><i>operasyon sa pasente sa pangangasiwa ng mga consultant)</i></p> <ul style="list-style-type: none"> <li>● 2 Nurses assist in the operation one scrubs in, another one circulates</li> </ul> <p><i>(2 nars ang magaassist sa operasyon kung saan isa ay nakascrub in at isa ay sa pagcirculate)</i></p>				
<p>5.6. Ophthalmic Surgery proper</p> <p><i>(Pagsisimula ng mismong operasyon sa mata)</i></p>					
<p>5.7. Ophtha Resident and OR Nurse staff signs out patient</p> <p><i>(Pagsign out ng Ophtha Resident at OR Nurse staff sa pasyente)</i></p>	<ul style="list-style-type: none"> <li>● Announcement of power of Intraocular lens and final checking by the surgeon prior to opening of pack</li> </ul>				
<p>5.8. Residents instruct post-operative care</p> <p><i>(Pagtuturo ng Residente ng wastong pag alaga matapos operahan)</i></p>	<p><i>(Paghayag ng grado ng intraocular na lente at paniniguro ng siruhano bago buksan ang pakete)</i></p>				
<p>5.9. Endorse patient to Ophtha Ward or to PACU</p> <p><i>(Pag endorse ng pasyente sa Ophtha Ward o sa PACU)</i></p>					
<p>6.1. Patient is sent back to Ophtha Ward</p> <p><i>(Ibabalik ang pasyente sa Ophtha Ward)</i></p>	<p>6.</p> <ul style="list-style-type: none"> <li>● Patient is checked immediately after surgery</li> </ul> <p><i>(Ang pasyente ay agarang susuriin)</i></p>	<p>Paid to Cashier section</p> <p><i>(Babayaran sa Cashier Section)</i></p>	<p>30 to 60 Min.</p> <p><i>(30 hanggang 60 na minuto)</i></p>	<p><i>Ophtha Ward Nurse, Post Graduate Intern, Junior Resident, Senior Resident</i></p>	<p>OPD chart, Ophthalmology chart, Prescription forms, Clearance /Discharge</p>
<p>6.2. Ophtha resident checks initial Visual</p>					

<p>Acuity, does slit lamp examination, or initial examinations after surgery</p> <p><i>(Pagsuri ng Ophtha resident ng pa-unang Visual Acuity, pagsagawa ng eksaminasyon sa slit lamp, o iba pang pa-unang eksaminasyon matapos ang operasyon)</i></p>	<p><i>matapos ang operasyon)</i></p> <ul style="list-style-type: none"> <li>• Instructions and prescriptions are given</li> </ul> <p><i>(Pagbigay ng mga tagubilin at reseta)</i></p>				slip
<p>6.3. Ophtha ward nurses hands over post-operative instruction leaflet and prescription</p> <p><i>(Ibibigay ng mga nars sa Ophtha ward ang mga tagubilin matapos ma operahan at reseta)</i></p>					
<p>6.4. Patient goes home and follows up the next day or as instructed</p> <p><i>(Uuwi ang pasyente at babalik para sa follow up kinabukasan o kung ano ang tagubilin ng doctor)</i></p>					
<p>7.1. Visual Acuity Examination</p> <p><i>(Eksaminasyon ng linaw ng mata)</i></p>	<p>7.</p> <ul style="list-style-type: none"> <li>• Patient is checked immediately after surgery</li> </ul> <p><i>(Ang pasyente ay agarang susuriin matapos ang operasyon)</i></p>	None	1 to 3 Hours	Post Graduate Intern, Ophtha Resident, Ophtha Consultant	OPD chart, Prescription forms
<p>7.2. Intraocular Pressure Check</p> <p><i>(Pagsusuri ng presyon ng mata)</i></p>		(Wala)	(1 hanggang 3 oras)		
<p>7.3. Examination of:</p> <ul style="list-style-type: none"> <li>• IOL placement</li> <li>• Incision sites</li> <li>• Cells and Flare</li> </ul>	<ul style="list-style-type: none"> <li>• Instructions and</li> </ul>				

<p>(Eksaminasyon ng:</p> <ul style="list-style-type: none"> <li>• posisyon ng lente sa loob ng mata</li> <li>• mga parting na hiwa</li> <li>• sensyales ng pamamaga)</li> </ul>	<p>prescriptions are given regularly</p> <p>(Regular na pagbigay ng mga tagubilin at reseta)</p>				
<p>7.4. Follow up for re-examination after 3 days</p> <p>(Follow up para sa muling eksaminasyon matapos ang 3 araw)</p>	<ul style="list-style-type: none"> <li>• Resident relays surgical results to Consultant on deck</li> </ul> <p>(Ipapa-alam ng residente ang resulta ng operasyon sa nakatalagang consultant)</p>				
<p>7.5. Weekly follow up examinations until 1 month</p> <p>(Lingguhang follow up na eksaminasyon hanggang 1 buwan)</p>	<ul style="list-style-type: none"> <li>• Glasses are advised as necessary</li> </ul>				
<p>7.6. Check for refractive errors 1 week and 1 month after surgery</p> <p>(Pagsusuri para sa grado ng mata 1 linggo at 1 buwan matapos ang operasyon)</p>	<p>(Pag rekomenda ng salamin kung kinakailangan)</p>				
<p>7.7. Follow up check every 3 to 6 months, earlier if with unusual symptoms</p> <p>(Follow up tuwing 3 hanggang 6 na buwan o mas maaga kung may hindi pangkaraniwang sintomas)</p>					
END OF TRANSACTION					

### 3. OPD and Emergency Ophthalmologic Consultation

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday (OPD) Monday – Sunday (Emergency consultation)			
Hours:		8:00 AM – 4:00 PM for OPD 24 Hours for Emergency consultation			
Who May Avail of the Service:		Patients with Ophthalmologic Concern			
Documentary Requirements:		OPD consultation chart or ER consultation chart			
Processing Period:		6 – 7 hours (OPD) 1 – 3 hours (Emergency consultation)			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Patient goes to Medical records/ ER front desk to:  • Retrieve chart (old patient) • Apply for new patient chart  (Pupunta ang pasyente sa Medical records/ER front desk upang:  • Makuha ang dating chart (para sa lumang pasyente) • Mag apply para sa bagong chart ng pasyente)	1.1. Nurse attendant receives chart (OPD)  (Tatanggapin ng nurse attendant ang OPD chart)  1.2. Chart is given to ER Officer for triage  (Ibibigay ang chart sa ER officer para sa pag triage o paguuri kung saan dapat mapuntang departamento)	None  (Wala)	15 to 60 Min.  (15 hanggang 60 minuto)	OPD Triage Officer, ER Officer, OPD Nursing attendant, ER Nurse Staff	OPD chart, ER Chart
2. Patient narrates history of illness  (Ihahayag ng pasyente ang kasaysayan ng kanyang kalagayan)	2. Doctor performs interview and documents history of Illness  (Isasagawa ng doktor ang panayam at itatala ang nakuhang mga detalye ng kalagayan ng pasyente)		10 to 15 Min.  (10 hanggang 15 minuto)	Medical Clerk, Post Graduate Intern, Junior Resident	Ophtha OPD or ER chart

3. Patient undergoes Ophthalmic Examination  (Sasailalim ang pasyente sa eksaminasyon sa mata)	3.1. Assess and evaluate patient's condition  (Susuriin ang kondisyon ng pasyente)		30 to 45 Min. Basic eye exam (30 hanggang 45 minuto para sa simpleng eksaminasyon sa mata)	Resident	Ophtha OPD or ER chart, Pedia Ophtha Form, RB & ROP form, Orbit/PL form
	3.2. Do various procedures as needed for diagnostic purposes  (Gagawa ng iba't ibang procedure na kinakailangan para malaman ang karamdaman ng pasyente)		45 to 90 Min. If with Refraction (45 hanggang 90 minuto kung mayroong pagsukat ng grado)  2 to 4 hours if with Dilated Fundus Exam (2 hanggang 4 oras kung sisilipin and loob ng mata tulad ng ugat at iba pa)		
4. Awaits disposition (If further procedures are required, proceed to step 7, otherwise, proceed to step 5)  (Hihintayin ang disposisyon [kung may karagdagang procedure na kinakailangan, tumuloy sa Step 7, kung wala naman, tumuloy sa Step 5])	4. Gives instructions for disposition  (Magbibigay ng tagubilin para sa disposisyon sa pasyente)		15 Min.  (15 minuto)	Resident	None  (Wala)
5. Listens and understands	5.1. Sends patient home with		15 Min.	Resident	Prescription form

medications, instructions and follow up schedule if necessary  <i>(Makikinig at iintindihin ang reseta, tagubilin, at follow up schedule kung kinakailangan)</i>	prescription and instructions  <i>(Papauwiin ang pasyente na may reseta at tagubilin)</i>		(15 minuto)		
	5.2. Schedule patient for follow up evaluation  <i>(Bibigyan ng iskedyl ang pasyente para sa follow up na eksaminasyon)</i>				
6. Fills up Patient Satisfaction Survey form  <i>(Sasagutan ang Sarbey para sa paglilingkod)</i>	6. None  <i>(Wala)</i>		3 to 5 Min.  <i>(3 hanggang 5 minuto)</i>	OPD and ER nurse staff/ PAD	Patient's Satisfaction Survey
<b>For Patients Requiring Additional Procedures or Surgery</b>					
7.1. Receives instruction on the need for further Ophthalmic examination or other ancillary procedures  <i>(Tatanggap ng tagubilin kung kinakailangan ng karagdagang eksaminasyon sa mata o iba pang pamamaraan)</i>	7.1. Discusses the indications or reasons for additional tests or procedures  <i>(Tatalakayin ang mga indikasyon at rason para sa karagdagang eksaminasyon at pamamaraan)</i>	None  <i>(Wala)</i>	15 Min.  <i>(15 minuto)</i>	Resident	Ophtha OPD or ER chart
7.2. Undergoes required additional Ophthalmic Diagnostic Procedures at Eye Center and retrieves official result (Proceed to Eye Center at	7.2. Provides requests for necessary Ophthalmic Eye Examinations and receives official result	Respective Diagnostic Procedure Fees posted at the Eye Center	3 to 5 working days depending on type of Eye Diagnostic Procedure	Resident, Eye Center Technician	Request forms for Eye Diagnostic Procedure, Official Eye Center readings

4th floor)  (Sasailallim sa kinakailangang karagdagang Ophthalmic Diagnostic Procedures sa Eye Center at kukunin ang opisyal na resulta [Pupunta sa Eye Center 4th Floor])	(Magbibigay ng request para sa kinakailangang laboratory sa mata at tatanggapin ang opisyal na resulta)	(Nakapas kil sa Eye Center ang karampat ang halaga ng mga Diagnosti c Procedure s)	(3 hanggang 5 araw depende sa uri ng Eye Diagnostic Procedure)		
7.3. Get schedule for necessary procedure / management or schedule referral to consultant  (Kunin ang iskedylul para sa kinakailangang procedure o iskedylul para sa referral sa consultant)	7.3. Schedule patient for further procedure/ management or schedule referral to consultant  (Iiskedyul ang pasyente para sa karagdagang procedure o iskedylul para sa referral sa consultant)	None  (Wala)	2 to 4 Hours  (2 hanggang 4 oras)	Resident, Consultant	Ophtha OPD or ER chart
7.4. Proceeds to • Pathology • Radiology (if needed)  (Tutuloy sa: • Pathology • Radiology [kung kinakailangan ])	7.4. Provides requests for blood or ancillary tests (if needed)  (Magbibigay ng request para sa dugo o iba pang karagdagang laboratoryo kung kinakailangan)		30 to 45 Min.  (30 hanggang 45 minuto)	Medical technician, Radiology technician	Ancillary procedure request form (i.e. X-ray, Blood chemistry, CT-scan, etc.
8. Secures Medical Risk Assessment or Medical Clearance (if necessary)  (Kukuha ng Medical Risk Assessment o Medical	8. Provide referral form for Medical Risk Assessment (MRA)/ Medical Clearance  (Magbibigay ng referral form para sa Medical Risk Assessment	None  (Wala)	As per Internal Medicine  (nasa pagtatakda ng Internal Medicine)	OPD staff, Internal Medicine Resident	OPD chart

<i>Clearance [kung kinakailangan])</i>	<i>(MRA) / Medical Clearance)</i>				
9. Secures Pre-Anesthesia Risk Evaluation (if necessary)  <i>(Kukuha ng Pre-Anesthesia Risk Evaluation kung kinakailangan)</i>	9. Provide referral form for Anesthesia Evaluation  <i>(Magbibigay ng referral form para sa Anesthesia Evaluation)</i>		As per Anesthesia Department  <i>(Sa pagtakda ng Internal Medicine)</i>	<i>OPD staff, Anesthesia Resident</i>	None  <i>(Wala)</i>
10. Secure final instructions prior to admission or procedure / secure admission consent and surgical procedure consent  <i>(Kukuha ng huling tagubilin bago ma admit o ma-operahan/ Kukuha ng admission consent at surgical procedure consent)</i>	10. Provide final instructions prior to admission or procedure  <i>(Magbibigay ng huling tagubilin bago ma-admit o maoperahan)</i>		10 to 15 Min.  <i>(10 hanggang 15 minuto)</i>	<i>Resident, OPD staff</i>	Consent form for admission / surgical procedure  <i>(kaalaman g pahintulot para ma-admit at ma-operahan)</i>
<b>END OF TRANSACTION</b>					



## 4. Provision of Residency Training Program

SCHEDULE OF AVAILABILITY OF SERVICE					
<b>Days:</b>	Monday – Friday				
<b>Hours:</b>	8:00 AM – 5:00 PM				
<b>Who May Avail of the Service:</b>	Licensed doctors who desire to become resident trainees				
<b>Documentary Requirements:</b>	1. Application form				
	2. Endorsement letter				
	3. Credentials				
	4. Acceptance letter				
<b>Processing Period:</b>	3 years				
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Application of aspiring resident at HR department  <i>(Pag papasa ng aplikasyon ng naghahangad na residente sa HR department)</i>	1. Provision of application form and requirements  <i>(Pagbigay ng application form at requirements)</i>	None  <i>(Wala)</i>	2 to 5 Days  <i>(2 hanggang 5 araw)</i>	<i>HR division personnel</i>	Application form
2. Processing of application forms and requirements. Proper endorsement to Hospital Training officer  <i>(Pag proseso ng application form at requirements. Wastong pag endorso sa Hospital Training Office)</i>	2. Checking of required form and credentials for evaluation  <i>(Pagsusuri ng kinakailangang forms at credentials para sa evaluation)</i>		10 to 20 Min.  <i>(10 hanggang 20 minuto)</i>		
3. Pre-evaluation with the hospital training officer  <i>(Inisyal na pagsusuri ng hospital training officer)</i>	3. Pre-interview and assessment of applicants  <i>(Paunang panayam at pagsusuri ng mga aplikante)</i>		30 Min.  <i>(30 minuto)</i>	<i>Hospital Training Officer</i>	
4. Endorsement of the applicant to the respective department head and department training officer	4. Proper endorsement of applicant to the respective department chair		30 Min.	<i>PDER Office and Hospital Training Officer, Department Head and training officer</i>	Endorsement Letter, Application form

<i>(Pag endorso ng aplikante sa karampatang department head at department training officer)</i>	<i>(Wastong pag endorso ng aplikante sa karampatang department chair)</i>		<i>(30 minuto)</i>		
5. Interview and reassessment of the applicant  <i>(Panayam at muling pagsusuri sa aplikante)</i>	5.1. Checking of required form and credentials for evaluation  <i>(Pagsusuri ng kinakailangang papeles at kredensyal para sa pagsusuri)</i> 5.2. Assessment of Applicants credential  <i>(Pagsusuri ng credentials ng aplikante)</i>		30 Min. to 1 Hour  <i>(30 minuto hanggang 1 oras)</i>	<i>Department Head and training officer</i>	None  <i>(Wala)</i>
6. Acceptance and start of pre-residency  <i>(Pagtanggap at pagsisimula ng pre-residency)</i>	6. Evaluation of applicant's skills, knowledge and attitude as a resident  <i>(Pagsusuri ng kasanayan, kaalaman, at kaugalian ng aplikante bilang isang aplikanteng residente)</i>		15 Days to 1 Month  <i>(15 araw hanggang 1 buwan)</i>		Acceptance Letter
7. Formal residency training program  <i>(Pormal na residency training program)</i>	7. Evaluation of applicant's skills, knowledge and attitude as an official resident  <i>(Pagsusuri ng kasanayan, kaalaman, at kaugalian ng aplikante bilang isang opisyal na residente)</i>		3 Years  <i>(3 taon)</i>		Evaluation sheets
8. Completion of requirements for graduation from the Ophtha program  <i>(Pagkumpleto ng requirements para sa pagtatapos ng programa)</i>	8. Evaluation of applicant's skills, knowledge and attitude prior to graduating and completion of requirements  <i>(Pagsusuri ng kasanayan, kaalaman, at kaugalian ng aplikante bago ang pagtatapos at pagkumpleto ng requirements)</i>		2 Months  <i>(2 buwan)</i>		Evaluation sheets, Grades, Certificates
<b>END OF TRANSACTION</b>					

# Department of Pediatrics

## 1. Pediatric Emergency Room

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Lunes hanggang Linggo			
Hours:		24 na oras na walang pahinga sa tanghali			
Who May Avail of the Service:		Lahat ng Pediatric na pasyente na nangangailangan ng emergency na pangangalaga			
Documentary Requirements:		1. Patient Information Sheet			
		2. ER logbook			
		4. Discharge Slip			
		5. Official Receipt			
		6. Clearance Form			
Processing Period:		94 minuto			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Pumila sa Triage Area para sa paunang pagsusuri ng Emergency Room Officer at sagutan ng buo ang Patient Information Sheet	1. Ipapaalam ng Opisyal ng Emergency Room ang Pediatric Resident on Duty	Wala	10 hanggang 15 minuto	Emergency Room Officer	Patient Information Sheet
2. Magpatuloy sa Pediatric waiting area at itala ang pangalan ng pasyente sa ER logbook at maghintay hanggang tawagin ang pangalan	2. Tatawagin ng Pediatric Resident on Duty ang pangalan ng pasyente at gagawin ang paunang pagsusuri, mga vital sign, at pagsusukat ng anthropometric ng pasyente		40 hanggang 50 minuto	Emergency Room Pediatric Resident on Duty	ER Logbook
3. Ang Pediatric Resident on Duty ay gagawa ng masusing pagsusuri at hihiling para sa	3. Ang Pediatric Resident on Duty ay gagawa ng masusing kasaysayan, pisikal na pagsusuri, at hihiling para sa anumang		20 minuto		Wala

mga pamamaraan sa laboratory na kinakailangan	kinakailangang mga pamamaraan sa laboratoryo				
4. Hintayin ang mga tagubilin at disposisyon ng Pediatric Resident	4. The Pediatric Resident will give final disposition and discharge order		5 minuto		Wala
5. Ang mga pasyente para sa paglabas ay bibigyan ng mga iniresetang gamot, mga tagubilin sa bahay, at follow up na iskedyul ng OPD	5. Ang ER Pediatric Resident on Duty ay mag susulat ng mga iniresetang gamut at ng mga tagubilin sa bahay		5 minuto		Wala
6. Ita-tag ng nars on duty ang pasyente bilang discharge sa HIS	6. Ang nars ay magbibigay ng discharge slip		1 minuto	<i>Emergency Room Nurse on Duty</i>	Discharge Slip
7. Nagbabayad ng mga bayarin sa ER Cashier	7. Ang cashier ay magbibigay ng opisyal na resibo	PHP 40.00	5 minuto	<i>Cashier</i>	Opisyal na resibo
8. Ipakita ang Opisyal na Resibo sa Emergency Room Nurse on duty	8. Ang clearance form ay ibibigay ng ER Nurse of Duty kapag na-validate na ang Opisyal na Resibo	Wala	1-3 minuto	<i>Emergency Room Nurse on Duty</i>	Clearance Form
<b>END OF TRANSACTION</b>					

## 2. Pediatrics Outpatient Department

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Lunes hanggang Biyernes				
Hours:	8:00 - 5:00 PM				
Who May Avail of the Service:	Luma at bagong mga pasyente ng Pediatric OPD				
Documentary Requirements:	1. Patient Information Sheet				
	2. Official Receipt				
Processing Period:	51 minuto				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Punan ang impormasyong kailangan at hintayin ang security guard na naka-duty na tumawag sa nakatalagang numero at kunin ang temperatura bago pumasok sa OPD at tiyaking nasusunod ang minimum na pamantayan sa kalusugan	1. Kukuha ng temperatura ang security guard bago pumasok	Wala	3 minuto	Security Guard	Patient Information Sheet
2. Kinikilala at nauunawaan ang mga alituntunin ng OPD <ul style="list-style-type: none"><li>• Walang Maskara, Walang pasok</li><li>• Obserbahan ang physical distancing</li><li>• I-sanitize ang kamay gamit ang alcohol</li><li>• Isang kasama sa bawat pasyente</li></ul>	2. Ipinapaliwanag ang mga bagong alituntunin ng OPD		5 minuto		
3. Triage officer on duty call for triaging and assess if with COVID symptoms, and if fit for OPD	3. Bine-verify ang data		2 minuto	Triage Officer	Opisyal na resibo

consult					
4. Pumunta sa waiting area ng Pediatric OPD at hintaying matawagan	4. Tatawagin ng nurse ang pasyente		15 minuto	<i>Outpatient Department Pediatric Nurse on Duty</i>	Wala
5. Ang departamento ng outpatient na Pediatric Resident on Duty ang aasikasuhin ang pasyente	5. Ang departamento ng outpatient na Pediatric Resident on Duty ay gagawa ng masusing kasaysayan at pisikal na pagsusuri at humiling para sa mga pagsusuri sa laboratoryo at mga pamamaraan kung kinakailangan		15 minuto		
6. Ang Pediatric Resident on Duty ay gagawa ng huling disposisyon, at mga tagubilin para sa pagpasok o paglabas. At follow up schedule	6. Ang Pediatric Resident on Duty ay magbibigay ng huling disposisyon at tagubilin		5 minuto		
7. Ita-tag ng Nurse on duty ang pasyente bilang discharged on HIS	7. Ibibigay ng Nurse on Duty ang discharge slip		1 minuto		
8. Bayaran ang OPD fee sa cashier	8. Ibinigay ang Opisyal na Resibo	PHP 40.00 or PHP 20.00	5 minuto	<i>Emergency Room Nurse on Duty</i>	Opisyal na resibo
<b>END OF TRANSACTION</b>					

**Tandaan:**

Ang Attachment of Price List ay ibabatay sa Quezon City Revenue Code. (Mga Singil sa Ospital)

# Dietetic Department

## 1. Preparation and Provision of Meals to Admitted Patients

SCHEDULE OF AVAILABILITY OF SERVICE							
Days:		Monday – Sunday					
5:00 AM to 7:30 PM		5:00 AM – 7:30 PM					
Who May Avail of the Service:		Admitted patients with prescribed diets					
Documentary Requirements:		1. Request and Issue Slip					
		2. Menu Cycle					
		3. Standardized Recipes					
		4. Diet Census Form					
		5. Diet Tags					
		6. Daily WardsTray Distribution					
		7. Diet List Images					
		8. Collection Monitoring Form					
Processing Period:		3 Hours					
HOW TO AVAIL OF THE SERVICE							
CLIENT STEPS	SERVICE PROCESS		FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE		FORM
1. Nursing Service to post diet using the Hospital Information System (HIS)  (Pagpaskil ng diyeta ng pasyente gamit ang Hospital Information System)	1.1.a. Acknowledge Diet List  (Pagkilalang diyeta galing sa ward)	1.1.b. Checks Issued Supplies and Prepares Ingredients  (Pagsuri ng mga Panustos ng Pagkain at Paghanda ng mga Rekado)	None  (Wala)	1 Hour and 30 Min.  (1 oras at 30 minuto)	Dietitian-On-Duty  (Diyetisyan)	Cook  (Taga-Luto)	Request and Issue Slip, Menu Cycle, Standardized Recipes, Encoded Diet List  (Talaan ng mga Hiniling at Binigay na Suplay, Listahan ng putahe, Pamantayan ng Paraan ng Pagluluto, Talaan ng Diyeta sa HIS)
	1.2.a. Checks Completeness and Correctness  (Tignan Kung Kumpleto at Tama ang Laman)	1.2.b. Prepares and Cooks Dishes  (Paghahanda at Pagluluto ng Pagkain)					
	2.1.				Dietitian-On-		Diet

(Wala)	Prepares Diet Census				Duty	Census, Diet Tags, Images of Diet Lists
	(Ihanda ang kabuuang Talaan ng Diyeta)				(Diyetisyan)	(Talaan ng Diyeta, Kabuuang Talaan ng Diyeta, Tarheta ng Diyeta)
	2.2. Prints, Cuts, and Sorts Diet Tags  (Ihanda, I-Print at Pagsamasa mahin and mga Tarheta ng Diyeta)					
	2.3. Captures Images of Encoded Diet Lists  (Pagkuha ng mga Litrato ng Talaan ng Diyeta sa HIS)					
3. None	3. Dish Out of Meals to Individual Food Trays/Containers			30 Min.	Dietitian-On-Duty, Cook, Food Service Worker	Diet List, Diet Census, Diet Tags
(Wala)	(Paglagay ng Pagkain sa mga Tray)			(30 minuto)	(Diyetisyan, Taga-Luto, Manggagawa sa Serbisyo ng Pagkain)	(Talaan ng Diyeta, Kabuuang Talaan ng Diyeta, Tarheta ng Diyeta)
4. Patient Receives Food During Distribution	4.1 Distributes Food Trays to Different Wards. For Isolation Cases, a drop Off point is provided.	PHP 100.00 to PHP 150.00 per tray to be charged to	30 Min.		Food Service Worker	Images of Diet Lists, Diet Tags



<i>(Pagtanggap ng Hinatid na Rasyon na Pagkain)</i>	<i>(Paghahatid ng Tray ng Pagkain sa Ward. Para sa mga Pasyenteng Nakahiwalay, may Itinakdang Lagayan ng pagkain)</i>	hospital bill  <i>(PHP 100.00 – PHP 150.00 kada tray na isasama sa kabuuang babayaran sa ospital)</i>	<i>(30 minuto)</i>	<i>(Manggagawa sa Serbisyo ng Pagkain)</i>	<i>(Litrato ng Talaan ng Diyeta, Tarheta ng Diyeta)</i>
	4.2 Posts Meals as Served using HIS (Hospital Information System)  <i>(Ipaskil na “served” or naibigay ang rasyon sa pasyente sa pamamagitan ng HIS)</i>			<i>Dietitian-On-Duty</i>  <i>(Diyetisyan)</i>	Daily Wards Tray Distribution and Collection Monitoring Form  <i>(Talaan ng Pagbibigay at Pagkolekta ng Trays)</i>
5. Patient Returns Used Food Tray  <i>(Pagbabalik ng Pasyente ng Ginamit na Tray)</i>	Collects and Records Used Food Trays from Patients. Disposable Containers are not collected.  <i>(Pagkolekta ng Nagamit na Tray ng Pasyente. Hindi na Kokolektahin and “disposable” na lalagyan)</i>			<i>Dietitian-On-Duty, Food Service Worker</i>  <i>(Diyetisyan, Manggagawa sa Serbisyo ng Pagkain)</i>	
<b>END OF TRANSACTION</b>					

## 2. Provision of Nutrition Counseling

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday			
Hours:		8:00 AM – 5:00 PM			
Who May Avail of the Service:		Patient/Watcher OPD and In Patients			
Documentary Requirements:		1. Referral Slip			
		2. Nutrition Counseling Leaflets			
		3. Nutrition Clinic Logbook			
Processing Period:		40 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Present Referral Slip to the Dietitian	1.1. Receives Referral Slip  <i>(Tanggapin ang slip ng referral)</i>	None	2 Min.	<i>Dietitian-On-Duty</i>	Referral Slip, Nutrition Counseling Leaflet
<i>(Ipakita and slip ng referral sa Diyetisyan)</i>	1.2. Checks completeness and Correctness  <i>(Suriin kung tama at kumpleto)</i>	<i>(Wala)</i>	<i>(2 minuto)</i>	<i>(Diyetisyan)</i>	<i>(Materyales para sa Panuto ng Diyeta)</i>
2. Participate in discussion during nutrition counseling	2.1. Issuance of computed diet plan  <i>(Pagbigay ng calculating plano ng diyeta)</i>		30 Min.		
<i>(Sumali sa diskusyon habang pinapayuhan ayon sa diyeta)</i>	2.2. Instruct food intake/ preparation.  <i>(Ituro ang tamang gabay/ dami ng wastong pagkain)</i>		<i>(30 minuto)</i>		
	2.3. Ask for questions and remind that the contact number is provided on the leaflets for eventual clarification.  <i>(Itanong kung may nais linawin at ibigay ang numero ng maaring tawagan kung may katanungan).</i>		7 Min.		
	2.4. Documents the patient's		1 Min.		

	<p>information in the Nutrition Counseling logbook; along with the patient/ companion's signature</p> <p><i>(Itala ang impormasyon ng diyeta ng pasyente at pirma ng pasyente or bantay ng pasyente sa Libro ng Nutrisyon Klinik)</i></p>		(1 minuto)		<p>Nutrition Clinic Logbook</p> <p>(Libro ng Nutrisyon Klinik)</p>
END OF TRANSACTION					

# Hospital Director's Office

## 1. Handling of Communication relevant to the day to day operation of the hospital

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM, without noon break (except Holidays)				
Who May Avail of the Service:	1. Hospital Personnel				
	2. Local Government Unit officials				
	3. Patients				
	4. Relatives/Companion of patients				
	5. Government Sector				
	6. Private Sector				
Documentary Requirements:	1. Letter/Communication				
	2. Logbook				
	3. Routing Slip				
Processing Period:	1. Receiving and Releasing (urgent); 3 Min. to 30 Min.				
	2. Receiving and Releasing (non-urgent); 3 Min. to 1 Day maximum				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
INCOMING DOCUMENTS					
1. Presents the letter / communication  (Naglalahad ng liham / komunikasyon)	1. Receipt of relevant document (Financial/ non-financial)  (Pagtanggap ng kaugnay na dokumento [Financial/ non-financial])	None  (Wala)	3 Min.  (3 minuto)	Executive Secretary	Letter/ communication  (Liham/ komunikasyon)
2. None  (Wala)	2.1. Classification for to category  (klasipikasyon para sa kategorya)		3 Min.  (3 minuto)		
	2.2. Urgent communication need immediate attention of the Hospital Director (Medical Assistance and others)  (Ang agarang komunikasyon ay nangangailangan ng agarang atensyon ng Direktor ng Ospital [Medical Assistance at iba pa])		5 Min.  (5 minuto)		Logbook

3. None  (Wala)	3.1. Forwarded to Hospital Director for Signing  (Ipinasa sa Direktor ng Ospital para sa Pagpirma) 3.2. Gives non-urgent communications to the Hospital Director  (Nagbibigay ng hindi agarang komunikasyon sa Direktor ng Ospital)		1 Day  (1 araw)	Hospital Director, Executive Secretary	Letter/communi- cation  (Liham/ komunika- syon)
4. None  (Wala)	4. Release of signed Documents  (Paglabas ng mga nilagdaang Dokumento)		30 Min. to 1 Day  (30 minuto hanggang 1 araw)	Executive Secretary	Routing Slip and Logbook

#### OUTGOING DOCUMENTS

1. Letter/Communication  (Naglalahad ng liham / komunikasyon)	1. Received signed document from Hospital Director to be send to the Internal and External Stakeholder  (Nakatanggap ng nilagdaang dokumento mula sa Direktor ng Ospital na ipapadala sa Panloob at Panlabas na Stakeholder)	None  (Wala)	2 Min.  (2 minuto)	Hospital Director Executive Secretary	Letter/Communi- cation  (Liham/ komunika- syon)
2. None  (Wala)	2. Recording of signed documents in the logbook  (Pagtatala ng mga nilagdaang dokumento sa logbook)		2 Min.  (2 minuto)	Executive Secretary	
3. None  (Wala)	3. Transmit thru email or send hard copy to concerned office  (Magpadala sa pamamagitan ng email o magpadala ng hard copy sa kinauukulang opisina)		30 Min.  (30 minuto)		
4. None  (Wala)	4. Secure receiving or acknowledgement via Email  (Secure na pagtanggap o pagkilala sa pamamagitan ng Email)		15 to 30 Min.  (15 hanggang 30 minuto)		

END OF TRANSACTION

## 2. Facilitate the Issuances of Policies, Standard Operating Procedures, Guidelines and other Relevant Issuances

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday without noon break (except Holidays)				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	Department/Section Office concern				
Documentary Requirements:	1. Policies				
	2. Standard Operating Procedures				
	3. Guidelines				
Processing Period:	Receiving and Releasing; 2 Min. to 2 Days				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Submit the documents  <i>(Isumite ang mga dokumento)</i>	1. Received and recorded  <i>(Natanggap at naitala)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>Executive Secretary</i>	Policies/ SOP/ Guidelines  <i>(Mga Patakarang SOP/ Mga Alituntunin)</i>
2. None  <i>(Wala)</i>	2. Submission of documents  <i>(Pagsusumite ng mga dokumento)</i>		2 Min.  <i>(2 minuto)</i>		
3. None  <i>(Wala)</i>	3. Review and approval  <i>(Pagsusuri at pag-apruba)</i>		2 Day  <i>(2 araw)</i>	<i>Hospital Director</i>	Approved Policies/ SOP/ Guidelines  <i>(Mga Inaprubahang Patakarang SOP/ Mga Alituntunin)</i>
4. None  <i>(Wala)</i>	4. Signing of Document  <i>(Pagpirma ng Dokumento)</i>		3 Min.  <i>(3 minuto)</i>		
5. None  <i>(Wala)</i>	5. Issuances of documents  <i>(Pagpapalabas ng mga dokumento)</i>		1 Day  <i>(1 araw)</i>	<i>Executive Secretary</i>	Policies/ SOP/ Guidelines  <i>(Mga Patakarang SOP/ Mga Alituntunin)</i>
END OF TRANSACTION					

# Engineering Division

## 1. Implementation of Preventive and Corrective Maintenance (Corrective Maintenance).

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday			
Hours:		24 Hours without noon break			
Who May Avail of the Service:		Hospital Employees			
Documentary Requirements:		Job Order Request Form			
Processing Period:		Variable			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Submit properly filled up Job Order Request form  <i>(Isumite ang kumpletong detalye ng Job Order Request form)</i>	1.1. Receives the properly filled up Job Order Request form  <i>(Tanggapin ang nasagutang Job Order Request form)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Engineering office staff</i>  <i>(kalupunan ng inhinyerong nakadistino sa opisina)</i>	Job Order Request  <i>(kahilingan ipapatrabaho)</i>
	1.2. Validates the Job Order Request form and perform the corrective actions  <i>(Pagsuri ng Job Order Request form at paggawa ng ankop na pamamaraan)</i>		Depends upon the nature of corrective works needed  <i>(Nakadepende sa hinihinging gawain)</i>  <b>Simple repair</b> (Within 3 Days) <i>(Sa loob ng 3 araw)</i>  <b>Complex repair</b> (Within 5 Days) <i>(Sa loob ng 5 araw)</i>	<i>Engineering maintenance staff</i>  <i>(lupon ng taga kumpuni ng inhinyero)</i>	
2. Sign the Job Order Request form to acknowledge  <i>(Pagsang-ayon at pagpirma sa Job Order</i>	2. File the Job Order Request with remarks as DONE  <i>(Pagsinop ng Job Order Request na may markang DONE)</i>		1 Min.  <i>(1 minuto)</i>	<i>Engineering office staff</i>  <i>(kalupunan ng inhinyerong nakadistino sa opisina)</i>	Job Order Request form with remarks as DONE  <i>(Job Order Request form na</i>

<i>Request form batay sa angkop ng gawain)</i>					<i>may marking DONE)</i>
<b>END OF TRANSACTION</b>					



## 2. Provision of Engineering Support Processes (Linen)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Saturday			
Hours:		8 Hours without noon break			
Who May Avail of the Service:		Hospital Employees			
Documentary Requirements:		Job Order Request Form			
Processing Period:		Variable			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Submit properly filled up Job Order Request form  (Isumite ang kumpletong detalye ng Job Order Request form)	1.1. Receives the properly filled up Job Order Request form  (Tanggapin ang nasagutang Job Order Request form)	None  (Wala)	1 Min.  (1 minuto)	Engineering office staff  (kalupunan ng inhinyerong nakadistino sa opisina)	Job Order Request form
	1.2. Validates the Job Order Request form and perform the necessary actions  (Pagsuri ng Job Order Request form at paggawa ng ankop na pamamaraan)		Depends upon the nature of corrective works needed  (Nakadepende sa hinihinging gawain)  <b>Repair</b> (Within 1 Working Day) (Sa loob ng 3 araw) <b>Fabrication</b> (Within 3 Working Days) (Sa loob ng 3 araw)	Linen Staff  (lupon ng mananahi)	
2. Claiming of requested linen  (Tanggapin and inirequest na linen)	2.1 Releasing of new linen to CSR (Central Supply Room)  (Paglabas ng bagong linen sa CSR)		3 Min.  (3 minuto)	CSR staff and Linen staff	
	2.2 Releasing of repaired at Linen office  (Paglabas ng kinumpuning linen mula sa Linen Office)				
END OF TRANSACTION					

## 2. Provision of Engineering Support Processes (Motorpool)

SCHEDULE OF AVAILABILITY OF SERVICE							
Days:		Monday – Sunday					
Hours:		24 Hours without noon break					
Who May Avail of the Service:		Hospital Employees					
Documentary Requirements:		Trip Ticket Form					
Processing Period:		Variable					
HOW TO AVAIL OF THE SERVICE							
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM		
1. Submit properly filled up Trip ticket form  <i>(Isumite ang kumpletong detalye ng Trip Ticket form)</i>	1.1. Receives the properly filled up trip ticket form  <i>(Tanggapin ang nasagutang Trip ticket form)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Engineering Office Staff</i>  <i>(kalupunan ng inhinyerong nakadistino sa opisina)</i>	Trip Ticket form		
	1.2. Designate driver and affix sign in Trip Ticket form  <i>(Magtalaga ng drayber kaalinsabay sa pagpirma ng Trip Ticket form)</i>		5 Min.  <i>(5 minuto)</i>				
2. Forward the signed Trip Ticket form to Administrative Office  <i>(Ipasa ang Trip Ticket Form na may pirma sa Administrative Office)</i>	2.1. Advised requester to secure the Approval and signed trip ticket form by:  <i>(Imungkahi na papirmahan ang Trip Ticket Form sa kinauukulan)</i> <ul style="list-style-type: none"><li>● Chief Administrative Officer during office Hours</li><li>● Senior House Office (SHO) after office Hours</li></ul>		1 Min.  <i>(1 minuto)</i>	<i>Motor pool staff</i>			
	2.2. Transportation of official passenger  <i>(Ibiyahe ang opisyal na pasahero)</i>		Depends on the location of trip  <i>(Depende sa lokasyon ng biyahe)</i>				
END OF TRANSACTION							

# Emergency Room Department

## 1. Implementation of Preventive and Corrective Maintenance (Corrective Maintenance)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	24 Hours with no noon break				
Who May Avail of the Service:	1. Old patients with hospital card				
	2. New patients with any valid IDs				
Documentary Requirements:	1. Emergency Room Chart				
	2. Medico Legal Form				
Processing Period:	6 Hours				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Tell the complaint to the security guard.  (Sabihin ang pakay sa gwardya)	1. Ask for history then proceed to ERO.  (Tanungin ang pasyente / kamag-anak kung nilagnat, inubo, sinipon o nahirapang huminga, kung wala, dumiretso sa ERO.)	None  (Wala)	1 to 5 Min.  (1 hanggang 5 minuto)	Security Guard on Duty	None  (Wala)
2. Proceed to ERO and tell the complaint.  (Sabihin ang nararamdaman sa ERO)	2. Does initial assessment / quick interview / vital signs.  (Gumawa ng paunang pagsusuri at pakikipanayam / pagkuha ng vital signs)		5 to 10 Min.  (5 hanggang 10 minuto)	Emergency Room Officer (ERO)	
3. Fill out the Patient Information Sheet – PIS.  (Punan ang PIS)	3. Gives the patient or relative the PIS.  (Ibigay sa pasyente o kamag – anak ang PIS)		1 to 5 Min.  (1 hanggang 5 minuto)	ERO	Personal Information Sheet (PIS)
4. Bring the PIS	4. Registers the		5 to 10	Admitting Staff	PIS.

to the admitting section.  ( <i>Dalhin ang PIS sa admitting section</i> )	patient and issues a hospital ID card instruct to wait inside the ER.  ( <i>Irehistro ang pasyente at gawan ng talaan habang naghihintay sa ER</i> )		Min.  (5 hanggang 10 minuto)		Any Valid IDs, Vaccination Card
5. Proceed to the designated department.  ( <i>Pumunta sa tinukoy na departamento</i> )	5. Deck the patient to the appropriate department for further management.  ( <i>Itukoy sa tamang departamento para sa tuluyang gamutan.</i> )		5 to 10 Min.  (5 hanggang 10 minuto)	ERO, Nurse on Duty (NOD)	ER Chart
6. Agrees for history taking/ physical examination - relative or watcher if patient is unable.  ( <i>May pahintulot ng pasyente o kamag – anak sa tuluyang gamutan at eksaminasyon.</i> )	6.1. Obtains complete medical history and physical examination.  ( <i>Kumpletuhin ang mga kailangang impormasyon para sa gamutan at eksaminasyon</i> ) 6.2. Makes order of required and basic diagnostic tests such as CBC, Blood Chem, Urinalysis, Chest X – Ray, CT Scan, etc.  ( <i>Gumawa ng mga kailangan na laboratory, tulad ng CBC Blood Chem, Urinalysis, Chest X – Ray, CT Scan, at iba pa.</i> ) 6.3. Renders nursing care such	See Charges on Department of Pathology, Radiology and Pharmacy	1 to 2 Hours  (1 hanggang 2 oras)	Resident on Duty (ROD) - Internal Medicine - Pediatrics - Surgery - OB-Gyne - ORL-HNS - Ophtha - Family Medicine Medical Technologist Radiological Technologist NOD	ER Chart, Diagnostic Requests

	<p>as vital signs and complete the documents.</p> <p><i>(Kuhanan ng vital signs at kumpletuhin ang mga dokumento)</i></p>				
<p>7. Wait for the results and evaluation.</p> <p>Agrees for the prescribed medications.</p> <p><i>(Hintayin ang resulta at pagsusuri)</i></p> <p><i>Pagsang – ayon sa mga niresetang gamot.)</i></p>	<p>7.1. Interprets the results and prescribes appropriate medicines</p> <p><i>(Ipaliwanag ang resulta at pagbigay ng tamang gamot.)</i></p> <p>7.2. Discuss the nature of his / her disease.</p> <p><i>(Pag-usapan ang tungkol sa sakit)</i></p> <p>7.3 Advises the patient to follow up OPD and / or for the patient advice to go home with medicines.</p> <p><i>(Payuhan ang pasyente na bumalik sa OPD at/ o umuwi ng may resetang gamot).</i></p> <p>7.4 If admission is required, follow the procedure on admission.</p> <p><i>(Kung kailangan manatili sa ospital, sundin ang pang-admit na proseso)</i></p> <p>7.5 Completes the referral form for the patient required of Transfer of Hospital of Choice –</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 to 2 Hours</p> <p><i>(1 hanggang 2 oras)</i></p>	<p><i>ROD, NOD, ERO, Senior House Officer</i></p> <p><i>(SHO)</i></p>	<p>Diagnostic Results, Prescription, Discharge Instructions, Admission Chart, THOC Referral Form</p>

	THOC.  <i>(Kumpletuhin ang talaan ng referral para sa THOC)</i>				
8. Pays the corresponding fee at the Billing and Cashier Section.  <i>(Magbayad sa Billing at Cashier)</i>	8. Issues Official Receipt  <i>(Bigyan ng resibo ng pinagbayaran).</i>	PHP 100.00 (For Consultation Fee, Non – Medico Legal) PHP 150.00 (For Medico Legal)	10 to 15 Min.  <i>(10 hanggang 15 minuto)</i>	<i>NOD, Billing Staff, Cashier Staff, Social Welfare (SWA) Staff</i>	Clearance Slip, Official Receipt
9. Presents Official Receipt to ER NOD and Clearance Slip.  <i>(Ipakita ang resibo at Clearance Slip sa ER NOD)</i>	9. Claim the ER Clearance Slip and stamps it with Nurse's name and signature.  <i>(Kunin ang Clearance Slip, tatakan ng Nurse at pipirmahan ito)</i>	None	1 to 5 Min.  <i>(1 hanggang 5 minuto)</i>	<i>NOD, Nursing, Attendant (NA)</i>	
10. Presents the stamped Clearance Slip to the Security Guard.  <i>(Ipakita ang clearance sa gwardya).</i>	10. Checks if paid appropriately.  <i>(Suriin ang resibo ng pinagbayaran).</i>		1 to 2 Min.  <i>(1 hanggang 2 minuto)</i>	<i>Security Guard</i>	
END OF TRANSACTION					

# Department of Geriatric Medicine

## 1. Consultation And Management Of Geriatric Patients At The OPD.

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	Individuals needing comprehensive assessment, male, and female to more than 60 years of age, non-surgical, non-gynecological patients.				
Documentary Requirements:	Medical Records				
Processing Period:	Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Arrives at DGM-OPD  <i>(pagdating ng pasyente sa DGM OPD)</i>	1.1. NA endorses the patient chart to the designated nurse / NA at Department Of Geriatric Medicine	None  <i>(Wala)</i>	20 Min.  <i>(20 minuto)</i>	<i>Nursing Attendant</i>	OPD Chart
	1.2. OPD chart is received by the nurse/ NA				
	1.3. Nurse/ NA validates the name of the patient in the HIS				
2. Wait for their name to be called  <i>(paghihintay ng pasyente sa tapat ng DGM OPD)</i>	2.1. OPD is lined for consultation		15 Min.  <i>(15 Min.)</i>		
	2.2. Patient waits outside at the Department Of Geriatric Medicine waiting area				
3. Vital Signs taking and Consent for Comprehensive Geriatric Assessment  <i>(pagbibigay ng pahintulot para sa pagkuha ng mga datos para sa CGA)</i>	3.1. Nurse takes and record the vital signs of patient (BP, HR, RR, Temp)		1 Hour and 30 Min.  <i>(1 oras at 30 minuto)</i>	<i>CGA Nurse</i>	OPD Chart, Comprehensive Geriatric Assessment Form/s
	3.2. Comprehensive Geriatric Assessment				
	3.3. Nurse endorses patient to the Fellow – in – Training on duty				
4. Gives History and consent for Physical Examination	4.1. Fellow – in – Training receives and attends to the patient		1 Hour and 30 Min.	<i>Fellow – in – Training</i>	OPD Chart, Official Result of Geriatric

and for Intervention and management  <i>(pagbibigay ng pahintulot para sa Physical Examination at sa pagbibigay ng lunas)</i>	a. History taking b. Physical exam c. Assessment d. Diagnosis e. Request for lab, imaging f. Prescription of medicines g. Schedules for follow-up (if require) h. Discharge patient		(1 oras at 30 minuto)		Assessment, Laboratory/ Imaging Requests, Prescription Papers
	4.2 Fellow – in – Training endorses patient to the nurse/ NA				
5. Instructed to proceed at the cashier and MSS for payment and clearance  <i>(Binigyan ng kaalaman para sa susunod na gagawin)</i>	5.1. Nurse charges the patient (service fee) 5.2. Nurse instructs patient to pay at the cashier (HIS generated)		3 Min.          (3 minuto)	Nurse / CGA Nurse	
6. Get the statement of account and proceed to cashier for paying the corresponding fee  <i>(pagpunta ng pasyente sa cashier para magbayad/ kumuha ng clearance)</i>	6.1. Patient goes to; a. Cashier b. MSS (for financial assistance / discount) 6.2. Patient pays the corresponding fee 6.3. Cashier issues OR and clearance to the patient		1 Hour          (1 oras)	Cashier Staff, MSS Staff	Statement of Account Form, Official Receipt/ Clearance
7. Presents the clearance to DGM Nurse on Duty and Security Personel  <i>(pagpapakita ng clearance na galing sa cashier)</i>	7.1. Patient presents the OR and clearance to the Geriatric Nurse 7.2. Nurse tags the name of the patient in the HIS (MGH) 7.3. Patient presents clearance slip to the guard on duty at the exit		10 Min.          (10 minuto)	Nurse/ CGA Nurse. Security Guards	Official Receipt/ Clearance, Clearance Slip
<b>END OF TRANSACTION</b>					



## 2. Conducting Elderly Day Care

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Wednesday				
Hours:	9:00 AM – 12:00 PM				
Who May Avail of the Service:	Individual male or female 60 years of age above, who are enrolled to Elderly Day Care				
Documentary Requirements:	1. Senior/QC ID				
	2. Registration Form				
Processing Period:	Variable, depending on the total number of participants who are registered to the Day Care observation required of the Clinical Practice Guideline				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Enrolled Elderly  <i>(pagpaparehistro sa listahan ng mga dumalo sa araw ng programa)</i>	1. DGM Staff ask the participant to Register	None  <i>(Wala)</i>	35 Min.  <i>(35 minuto)</i>	<i>DGM Staff</i>	Registrati on Form
2. Exercise (Stretching Activity)  <i>(pag-eehersisyo)</i>	2. PT Staff conduct exercise		30 Min.  <i>(30 minuto)</i>	<i>PT Staff</i>	None  <i>(Wala)</i>
3.1. Breaktime  <i>(pagpapahinga matapos ang warm-up, sabay na rin ang merienda, vital signs monitoring)</i>	3.1. DGM Staff, PT Staff monitor patients Vital Signs after the activity, and snack was also served		45 Min.  <i>(45 minuto)</i>	<i>DGM Staff, PT Staff, DGM Doctor</i>	
3.2. Lecture/ Layforum  <i>(panayam)</i>	3.2. Lecture/ Layforum intended or suitable for their age was discussed by DGM Doctor or DGM Staff				
4. End of Day Care  <i>(pagtatapos ng programa)</i>	4. DGM Staff close the program properly		5 Min.  <i>(5 minuto)</i>	<i>DGM Staff</i>	
END OF TRANSACTION					

# Health Information Management Department

## 1. Registration of All Patient at the OPD

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		7:00 AM – 3:00 PM without noon break			
Who May Avail of the Service:		OPD patients			
Documentary Requirements:		1. Patient’s Hospital Card			
		2. Valid ID			
Processing Period:		15 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Go to Triage and present Patient’s Hospital Card for assessment and classification  <i>(Pumunta sa Triage at ipakita ang Patient’s Hospital Card para sa kaukulang katanungan at klasipikasyon)</i>	1. Receives patient’s hospital card from Triage. Stamps current date then identify priority and non-priority patients  <i>(Pagtanggap ng patient’s hospital card galing Triage. Pagtatak ng petsa sa patient’s hospital card at pagtukoy sa mga pasyente na prayoridad at hindi prayoridad)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	Clerk II/ Admin Aide III/ Office Aide	Patient’s Hospital Card
2. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) and wait for your turn while maintaining social distancing  <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag habang pinapanatili ang tamang distansya sa ibang pasyente)</i>	2. Encodes patient’s information to QMEUP and Hospital Information System or HIS  <i>(Pag-type ng mga impormasyon ng pasyente sa kompyuter gamit ang QMEUP at Hospital Information System o HIS)</i>		12 Min.  <i>(12 minuto)</i>		
END OF TRANSACTION					

## 2. Provision of Individual Health Record (New Patient)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		7:00 AM – 3:00 PM without noon break			
Who May Avail of the Service:		OPD patients			
Documentary Requirements:		Patient’s Hospital Card			
Processing Period:		5 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) and wait for your turn while maintaining social distancing  <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag habang pinapanatili ang tamang distansya sa ibang pasyente)</i>	1.1. Print new patient’s health record  <i>(Pag-print ng bagong OPD record ng pasyente)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>Clerk II/ Admin Aide III/ Office Aide</i>	New Individual health record (OPD)
	1.2. Record, and release new patient’s health record  <i>(Pagsulat at paglabas ng bagong OPD record ng pasyente)</i>		3 Min.  <i>(3 minuto)</i>		
END OF TRANSACTION					

### 3. Provision of Individual Health Record (Old Patient)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		7:00 AM – 3:00 PM without noon break			
Who May Avail of the Service:		OPD patients			
Documentary Requirements:		Patient’s Hospital Card			
Processing Period:		45 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) and wait for your turn while maintaining social distancing  <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag habang pinapanatili ang tamang distansya sa ibang pasyente)</i>	1.1. Receives patient’s hospital card from Encoder  <i>(Pagtanggap ng patient’s hospital card galing sa mga encoder)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Clerk II/Office Aide</i>	Old Individual health record (OPD)
	1.2. Retrieves old patient’s health record  <i>(Paghanap ng lumang health record ng pasyente)</i>		42 Min.  <i>(42 minuto)</i>		
	1.3. Record, and release old patient’s health record  <i>(Pagsulat at paglabas ng lumang OPD record ng pasyente)</i>		2 Min.  <i>(2 minuto)</i>		
END OF TRANSACTION					

#### 4. Provision of Individual Health Record (Old Patient) with Troubleshooting

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	7:00 AM – 3:00 PM without noon break				
Who May Avail of the Service:	OPD patients				
Documentary Requirements:	Patient’s Hospital Card				
Processing Period:	75 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) and wait for your turn while maintaining social distancing  <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag habang pinapanatili ang tamang distansya sa ibang pasyente)</i>	1.1. Receives patient’s hospital card from Encoder  <i>(Pagtanggap ng patient’s hospital card galing sa mga encoder)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Clerk II/Office Aide</i>	Old Individual health record (OPD)
	1.2. Retrieves old patient’s health record  <i>(Paghanap ng lumang health record ng pasyente)</i>		42 Min.  <i>(42 minuto)</i>		
	1.3. Troubleshooting of unfound patient’s health record  <i>(Paghahanap ng hindi makitang health record)</i>		30 Min.  <i>(30 minuto)</i>		
	1.4. Record, and release old patient’s health record  <i>(Pagsulat at paglabas ng lumang OPD record ng pasyente)</i>		2 Min.  <i>(2 minuto)</i>		
END OF TRANSACTION					

## 5. Authentication and Charging of Certificates and/or Relevant Documents (Medical Abstract, Discharge Summary, Operative Worksheet, Operative Technique, Laboratory Results, and Birth Certificate)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	7:00 AM – 5:00 PM without noon break				
Who May Avail of the Service:	1. Inpatients				
	2. ER and OPD patients				
Documentary Requirements:	1. Original and photocopy of requested certificate/s				
	2. Valid ID				
	3. Authorization Letter with valid ID (If representative)				
Processing Period:	10 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Go to Medical Records Department-Release of Information Area, present original and photocopy of requested certificate/s or valid ID for Birth Certificate  <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>	1. Receives original and photocopy of requested certificate/s or valid ID for Birth Certificate concern  <i>(Pagtanggap ng orihinal at kopya ng mga kailangan na certificate o valid ID para sa mga Birth Certificate ang kailangan)</i>	None  <i>(Wala)</i>	1 Min.  (1 minuto)	Office Aide	Medical Abstract, Discharge Summary, Operative Worksheet, Operative Technique, Laboratory Results, Birth Certificate
2. Wait for the call  <i>(Hintayin na tawagin ang pangalan)</i>	2. Charge fees thru Hospital Information System (HIS)  <i>(Paglagay ng kaukulang bayad)</i>		3 Min.  (3 minuto)		
3. Proceed to Cashier for payment. Then, go back to Medical Records Department	3. Instructs the patient / representative for payment and clearance	PHP 50.00 / copy	1 Min.	Cashier Clerk, Office Aide	Medical Abstract, Discharge Summary, Operative Worksheet

Release of Information Area  <i>(Pumunta sa Cashier para sa kaukulang bayad at bumalik sa Medical Records Department pagktapos magbayad)</i>	<i>(Pagbigay ng mga alituntunin sa pasyente o representante para sa kaukulang bayad)</i>		(1 minuto)		, Operative Technique, Laboratory , Results, Birth Certificate
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>	4. Receives and validates presented Official Receipt and Clearance Slip. Then, authenticate Certified true copy to the requested certificate/s. For Birth Certificate, medical records staff will retrieve the registered Birth Certificate  <i>(Pagtanggap at pagsuri ng opisyal na resibo at Clearance Slip. Paglagay ng Certified true copy sa mga kailangan na certificate. Para sa Birth Certificate, hahanapin ng medical records staff ang rehistradong Birth Certificate)</i>	None  (Wala)	4 Min.  (4 minuto)	Office Aide	
5. Receives Certified true copy of requested certificate/s or Registered Birth Certificate  <i>(Pagtanggap ng Certified true copy ng mga kailangan na Certificate o kaya naman ay rehistradong Birth Certificate)</i>	5. Record and release requested certificate/s or registered Birth Certificate  <i>(Pagsulat at pagbigay ng mga kailangan na certificate o rehistradong Birth Certificate)</i>	None  (Wala)	1 Min.  (1 minuto)	Office Aide	Medical Abstract, Discharge Summary, Operative Worksheet , Operative Technique, Laboratory , Results, Birth Certificate
END OF TRANSACTION					

## 6. Authentication and Charging of Certificates and/or Relevant Documents (Medical Certificate, Official Medico-legal Certificate)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	7:00 AM – 5:00 PM without noon break				
Who May Avail of the Service:	ER and OPD patients				
Documentary Requirements:	1. Complete and original certificate/s				
	4. Valid ID				
	5. Authorization Letter with valid ID (If representative)				
Processing Period:	8 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Go to Medical Records Department-Release of Information Area, present original and photocopy of requested certificate/s or valid ID for Birth Certificate  <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>	1. Receives original copy of requested certificate/s and valid ID  <i>(Pagtanggap ng orihinal na kopya ng kailangan na certificate at valid ID)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	Office Aide	Medical Certificate, Official Medico-legal Certificate
2. Wait for the call  <i>(Hintayin na tawagin ang pangalan)</i>	2. Charge fees thru Hospital Information System (HIS)  <i>(Paglagay ng kaukulang bayad)</i>		3 Min.  <i>(3 minuto)</i>		
3. Proceed to Cashier for payment. Then, go back to Medical Records Department	3. Instructs the patient / representative for payment and clearance	PHP 30.00 / copy	1 Min.	Cashier Clerk, Office Aide	Medical Certificate, Official Medico-legal Certificate



Release of Information Area  <i>(Pumunta sa Cashier para sa kaukulang bayad at bumalik sa Medical Records Department pagktapos magbayad)</i>	<i>(Pagbigay ng mga alituntunin sa pasyente o representante para sa kaukulang bayad)</i>		<i>(1 minuto)</i>		
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>	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>	None  <i>(Wala)</i>	2 Min.  <i>(2 minuto)</i>	Office Aide	
5. Receives requested certificate with hospital seal  <i>(Pagtanggap ng kailangan na certificate na may hospital seal)</i>	5. Record and release requested certificate/s  <i>(Pagsulat at pagbigay ng mga kailangan na certificate)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	Office Aide	
<b>END OF TRANSACTION</b>					

# Hemodialysis Unit

## 1. Hemodialysis Treatment

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday			
Hours:		24 Hours without noon break			
Who May Avail of the Service:		Admitted Patients at QCGH			
Documentary Requirements:		1. Doctor's Order Sheet			
		2. Consent Form (Informed)			
Processing Period:		2 to 7 Hours			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Schedule of Treatment and Requirements (Latest laboratory eg; Hematology, Blood Chemistry, Hepa Profile)	1. Received prescription and Confirmation (Schedule of treatment) Validation of Hemodialysis Prescription.)	c/o PhilHealth. c/o LGN	5 to 10 Min.	Physician on duty (POD), Hemodialysis Nurse	Patient's Chart, Doctor's order sheet
2. Preparation	2. Prepare hemodialysis Machine and Supplies and priming of Dialyzer.	None  (None)	30 to 40 Min.	Hemodialysis Nurse	Hemodialysis Treatment Sheet
3. Admission to Hemodialysis Unit	3. Check the patient's signed consent. History taking and physical examination.		10 to 15 Min.	Physician Duty or Resident on duty	Consent Form, History and Physical examination form, Hemodialysis Treatment Sheet
4. Pre-Dialysis assessment.	4. Pre-HD assessment which includes Physical exam		10 to 20 Min.	Physician Duty, Hemodialysis Nurse	Hemodialysis Treatment Sheet
5. Hemodialysis Treatment	5. Initiate Hemodialysis treatment Monitor patient during treatment		4 to 6 Hours	Hemodialysis Nurse	
6. Post Dialysis Assessment	6. Post-Assessment includes vital signs and post HD weight. Assess HD access and administer access care.		10 to 20 Min.		
7. Endorsement	7. Nurse to nurse endorsement to respective areas.		10 to 15 Min.		
END OF TRANSACTION					

# Hospital Epidemiology Surveillance Unit

## 1. 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					
Days:	Monday – Sunday				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	1. DOH – Regional Epidemiologic Surveillance Unit (RESU)				
	2. District Epidemiology Surveillance Unit				
	3. Quezon City Epidemiology Surveillance Unit				
Documentary Requirements:	1. Case Investigation Form (CIF)				
	2. Case Report Form (CRF)				
	3. rT-PCR official results				
	4. RAgT official results				
	5. Vaccination card or certificates				
	6. Event-based Surveillance Report (ESR)				
	7. Death certificates				
	8. Laboratory Results				
Processing Period:	8 Hours				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
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>	1.1 The Disease Surveillance Officer (DSO) collects the following data and documents:  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  b. ESR forms for	None  (Wala)	2 Hours  (2 oras)	Disease Surveillance Officer (DSO)	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

	VigiFlow c. Death Certificates and Vaccination Status d. Case report forms (CRF)				Results
	1.2. 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 Min. <i>(50 minuto)</i>		
	1.3. 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.		1 Hour <i>(1 oras)</i>		
	1.4. DSO endorses the collated and validated data/documents to the data encoder.		10 Min. <i>(10 minuto)</i>		
	1.5. The data encoder will access the different databases and upload the necessary information.		4 Hours <i>(4 oras)</i>	<i>Data encoder</i>	
END OF TRANSACTION					

## 2. Provision of Epidemiologic Data for Hospital-Wide Use

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Daily census reporting thru Hospital Dashboard Monthly reporting of censuses during section heads meeting Quarterly and Annual Accomplishments reports				
Hours:	24 Hours without noon break				
Who May Avail of the Service:	1. Hospital Director's Office				
	2. Infection Prevention and Control Committee				
	3. Medical and Nursing Staff				
	4. Ancillary Division Staff				
	5. Planning Development, Education and Research (PDER)				
	6. Emergency department				
	7. Engineering				
Documentary Requirements:	1. Case Investigation Form (CIF)				
	2. Case Report Form (CRF)				
	3. rT-PCR official results				
	4. RAgT official results				
	5. Vaccination card or certificates				
	6. Event-based Surveillance Report (ESR)				
	7. Death certificates				
	8. Laboratory Results				
Processing Period:	6 Hours				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. • Hospital Director's Office • Infection Prevention and Control Committee • Medical and Nursing Staff • Ancillary Division Staff • Planning Development, Education and Research (PDER) • and Research (PDER) • Emergency department • Engineering	1.1. The assistant HESU Head collates all the data for the entire month from different sources:	None  (Wala)	2 Hours  (2 oras)	Disease Surveillance Officer (DSO)	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
	a. RAgT and rT-PCR Results				
	b. Adverse effects of immunizations				
	c. Mortality				
	d. Covid-19-related events				
	e. Notifiable diseases				
	1.2. Encoding of information on spreadsheet for tallied and validated data provision		2 Hours  (2 oras)		
	1.3. Together with		1 Hour		

	the HESU head, analysis and formulation of recommendation/s are made		(1 oras)		
	1.4. Presentation of analyzed data to section heads meeting		30 Min. (30 minuto)		
	1.5. Distribution /dissemination of data analysis results to various divisions/ department of the hospital for different purposes		30 Min. (30 minuto)	Data Encoder	CIF, RAgT Official results
END OF TRANSACTION					

# Human Resource Division

## 1. Recruitment And Hiring Of Plantilla Personnel

SCHEDULE OF AVAILABILITY OF SERVICE	
<b>Days:</b>	Monday – Friday
<b>Hours:</b>	8:00 AM - 5:00 PM without noon break
<b>Who May Avail of the Service:</b>	All Qualified QCGH Employees and External Applicants
<b>Documentary Requirements:</b>	<b>A. Initial requirements for evaluation</b>
	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: <ul style="list-style-type: none"> <li>• Diploma &amp; Transcript of Records</li> <li>• Form 138 or Certification from school for position requiring completion of elementary &amp; high school education</li> <li>• Certificate of relevant training/seminars attended</li> <li>• PRC License</li> <li>• Certificate of Board Rating/Civil Service Eligibility (for positions not involving practice of profession)</li> <li>• Performance Rating (with at least Very Satisfactory Rating) in the last rating period (for QCGH employees and applicants from other government agencies)</li> </ul>
	4. Duly filled-out Personal Data Sheet (CSC Form 212, Revised 2017)
	<b>B. Additional Requirements for Selected Applicants</b>
	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 <ul style="list-style-type: none"> <li>a. Authenticated PRC License</li> <li>b. Certificate of Board Rating</li> <li>c. Authenticated Certificate of Board Rating/Civil Service Eligibility (for positions not involving practice of profession)</li> </ul>
	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)
<b>Processing Period:</b>	40 Working Days (from screening to submission of documents to HRMD for HRMPSB)
HOW TO AVAIL OF THE SERVICE	

CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. None	1. Submit request to City HRMD for publication of vacant positions	None	4 Hours	<i>Administrative Officer II (HRMO I)</i>	Request for Publication of Vacant Positions (CS Form No.9, Revised 2018)
2. None	2. Post vacant positions in 3 conspicuous places in the hospital		15 Calendar Days		
3. Submit application with complete documents at the Office of the Medical Center Chief II	3.1. Receive and forward the applications to the Administrative Officer II (HRMO I)		5 Min.	<i>Office Aide</i>	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
	3.2. Receive and screen the qualifications of the applicants		2 Hours per 5 applicants	<i>Administrative Officer II (HRMO I)</i>	
4. None	4. Shortlist applications		2 Hours	<i>Administrative Officer II (HRMO I)</i>	None
5. None	5. Administer examination		2 Hours per position	<i>Administrative Officer II (HRMO I)</i> <i>Office Aide</i>	
6. None	6. Conduct panel interview		30 Min./applicant	<i>Credentials Committee Supervising Administrative Officer (HRMO IV)</i> <i>Administrative Officer II (HRMO I)</i>	Interview Rating Sheet
7. None	7. Tabulate results of exam and interview		2 Days	<i>Administrative Officer II (HRMO I)</i>	Standard Criteria for Selection
8. None	8. Prepare recommendation letter to the Medical Center Chief II		1 Day	<i>Chief Administrative Officer (HRMO V), Supervising Administrative Officer (HRMO IV),</i>	



				<i>Administrative Officer II (HRMO I)</i>	
9. None	9. Provide applicants with checklist of additional requirements for HRMPSB deliberation		30 Min.	<i>Administrative Officer II (HRMO I)</i>	Checklist of requirements
10. Submit additional documents required for the Human Resource Merit Promotion and Selection Board (HRMPSB) deliberation.	10.1. Receive and check the completeness of additional credentials, and verify authenticity of documents		2 Hours per 5 applicants		<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>
	10.2. Prepare and submit the complete documents of applicants to City HRMD for inclusion in the HRMPSB deliberation		1 Day		
11. Forward appointments signed by the City Mayor to QCGH	11.1. 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 Description Form</li> <li>• Certificate of Assumption</li> </ul>		2 Hours		<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 2018)</li> </ul>
	11.2. Return to City HRMD the appointment signed		4 Hours	<i>Administrative Officer II (HRMO I)</i> <i>Administrative Assistant II</i>	<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> </ul>

	by the selected applicants with the supporting documents for CSC attestation				<ul style="list-style-type: none"> <li>• Affidavit of No Relation to the Appointing / Recommending Authority</li> <li>• Position Description Form (DBM-CSC</li> <li>• 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 documentary requirements</li> </ul>
<b>END OF TRANSACTION</b>					

## 2. Recruitment And Hiring Of Medical Officer III

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 interested qualified applicants			
Documentary 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: <ul style="list-style-type: none"><li>Valid PRC license</li><li>Updated PhilHealth accreditation</li><li>Certificate of memberships from Philippine Medical Association (PMA) &amp; Medical Societies</li></ul>			
		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			
		4. Certificate of relevant training/seminars attended			
		5. Certificate of Board Rating			
		6. Original copy of PSA Birth Certificate			
		7. Affidavit of No Relation to the Appointing / Recommending Authority			
Processing Period:		Duration: 40 working Days (from date of interview to submission of documents to HRMD for HRMPSB)			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. None	1. Submit request to City HRMD for publication of vacant positions	None	14 Hours	Administrative Officer II (HRMO I)	Request for Publication of Vacant Positions (CS Form No. 9, Revised 2018)
2. None	2. Vacant positions in 3 conspicuous places in the hospital		15 Calendar Days		
3. Submit recommendation letter at the Office of the Medical Center Chief II	3. Receive and forward the applications to the Administrative Aide III		5 Min.	Office Aide	Personal Data Sheet (CSC Form 212,

4. None	4. Receive and screen requirement papers attached to the recommendation letters of the department heads		1 Hour	<i>Administrative Aide III</i>	None
5. None	5. Convene the EDC		4 Hours		Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
6. None	6. Provide applicants with checklist of additional requirements for Hospital HRMPSB deliberation		5 Min.		Checklist of requirements
7. None	7. Prepare comparative assessment for HRMPSB deliberation		1 Day		Comparative Assessment Form
8. None	8. Conduct Hospital HRMPSB deliberation		30 Min./ applicant	<i>Credentials Committee/ Evaluation and Deliberation Committee Supervising Administrative Officer (HRMO IV) Administrative Aide III</i>	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
9. None	9. Submit comparative assessment and appointment with requirements to City HRMD for the City Mayor's signature		2 Hours per 5 applicants	<i>Administrative Aide III</i>	<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</li> </ul>
10. Forward appointments signed by the City Mayor to QCGH	10. Receive signed appointment 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>		3 Hours		

	Description Form • Certificate of Assumption				2018)
11. None	11. Return to City HRMD the appointment signed by the selected applicants with the supporting documents for CSC attestation		4 Hours	<i>Administrative Aide III</i> <i>Administrative Assistant II</i>	<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 documentary requirements</li> </ul>
END OF TRANSACTION					

### 3. Recruitment And Hiring Of Non-Medical Contract Of Service (COS) Personnel

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 interested qualified applicants			
Documentary 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: <ul style="list-style-type: none"><li>• Diploma &amp; Transcript of Records</li><li>• Form 138 or Certification from school for position requiring completion of elementary &amp; high school education</li><li>• Certificate of relevant training/seminars attended</li><li>• PRC License</li></ul>			
		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)			
		Processing Period:		30 Working Days (from date of interview to submission of documents to HRMD for signature of contract by the City Mayor)	
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. None	1. Post vacancy on Kalibbr and bulletin boards in the hospital	None	2 Hours	Administrative Aide III Office Aide	
2. Submit application with complete documents at the Office of the Medical Center Chief II	2. Receive and check completeness of submitted documents, and screen the qualifications of applicants		15 Min. per applicant		Personal Data Sheet (CSC Form 212, Revised 2017)
3. None	3. Shortlist applications		2 Hours		None
4. None	4. Administer examination		1 Hour/ applicant	Office Aide	
5. None	5. Conduct panel interview		30 Min/ applicant	Credentials Committee Supervising Administrative Officer (HRMO IV)	Interview Rating Sheet

				<i>Administrative Aide III Office Aide</i>	
6. None	6. Tabulate results of exam and interview		2 Days	<i>Administrative Assistant III Office Aide</i>	Standard Criteria for Selection Form
7. None	7. Prepare recommendation letter to the Medical Center Chief II		1 Day	Supervising Administrative Officer (HRMO IV)	Standard Criteria for Selection
8. None	8. Provide applicants with checklist of additional requirements		30 Min.	<i>Administrative Assistant III Office Aide</i>	Checklist of requirements
9. Submit additional documents required for the approval of contract	9. Receive and check the completeness of the additional credentials, and verify authenticity of documents		15 Min. per applicant		<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>• Panunumpa sa Katungkulan</li> </ul>
10. None	10. Prepare Contract of Service for the signature of selected applicants and the Medical Center Chief II		1 Hour		Contract of Service
11. None	11. Submit to HRMD the Contract of Service together with complete requirements of selected applicants of the City Mayor's signature				<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 results</li> <li>• Panunumpa sa Katungkulan</li> <li>• Statement of Actual Duties</li> </ul>
<b>END OF TRANSACTION</b>					

## 4. Processing Of Benefits For Separation From The Service

Retirement, Graduation from residency training, End of Contract and Resignation

SCHEDULE OF AVAILABILITY OF SERVICE	
<b>Days:</b>	Monday – Friday
<b>Hours:</b>	8:00 AM – 5:00 PM without noon break
<b>Who May Avail of the Service:</b>	QCGH Plantilla and Contract of Service (COS) Personnel
<b>Documentary Requirements:</b>	<b><i>For retiree and graduate of residency training as Medical Officer III</i></b>
	<i>For payment of GSIS benefits</i> <ol style="list-style-type: none"> <li>1. Accomplished GSIS retirement application form</li> <li>2. Office Clearance</li> <li>3. General Clearance (from City Hall)</li> <li>4. Ombudsman Clearance</li> <li>5. Certificate of No Pending Administrative Case (City Legal Department)</li> <li>6. Declaration of Pendency/Non-Pendency of Case (for retirees)</li> <li>7. Performance rating</li> <li>8. Statement of Asset Liabilities and Net Worth (SALN)</li> <li>9. Waiver for Unaccounted Responsibilities and Liabilities (for retirees)</li> <li>10. Latest Service Record/Certificate of Leave Without Pay</li> <li>11. Latest NOSA</li> <li>12. Latest Appointment</li> <li>13. Leave Cards</li> <li>14. Latest SPMS</li> </ol>
	<i>For payment of Terminal leave benefits</i> <ol style="list-style-type: none"> <li>1. GSIS Clearance</li> <li>2. Office Clearance</li> <li>3. General Clearance (from City Hall)</li> <li>4. Signed leave form</li> <li>5. Latest NOSA</li> <li>6. Latest Appointment</li> <li>7. HRMD Total Leave Computation Sheet</li> </ol>
	<b><i>For resigned employees (plantilla and Contract of Service)</i></b>
	<ol style="list-style-type: none"> <li>A. For Plantilla <ol style="list-style-type: none"> <li>1. Approved letter of resignation</li> <li>2. Office Clearance</li> <li>3. General Clearance</li> <li>4. Performance rating</li> <li>5. Exit Interview Form</li> <li>6. SALN</li> <li>7. Certificate of No Pending Administrative Case (City Legal Department)</li> <li>8. Signed leave form</li> </ol> </li> <li>B. For COS <ol style="list-style-type: none"> <li>1. Approved letter of resignation</li> <li>2. Office Clearance</li> <li>3. Contractual Appraisal Form</li> <li>4. Exit Interview Form</li> </ol> </li> </ol>
	<b><i>For end of contract (EOC) and graduate of residency</i></b>



		<b>training as Adjunct Resident Doctor</b>			
		1. Office Clearance 2. Contractual Appraisal Form 3. Exit Interview Form			
<b>Processing Period:</b>		within 3 Days upon submission of complete requirements to HRD			
<b>HOW TO AVAIL OF THE SERVICE</b>					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
<b>For Retirement Claims and Terminal Leave</b>					
1. Secure the documents	1. 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>	None	30 Min.	<i>Administrative Assistant II</i>	<ul style="list-style-type: none"><li>• GSIS Application for Retirement</li><li>• ALN</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. Submit complete and duly accomplished documents to HRD: <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</li><li>• Residents resigned/ EOC employees</li></ul>	2. Review and evaluate completeness and correctness of submitted documents		30 Min. per employee		<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</li></ul>

- submit within 2 months after date of graduation/ last day of work.					<ul style="list-style-type: none"> <li>• Department)</li> <li>• Ombudsman Clearance</li> </ul>
3. None	3. Submit request for service record and certification of LWOP to City HRMD one month before the retirement		4 Hours		Leave Card
4. None	4. Submit retirement application with complete requirements to City HRMD for endorsement to GSIS		4 Hours		<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. None	5. Submit retirement application to GSIS		4 Hours		<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	6. Receive GSIS Clearance from the employees		5 Min.		GSIS Clearance
7. None	7. Submit filled-out terminal leave form to HRMD for signature of the Head, HRMD		4 Hours		<ul style="list-style-type: none"> <li>• Application for Leave</li> <li>• GSIS Clearance</li> <li>• Office</li> </ul>

					<ul style="list-style-type: none"><li>• Clearance</li><li>• General Clearance</li><li>• Certificate of No pending case (City Legal Department SALN</li><li>• Service Record</li><li>• Cert. of LWOP</li><li>• NOSA</li><li>• Latest appointment</li><li>• Leave cards</li></ul>
8. None	8. Submit disbursement voucher to Accounting Division for payment of terminal leave benefits		3 Hours		<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 SALN</li><li>• NOSA</li><li>• Latest appointment</li><li>• HRMD Total Leave Computation Sheet</li></ul>
9. None	9. Submit DTR with the approved clearance to HRD		5 Min.	Staff In-charge of processing DTR	<ul style="list-style-type: none"><li>• Office clearance</li><li>• DTR</li></ul>
10. None	10. Include the DTR of the separated employee on the scheduled submission of DTRs to Accounting Division for payroll preparation		5 Min.		
END OF TRANSACTION					

## 5. Availment And Monitoring Of The Effectiveness Of Learning And Development Opportunities

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM without noon break				
Who May Avail of the Service:	QCGH Employees				
Documentary Requirements:	1. Training Calendars				
	2. Pre-Training Evaluation Form				
	3. Post-Training Impact Evaluation Form				
	4. Photocopy of certificate of attendance				
	5. Photocopy of Special Order				
Processing Period:	Pre-Training Evaluation Form – to be submitted to HRD 1 Day before attending the training Post-Training Impact Evaluation Form – to be submitted to HRD within 5 days from receipt of reminder letter to heads of departments/divisions/ sections				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
Dissemination of Training Calendar/s					
1. None	1. Disseminate the training calendar	None	30 Min.	Office Aide	Training Calendars
2. Heads of section/ division/ department	2. Submit to Human Resource Division the names of the attendee/s and conduct pre-training evaluation		Within 4 Hours from receipt of training calendar	Administrative Officer II (HRMO I)	Training calendars Pre-Training Evaluation Form
3. None	3. Prepare letter to request the Special Order (SO) of the participants		1 Hour		Letter Training calendar
4. Employee/ Participant	4. Get the SO at the PDER; and register in the training program		15 Min.		Special Order
Completion of Post-Training Impact Evaluation Form					
1. None	1. Completion of Post-Training Impact Evaluation Form	None	1 Hour	Administrative Officer III	Post-Training Impact Evaluation Form
2. None	2. Secure signature of the Medical Center Chief II		1 Hour		Letter
3. None	3. Distribute the letters		1 Hour	Office Aide	Letter L & D Impact Evaluation Form
4. None	4. Accomplish the		After 2	Administrative	Post-Training

	Post-Training Impact Evaluation Form; and submit the duly accomplished form to Human Resource Division (HRD)		Months	<i>Officer III</i>	Impact Evaluation Form
5. None	5. Encode/update the L&D database		1 Hour		Post-Training Impact Evaluation Form
<b>END OF TRANSACTION</b>					

## 6. 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					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM without noon break				
Who May Avail of the Service:	QCGH Employees and Separated Employees				
Documentary Requirements:	Request Slip Form				
Processing Period:	3 Working Days after receipt of request				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Submit duly accomplished request slip form	1.1. Review and receive the request slip form	None	5 Min.	Office Aide	Request Slip Form
	1.2. Prepare the requested document		10 Min. per request		
2. None	2. Review and affix initial		15 Min.	Supervising Administrative Officer (HRMO IV)	Request Slip Form, Certificates
3. None	3. Sign requested documents		15 Min.	Chief Administrative Officer (HRMO V) or its authorized representative for approval and signature	Request Slip Form, Certificates, Service Card
4. Receive requested document ● For authorized representative submit authorization letter and photocopies of IDs of the owner and the person authorized	4. Issue the document		5 Min.	Office Aide	Certificates Service Card
END OF TRANSACTION					

## 7. Processing Of Monthly Daily Time Record

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Days: Every 16th of the month and 1st day of the ensuing month				
Hours:	8:00 AM – 5:00 pm without noon break				
Who May Avail of the Service:	QCGH Employees				
Documentary Requirements:	1. Daily Time Record				
	2. Approved Leave				
	3. Personnel Locator Slip				
	4. Special Order				
	5. Photocopy of certificate of attendance				
Processing Period:	3 Days from printing of DTRs to submission to Accounting Division (Contract of Service)				
	7 Days from printing of DTRs to submission to Accounting Division (Plantilla)				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. None	1. Print Daily Time Records Sort and distribute DTRs per sections/ division/ department	None	1 Day	Office Aide	Daily Time Record
2. Received printed DTRs	2. Sections /division/ department receives printed DTR in the receiving form		1 Hour		
3. Submit DTR with complete attachments	3. Submit DTRs to Human Resource Division with complete attachments		On the 6th Day (plantilla)  On the 2nd Working Day (contract of service)	Administrative Aide III, Office Aide	• Daily Time Record • Approved Leave • Personnel Locator Slip • Special Order • Certificate of Attendance
4. None	4. Check the data and the completeness of attachments of DTRs; and compute LWOP and late/ undertime of contract of service for deduction.		1 Day		• Daily Time Record • Approved Leave • Personnel Locator Slip • Special Order & Certificate of Attendance
5. None	5. Sort the DTRs by plantilla, and checklist of payroll for the contract of service		4 Hours		Checklist for payroll

6. None	6. Submit DTRs with complete attachments and the notice of No DTR to Accounting Division		5 Min.		<ul style="list-style-type: none"> <li>• Daily Time Record</li> <li>• Approved Leave</li> <li>• Personnel Locator Slip</li> <li>• Special Order &amp; Certificate of Attendance</li> </ul>
<b>END OF TRANSACTION</b>					



# Human Milk Bank Section

## 1. Procedure for Collection of Human milk

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	8:00 AM – 5:00 PM without noon break				
Who May Avail of the Service:	Breastfeeding Mothers				
Documentary Requirements:	1. Donor Demographic Screening form				
	2. Donor’s Consent Form				
	3. HIV and Hepatitis B Blood Test				
Processing Period:	1 Hour and 10 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Interviews the potential milk donor  <i>(Kapanayamin ang posibleng maging donor ng gatas)</i>	1. Fills up the screening form and have the donor sign the donor consent form  <i>(Sagutan ang screening form at lagdaan ang donor consent form)</i>	None  <i>(Wala)</i>	5 Min.  <i>(5 minuto)</i>	<i>Nursing Attendant</i>	Donor Demographic Data, Screening form, Donor’s Consent and Commitment form
2. Educates the potential milk donor regarding the screening tests and pre counseling of HIV and other sexually transmitted infections prior to blood extraction  <i>(Ipaliwanag sa posibleng donor ng gatas ang tungkol sa gagawing pagsusuri ng dugo)</i>	2. Fills up the personal information sheet form and have the donor sign the HIV consent form  <i>(Sagutan ang personal information sheet form at lagdaan ang HIV consent form)</i>		15 Min.  <i>(15 minuto)</i>	<i>HIV counselor</i>	Personal information sheet, HIV consent form
3. Extracts blood for screening tests  <i>(Kunan ng dugo)</i>	3. None  <i>(Wala)</i>		30 Min.  <i>(30 minuto)</i>	<i>Medical Technologist</i>	None  <i>(Wala)</i>

<i>ang donor ng gatas upang suriin ito)</i>					
4. Assists the eligible donor in expression of breast milk  <i>(Tulungan ang donor sa pagkolekta ng kanyang gatas)</i>	4. Eligible donor donates her expressed breast milk  <i>(Ang kwalipikadong donor ay maari na mag donate ng kanyang gatas)</i>		20 Min.  <i>(20 minuto)</i>	<i>Midwife/Nurse</i>	
5. Stores the expressed breast milk in the freezer  <i>(limbak ang gatas sa freezer)</i>	5. None  <i>(Wala)</i>		3 Months.  <i>(3 Buwan)</i>		
<b>END OF TRANSACTION</b>					

## 2. Procedure for Processing of Collected Human Milk

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	8:00 AM – 5:00 PM without noon break				
Who May Avail of the Service:	Breastfeeding Mothers				
Documentary Requirements:	HIV and Hepatitis B Blood Test				
Processing Period:	2 Days				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Presents the screening form and screening test result of the recipient’s donor and gives the express breast milk.  <i>(Ipakita ang screening form at resulta ng screening test ng donor at ibigay ang gatas)</i>	1. Receives the express breast milk and checks the screening form and screening test result of the recipient’s donor.  <i>(Tanggapin ang gatas at siguraduhin nakapasa sa screening ang donor ng gatas)</i>	None  (Wala)	3 Min.  (3 minuto)	HMB staff	Screening form, Screening test result
2. Read and sign the Recipient’s waiver for pasteurized human milk from recipient’s donor  <i>(Basahin at lagdaan ang waiver para sa Pasteurized Human Milk na galling sa tatanggap ng gatas ang donor)</i>	2. Records recipient’s data in the pasteurization logbook  <i>(Itala ang mga impormasyon ng tatanggap ng gatas sa logbook ng pasteurization)</i>		3 Min.  (3 minuto)		Recipient’s Waiver for Pasteurized Human Milk from Recipient’s Donor, Pasteurization logbook
3. None  (Wala)	3. Process the express breast milk Pasteurization and Milk Culture  <i>(Iproseso ang gatas)</i>		1 Day (Without milk culture)  2 Days (with milk culture)	Midwife/ Medical Technologist	Processing logbook

			<i>(1 araw [Walang culture ng gatas]</i>  <i>2 araw [may culture ng gatas])</i>		
4. None  <i>(Wala)</i>	4. Input Patient's Information on the HIS for the processing fee and milk culture  <i>(Itala sa HIS ang impormasyon ng pasyente para sa pag proseso ng gatas at milk culture )</i>		1 Min.  <i>(1 minuto)</i>	<i>HMB staff</i>	
5. Proceed to the Billing Section for the issuance of hospital charges and get the statement of account for payment. Then Pay the processing fee at the cashier.  <i>(Mag tungo sa Billing Section para sa SOA or Statement of Account at Bayaran ang processing fee sa kahera)</i>	5. Receives the processing fee and issues the official receipt  <i>(Tanggapin ang bayad at magbigay ng opisyal na resibo)</i>	Processing fee: PHP 100/ 100ml Milk Culture: PHP 200/ batch	20 Min.  <i>(20 minuto)</i>	<i>Cashier</i>	SOA/ Statement of Account and Official Receipt
6. Presents the official receipt from the cashier  <i>(Ipakita ang opisyal na resibo na galling sa kahera)</i>	6. Dispense the pasteurized human milk  <i>(Ibigay ang pasteurized na gatas)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>HMB staff</i>	Pasteurization logbook
<b>END OF TRANSACTION</b>					

### 3. Procedure for Dispensing of Processed Human Milk

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	8:00 AM – 5:00 PM without noon break				
Who May Avail of the Service:	Recipient of Donated Breast Milk				
Documentary Requirements:	1. Clinical Abstract				
	2. Prescription from the Recipient's Attending Physician				
	3. Cooler with Gel Packs				
Processing Period:	31 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Presents the requirements for availing pasteurized human milk  <i>(Ipakita ang mga kailangang dokumento sa pagbili ng gatas)</i>	1. Checks the requirement if complete  <i>(Siguraduhing kumpleto ang mga kailangang dokumento sa pagbili ng gatas)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>HMB staff</i>	Clinical Abstract and Prescription from the recipient's attending physician
2. Wait until Recipient's information is recorded in the HIS.  <i>(Maghintay na mailagay ang kanilang data sa HIS)</i>	2. Issues data on the HIS for the processing fee of pasteurized human milk  <i>(Magbigay ng resibo para sa pagproseso ng gatas)</i>		2 Min.  <i>(2 minuto)</i>		
3. Proceed to the Billing Section for the issuance of a statement of Account for payment. If inpatient client, proceed to the Medical social Service for classification of service patients for eligibility assistance and cost reduction. And lastly, pay	3. Receives the processing fee and issues the official receipt  <i>(Tanggapin ang bayad at magbigay ng opisyal na resibo)</i>	Processing fee: PHP 220/ 100ml Milk bottle deposit: PHP 150/ 100ml	20 Min.  <i>(20 minuto)</i>	<i>Cashier</i>	Official Receipt

the processing fee at the cashier.  <i>(Bayaran ang processing fee sa cashier)</i>					
4. Presents the official receipt from the cashier to the milk bank staff.  <i>(Ipakita ang opisyal na resibo na galing sa kahera)</i>	4. Writes the official receipt number in the duplicate copy of the charge slip  <i>(Isulat ang numero ng opisyal na resibo)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>HMB staff</i>	Official Receipt
5. Reads and signs the Recipient's consent and waiver forms  <i>(Basahin at lagdaan ang waiver at consent ng tatanggap ng gatas)</i>	5. Records data in Recipient's logbook  <i>(Itala ang mga impormasyon ng tatanggap ng gatas sa logbook)</i>		3 Min.  <i>(3 minuto)</i>		Recipient's consent and waiver form, Recipient's logbook
6. None  <i>(Wala)</i>	6. Double checks the pasteurization result of milk in the processing logbook  <i>(Siguraduhing nakapasa sa pasteurization result ang gatas)</i>		1 Min.  <i>(1 minuto)</i>		Processing logbook
7. None  <i>(Wala)</i>	7. Dispenses the pasteurized human milk  <i>(Ibigay ang pasteurized na gatas)</i>		1 Min.  <i>(1 minuto)</i>		Recipient's logbook
END OF TRANSACTION					

# Institutional Ethics Review Board

## 1. Application for Review of Research Protocol

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	1. Medical and Ancillary Department staff				
	2. Nursing Service staff				
	3. Dietary Department staff				
Documentary Requirements:	1. Review checklist form				
	2. Registration & application form				
	3. Study protocol assessment forms				
	4. Research protocols				
	5. Structured summary				
	6. Informed consent form (as applicable)				
	7. Informed consent assessment form				
	8. Data collection form				
	9. Curriculum vitae of principal investigator & team members				
	10. Hard and Electronic copy of the above documents				
Processing Period:	Within 2 Days				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Submits documentary Requirements  (Pagsusumite ng mga kinakailangan na dokumentaryo )	1. Receives study documents for initial review & documentation of completeness of submission  (Pag tanggap ng mga dokumento sa pag-aaral para sa paunang pagsusuri at dokumentasyon ng pagkakumpleto ng pagsusumite)	None  (Wala )	Within 2 Days upon receipt of complete study documents  (Sa loob ng 48 oras pagkatapos matanggap ang kumpletong mga dokumento sa pag-aaral)	Research proponent QCGH IERB Secretariat  (Tagapagtaguyod ng pananaliksik sa QCGH IERB Secretariat)	Documentary requirements stated above, Document received form  (Mga kinakailangan sa dokumentaryo na nakasaad sa itaas, Natanggap na dokumento ang form)
2. None  (Wala)	2. Enters data into the logbook & assigns QCGH IERB protocol number  (Paglagay ng data sa logbook at		Within 24 Hours after documentation of completeness of submission  (Sa loob ng 24 na oras	Secretariat, Vice Chair  (Sekretarya, (Bise-Chairman)	Submissions log  (Log ng mga pagsusumite)

	nagtatalaga ng numero ng protocol ng QCGH IERB)		pagkatapos ng dokumentasy on ng pagkakumplet o ng pagsusumite)		
3. None  (Wala)	3. Determines type of action/ type of review a. Exemption from review b. Expedited review c. Full review  (Tinutukoy ang uri ng aksyon/uri ng pagsusuri a. Exemption sa pagsusuri b. Pinabilis na pagsusuri c. Buong pagsusuri)		Within 48 Hours upon receipt of the documents from the Secretariat  (Sa loob ng 48 oras pagkatapos matanggap ang mga dokumento mula sa Secretariat)	Chair, Secretariat  (Chairman, Sekretarya)	Registration and application form and Study Protocol Assessment Form  (Pagpaparehi stro at application form at Pag aaral ng Protokol Assessment Form)
4. None  (Wala)	4. Prepares protocol folder  (Inihahanda ang folder ng protocol)		None  (Wala)	Secretariat  (Sekretarya)	Protocol folder  (Folder ng protokol)
5. None  (Wala)	5. Entry into the database  (Pagsulat ng entry sa database)				None  (Wala)
<b>END OF TRANSACTION</b>					



## 2. Expedited Review of Research Protocol

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 5:00 PM			
Who May Avail of the Service:		1. Medical and Ancillary Department staff			
		2. Nursing Service staff			
		3. Dietary Department staff			
Documentary Requirements:		1. Research protocols			
		2. Informed consent form			
		3. Study protocol assessment form			
		4. Informed consent assessment form			
		5. Curriculum vitae of research proponent members			
Processing Period:		Within 16 Days			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. None  (Wala)	1. Assigns reviewers or independent consultant  (Magtalaga ng mga tagasuri o independiyenteng consultant)	None  (Wala)	Within 1 Day upon determination of the type of review  (Sa loob ng 1 araw pagkatapos matukoy ang uri ng pagsusuri)	Chair  (Chairman)	Study Protocol Assessment Form and Informed Consent Assessment Form
2. None  (Wala)	2. Notifies reviewer or independent consultant  (Inaabisuhan ang tagasuri o independiyenteng consultant)		Within 2 days upon assignment of primary reviewers  (Sa loob ng 2 araw pagkatapos itataga ang mga pangunahing tagasuri)	Secretariat  (Sekretarya)	Notice of Review  (Paunawa ng Review)
3. None  (Wala)	3. Responds to notice of review  (Tumutugon sa paunawa ng pagsusuri)		Within 2 days from date of receipt of notice  (Sa loob ng 2 araw mula sa petsa ng pagtanggap ng paunawa)	Primary Reviewers  (Pangunahing taga-suri)	

4. None	4. Provides study documents & evaluation forms to reviewers		Within 1 Day upon confirmation of the availability of the primary reviewer	<i>Secretariat</i>	Study Protocol Assessment Form and Informed Consent Assessment Form
<i>(Wala)</i>	<i>(Nagbibigay ng mga dokumento sa pag-aaral at mga form ng pagsusuri sa mga reviewer)</i>		<i>(Sa loob ng 1 araw pagkatapos makumpirma ang pagkakaroon ng pangunahing tagasuri)</i>	<i>(Sekretarya)</i>	<i>(Protokol sa pag-aaral, Form ng Informed Consent (kung naaangkop))</i>
5. None	5. Accomplishes & submits evaluation forms		Within 7 calendar days from receipt of complete documents	<i>Primary Reviewers</i>	Study Protocol Assessment Form, and Informed Consent Assessment Form (as applicable)
<i>(Wala)</i>	<i>(Nagagawa at nagsusumite ng mga form ng pagsusuri)</i>		<i>(Sa loob ng 7 araw sa kalendaryo mula sa pagtanggap ng kumpletong mga dokumento)</i>	<i>(Pangunahing taga-suri)</i>	<i>(Protokol sa pag-aaral, Form ng Informed Consent [kung naaangkop])</i>
6. None	6. Consolidation and Finalization of the review results		Within 1 Week upon receipt of assessment forms from the primary reviewers	<i>Chair</i>	Study Protocol Assessment Form, and Informed Consent Assessment Form (as applicable), and Certificate of Approval
<i>(Wala)</i>	<i>(Consolidation at Finalization ng mga resulta ng pagsusuri)</i>		<i>(Sa loob ng 1 linggo pagkatapos matanggap ang mga form ng pagtatasa mula sa mga pangunahing tagasuri)</i>	<i>(Chairman)</i>	<i>(Study Protocol Assessment Form, at Informed Consent</i>

					<i>Assessment Form (kung naaangkop), at Sertipiko ng Pag-apruba)</i>
7. None	7. Communicates review results to the researcher		Within 1 Week upon finalization of review results	<i>Chair, Secretariat</i>	Certificate of Approval, Letter template for modification, or Review of Resubmitted Study Protocol Form
<i>(Wala)</i>	<i>(Nakikipag-ugnayan sa mga resulta ng pagsusuri sa mananaliksik)</i>		<i>(Sa loob ng 1 linggo pagkatapos ng pagsasapinal ng mga resulta ng pagsusuri)</i>	<i>(Chairman, Sekretarya)</i>	<i>(Sertipiko ng Pag-apruba, template ng Liham para sa pagbabago, o Pagsusuri ng Muling Pag-aaral Form ng Protocol)</i>
8. None	8. Files documents in the protocol file		None	<i>Secretariat</i>	Protocol-related documents
<i>(Wala)</i>	<i>(Nag-file ng mga dokumento sa protocol file)</i>		<i>(Wala)</i>	<i>(Sekretarya)</i>	<i>(Kaugnay ng protocol na dokumento)</i>
9. None	9. Inclusion of the review in the agenda of the next IERB meeting		None	<i>Chair, Secretariat</i>	Notice of meeting & agenda
<i>(Wala)</i>	<i>(Pagsasama ng pagsusuri sa agenda ng susunod na pulong ng IERB)</i>		<i>(Wala)</i>	<i>(Chairman, Sekretarya)</i>	<i>(Paunawa ng pulong at agenda)</i>
<b>END OF TRANSACTION</b>					

### 3. Full Review of Research Protocol

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM				
Who May Avail of the Service:	1. Medical and Ancillary Department staff				
	2. Nursing Service staff				
	3. Dietary Department staff				
Documentary Requirements:	1. Research protocols				
	2. Informed consent form				
	3. Study protocol assessment form				
	4. Informed consent assessment form				
	5. Curriculum vitae of research team members				
Processing Period:	16 to 30 Days				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. None  <i>(Wala)</i>	1. Assigns reviewers or independent consultant  <i>(Magtalaga ng mga tagasuri o independiyenteng consultant)</i>	None  <i>(Wala)</i>	Within 24 Hours upon determination of the type of review  <i>(Sa loob ng 24 na oras pagkatapos matukoy ang uri ng pagsusuri)</i>	<i>Chair</i>  <i>(Chairman)</i>	Notice of Review  <i>(Paunawa ng Review)</i>
2. None  <i>(Wala)</i>	2. Notifies reviewer or independent consultant  <i>(Inaabisuhan ang tagasuri o independiyenteng consultant)</i>		Within 48 Hours after getting assignment  <i>(Sa loob ng 48 oras pagkatapos makakuha ng assignment)</i>	<i>Secretariat</i>  <i>(Sekretarya)</i>	
3. None  <i>(Wala)</i>	3. Responds to notice of review  <i>(Tumutugon sa paunawa ng pagsusuri)</i>		Within 48 Hours upon receipt of notice of review  <i>(Sa loob ng 48 oras pagkatapos matanggap ang paunawa ng pagsusuri)</i>	<i>Primary Reviewers</i>  <i>(Pangunahing taga-suri)</i>	None  <i>(Wala)</i>

4. None  (Wala)	4. Reviews protocol & informed consent form  (Suriin ang protocol at form ng pahintulot na may kaalaman)		3 Days before the full board review Meeting  (3 araw bago ang full board review meeting)		Study Protocol Assessment Form and Informed Consent Assessment Form  (Protokol sa pag-aaral, Form ng Informed Consent)
5. None  (Wala)	5. Provides protocol & protocol-related documents to the rest of the committee members  (Nagbibigay ng mga dokumentong nauugnay sa protocol at protocol sa iba pang miyembro ng komite)		At least 3 Days before the full board Meeting  (Hindi bababa sa 3 araw bago ang buong pulong ng lupon)	Secretariat  (Sekretarya)	Executive summary of study protocol  (Ehekutibong buod ng protocol ng pag-aaral)
6. None  (Wala)	6. Presents review findings & recommendations during committee meeting  (Nagtatanghal ng mga natuklasan sa pagsusuri at rekomendasyon sa pulong ng komite)		At least 3 Days before the full board Meeting  (Hindi bababa sa 3 araw bago ang buong pulong ng lupon)	Primary reviewer  (Pangunahing taga-suri)	Study Protocol Assessment Form and Informed Consent Assessment Form  (Protokol sa pag-aaral, Form ng Informed Consent)
7. None  (Wala)	7. Discusses technical & ethical issues  (Tinatalakay ang mga isyung teknikal at etikal)		None  (Wala)	Chair, IERB members  (Chairman at miyembro ng IERB)	
8. None  (Wala)	8. Summarizes & issues resolutions  (Nagbubuod at naglalabas ng mga resolusyon)			Chair  (Chairman)	None  (Wala)
9. None	9. Review board action committee action			Chair, IERB members	

<i>(Wala)</i>	<i>(Suriin ang aksyon ng board action committee)</i>			<i>(Chairman at miyembro ng IERB)</i>	
10. None	10. Documents committee deliberation & action			<i>Secretariat</i>	Min. of Meeting
<i>(Wala)</i>	<i>(Deliberasyon at pagkilos ng komite ng mga dokumento)</i>			<i>(Sekretarya)</i>	<i>(minuto ng pulong)</i>
11. None	11. Communicates committee action to the researcher		Within 1 Week of the signed finalized results of the review	<i>Chair, Secretariat</i>	Certificate of Approval, Notice of Panel Action to Study Protocol, and Review of Resubmitted Study Protocol Form
<i>(Wala)</i>	<i>(Nakikipag-ugnayan sa aksyon ng komite sa mananaliksik)</i>		<i>(Sa loob ng 1 linggo ng nilagdaang mga pinal na resulta ng pagsusuri)</i>	<i>(Chairman, Sekretarya)</i>	<i>(Sertipiko ng Pag-apruba, Paunawa ng Panel Action to Study Protokol, at Review ng Muling Isinumite na Study Protocol Form)</i>
12. None	12. Files protocol-related documents & updates protocol database		None	<i>Secretariat</i>	None
<i>(Wala)</i>	<i>(Nag-file ng mga dokumentong nauugnay sa protocol at nag-a-update ng database ng protocol)</i>		<i>(Wala)</i>	<i>(Sekretarya)</i>	<i>(Wala)</i>
<b>END OF TRANSACTION</b>					

## 4. Resubmission of Research Protocol

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8:00 AM – 5:00 PM			
Who May Avail of the Service:		1. Medical and Ancillary Department staff			
		2. Nursing Service staff			
		3. Dietary Department staff			
Documentary Requirements:		1. Review of resubmitted study protocol form			
		2. Resubmitted study documents			
		3. Document received form			
		4. Submissions log			
		5. Letter template for modification form or Notice of panel action to study protocol submissions form			
Processing Period:		Within 13 Days			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Research proponent  <i>(Proponent ng pananaliksik)</i>	1. Receives research protocol & other study documents  <i>(Tumatanggap ng protocol ng pananaliksik at iba pang mga dokumento sa pag-aaral)</i>	None  <i>(Wala)</i>	Within 2 Days upon receipt of complete study documents  <i>(Sa loob ng 2 araw pagkatapos matanggap ang kumpletong mga dokumento sa pag-aaral)</i>	<i>Secretariat</i>  <i>(Sekretarya)</i>	Review of Resubmitted Study Protocol Form and Document received form  <i>(Pagreview sa Resubmitted Study Protocol Form at Document na natanggap na form)</i>
2. None  <i>(Wala)</i>	2. Coding of resubmitted protocol documents  <i>(Pag-code ng mga isinuniteng dokumento ng protocol)</i>		Within 1 Day upon confirmation of complete study documents  <i>(Sa loob ng 1 araw pagkatapos makumpirma ang kumpletong mga dokumento sa pag-aaral)</i>		Submissions log  <i>(Log ng mga pagsusumite)</i>
3. None	3. Notification of the Chair and Reviewers		None		Letter template for modification form or Notice of Panel Action to Study Protocol Submissions

(Wala)	(Abiso ng Tagapangulo at mga Tagasuri)		(Wala)		Form  (Template ng sulat para sa form ng pagbabago o form ng Notice of Panel Action to Study Protocol Submissions)
4. None  (Wala)	4. Review of the resubmitted protocol  (Pagsusuri sa muling isinumiteng protocol)		Within 4 Weeks for expedited review, within 5 Weeks for full review  (Sa loob ng 4 na linggo para sa pinabilis na pagsusuri, sa loob ng 5 linggo para sa buong pagsusuri)	Primary Reviewers  (Pangunahing tagasuri)	Study protocol and Review of Resubmitted Study Protocol Form  (Protocol ng Pag-aaral at Pagsusuri ng Resubmitted Study Protocol Form)
5. None  (Wala)	5. Communicates decision  (Nakikipag-usap ng desisyon)		Within 1 Week after finalization of review  (Sa loob ng 1 linggo pagkatapos ng pagsasapinal ng pagsusuri)	Chair, Secretariat  (Chairman, Sekretarya)	Certificate of Approval  (Sertipiko ng Pag-apruba)
6. None  (Wala)	6. Files documents in the protocol file & updates database  (Nag-file ng mga dokumento sa protocol file at nag-update ng database)		None  (Wala)	Secretariat  (Sekretarya)	None  (Wala)
END OF TRANSACTION					



# Internal Medicine

## 1. Patient Admission

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday (ER)				
Hours:	1 Day (ER)				
Who May Avail of the Service:	1. Sick Individuals needing ambulatory care				
	2. male and female more than 19 years old				
	3. non-surgical, non-gynecologic patients				
Documentary Requirements:	Medical Records				
Processing Period:	Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Consent for admission  <i>(Pagbigay ng pahintulot upang ma-admit)</i>	1. Receives patient chart <ul style="list-style-type: none"><li>From ER</li><li>From OPD</li></ul> <i>(Pagtanggap ng chart ng pasyente</i> <ul style="list-style-type: none"><li><i>Mula sa ER</i></li><li><i>Mula sa OPD)</i></li></ul>	None  <i>(Wala)</i>	10 to 15 Min.  <i>(10 hanggang 15 minuto)</i>	<i>Resident Physician</i>	ER/OPD Chart
2. Consent for intervention and management  <i>(Pagbigay ng pahintulot upang mabigyan ng lunas)</i>	2. Prepares patient for admission <ul style="list-style-type: none"><li>History and physical examination</li><li>Laboratory/</li><li>diagnostic exams</li><li>Prescription of</li><li>medications</li></ul> <i>(Paghahanda ng pasyente para ma-admit)</i> <ul style="list-style-type: none"><li><i>Interview sa pasyente at pisikal na pag-eksamen</i></li><li><i>Eksaminasyong pang-aboratoryo at iba pang dayagnostiko</i></li><li><i>Pagreseta ng gamot</i></li></ul>	Variable	2 Hours  <i>(2 oras)</i>		Laboratory/ Imaging requests/ consent forms  Prescription papers/ justification letters
3. Undergoes Rapid Antigen Test for PUI	3. Prepares request for the RAT test	None	5 Min.	<i>Resident Physician, Nurse in</i>	RAT/RT PCR Request

patients  <i>(Pag-pagawa ng Rapid Antigen Test para sa PUI patients)</i>	<i>(Pagsulat ng request para sa RAT)</i>	<i>(Wala)</i>	<i>(10 hanggang 15 minuto)</i>	<i>Charge (swabber on duty)</i>	
4. Admission of the patient  <i>(Pag-admit ng pasyente)</i>	4. Admits patients, endorsement of patient to the receiving medical doctor and carrying out doctor's orders.  <i>(Pag-admit sa pasyente, pagendorso sa kapwa doctor and paggawa ng mga order ng doctor)</i>		3 Hours  <i>(3 oras)</i>	<i>Resident Physician, ER nurse-on-duty</i>	Admitting Chart and laboratory results
5. Transfer of the patient to respective wards  <i>(Pag-lipat ng pasyente sa ward)</i>	5. Accompanies patient to the ward and endorsement of patient to ward nurse on duty  <i>(Paghatid sa pasyente sa ward at pag-endorso ng pasyente sa ward nurse)</i>		30 Min.  <i>(30 minuto)</i>	<i>ER nurse-on-duty</i>	Patient's chart
6. Arrival and Admission of the patient at the ward  <i>(Pagdating at pagadmit ng pasyente sa ward)</i>	6. Patient is received at the ward by the ward nurse on duty and medical resident on duty.  <i>(Pag-admit ng pasyente sa ward ng mga nars at doktor)</i>		15 to 30 Min.  <i>(15 hanggang 30 minuto)</i>	<i>Ward nurse-on-duty, Ward medical Resident-on-duty</i>	
END OF TRANSACTION					

## 2. Request For Electrocardiogram (ECG)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday (ER), Monday – Friday (OPD)			
Hours:		1 Day (ER), 7:00 AM – 4:00 pm (OPD)			
Who May Avail of the Service:		1. Individuals needing ambulatory care			
		2. male and female more than 19 years old			
		3. non-surgical, non-gynecologic patients who need to undergo electrocardiogram (ECG) testing.			
Documentary Requirements:		ECG Request			
Processing Period:		Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Consult at the OPD, ER, or is currently admitted at the wards.  (Pagconsulta sa OPD, ER, o pagkaadmit sa ward)	1. Provides ECG request  (Paggawa ng ECG request form)	None  (Wala)	2 Min.  (2 minuto)	Attending Physician	ECG Request
2. ROUTINE: Receives request and proceeds to ECG unit.  (Pagtanggap ng request at pagtungo sa ECG unit)  STAT: Awaits for ECG to be performed at bedside.  (Paghintay na magawa ang ECG sa kinalagyan)	2. ROUTINE: Receives request, documents, information, schedules procedure.  (Pagtanggap ng request, pagtala ng impormasyon, pag-schedule ng proseso)  STAT: Receives request, documents information, proceeds to the bedside.  (Pagtanggap ng request, pagtala ng impormasyon, pagtungo sa kinalagayan ng pasyente)		15 Min.  (15 minuto)	ECG Personnel	
3. Payment of fees  (Pagbayad ng kaakibat na	3. Awaits official receipt.  (Paghintay sa opisyal na resibo)		Variable	Patient/Cashier	

<i>bayarin)</i>					
4. Undergoes ECG procedure	4. Performs ECG on patient		15 Min.	<i>ECG Personnel</i>	
<i>(Pagsailalim sa ECG)</i>	<i>(Pagsasagawa ng ECG sa pasyente)</i>		<i>(15 minuto)</i>		
5. Awaits Results	5. Interprets ECG and releases result		3 Working Days (routine)	<i>Resident Physician, ECG Personnel</i>	
<i>(Paghintay sa resulta)</i>	<i>(Pagbabasa ng ECG at pagbigay ng resulta)</i>		24 Hours (stat)		
<b>END OF TRANSACTION</b>					

### 3. Request For Endoscopic Procedures

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 4:00 PM (OPD)				
Who May Avail of the Service:	Individuals needing diagnoses, visualization, and treatment of illness that are related to Gastroenterology and its related fields.				
Documentary Requirements:	Patient’s Chart				
Processing Period:	Variable				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Avails of Gastroenterologic service of QCGH  <i>(Pagpakonsulta sa Gastroenterology Service)</i>	1. Receives referral for possible endoscopic procedure and assesses the need for endoscopic procedure  <i>(Pagtanggap ng referral at pagsuri sa pasyente)</i>	None  <i>(Wala)</i>	1 Hour  <i>(1 oras)</i>	<i>IM GI Rotator</i>	Patient’s Chart, Referral Form
2. Awaits confirmation of procedure and schedule  <i>(Paghintay ng schedule)</i>	2. Confirms the need for endoscopy and schedule  <i>(Pagkumpirma at pag schedule ng endoscopy)</i>		30 Min.  <i>(30 minuto)</i>	<i>IM GI Consultant</i>	Patient’s Chart
3. Proceeds to endoscopy unit after confirmation of schedule  <i>(Pagtungo sa Endoscopy Unit matapos mabigyan ng schedule)</i>	3. Reserves schedule for patient and gives instructions prior to the procedure  <i>(Pagtakda ng araw para sa pasyente at pagbigay ng mga tagubilin bago ang endoscopy)</i>		15 Min.  <i>(15 minuto)</i>	<i>Endoscopy Nurse, IM GI Rotator</i>	
4. Arrives on schedule date of procedure  <i>(Pagdating sa takdang araw)</i>	4. Performs the procedure, fill-up endoscopy result  <i>(Pagsagawa ng endoscopy at pagbigay ng result)</i>		45 Min.  <i>(45 minuto)</i>	<i>IM GI Consultant, IM GI Rotator, Anesthesiologist</i>	Patient’s Chart, Endoscopy Result Form, Anesthesia Record
5. Receives initial	5. Explains findings		15 Min.	<i>IM GI</i>	Patient’s

results  <i>(Pagtanggap ng paunang resulta)</i>	to the patient and possible management  <i>(Pag expleka sa pasyente ng resulta at pag manage nito)</i>		(15 minuto)	<i>Consultant</i>	Chart, Endoscopy Result Form
6. Proceeds to billing and cashier for processing of payment  <i>(Pagtungo sa kahera para sa bayad)</i>	6. Fill up the charge slip, gives clearance form after payment  <i>(Pagsulat ng charge slip at clearance form)</i>		20 Min.  <i>(20 minuto)</i>	<i>Endoscopy Nurse</i>	Charge Slip
7. Proceeds back to Endoscopy Unit for final disposition  <i>(Pagbalik sa Endoscopy Unit para sa mga tagubilin)</i>	7. Gives final endoscopy result and signs clearance form.  <i>(Pagbigay ng opisyal na resulta sa pasyente at paglagda sa clearance form)</i>		10 Min.  <i>(10 minuto)</i>	<i>IM GI Consultant/ Rotator, Endoscopy Nurse</i>	Endoscopy Result Form, Patient's Chart
<b>END OF TRANSACTION</b>					

## 4. Ambulatory Care (OPD)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8:00 AM – 5:00 PM (OPD)				
Who May Avail of the Service:	1. Sick individuals needing ambulatory care				
	2. male, and female more than 19 years of age				
	3. non-surgical, non-parturient, non-gynecologic patients				
Documentary Requirements:	Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines				
Processing Period:	Variable				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Arrives at the IM-OPD section  <i>(Pagdating ng pasyente sa IM OPD)</i>	1. Receives patient chart <ul style="list-style-type: none"><li>From Triage (OPD)</li></ul> <i>(Pagtanggap ng chart ng pasyente)</i> <ul style="list-style-type: none"><li>Mula sa Triage (OPD)</li></ul>	None  <i>(Wala)</i>	30 Min to 1 Hour  <i>(30 minuto hanggang 1 oras)</i>	<i>Junior Intern/ Resident Physician</i>	OPD Chart
2. Gives history and consents for physical exam  <i>(Pagbigay ng salaysay at pahintulot para sa physical examination)</i>	2. Interviews patient and carries out physical examination  <i>(Pag-interview at pagsuri sa pasyente)</i>		30 to 45 Min.  <i>(30 hanggang 45 minuto)</i>	<i>Junior Intern/ Post-Graduate Intern (OPD), Resident Physician</i>	
3. Giving of prescription medications and laboratory request  <i>(Pagbibigay ng reseta at laboratory request)</i>	3. Explanation of prescription and laboratory request  <i>(Pagpapaliwanag ng reseta at laboratory request)</i>		15 Min.  <i>(15 minuto)</i>	<i>Resident Physician</i>	Prescription and Laboratory Request
4. Giving of scheduled follow-up  <i>(Pagbibigay ng takdang araw ng pagbalik)</i>	4. Explanation of scheduled follow-up and final disposition  <i>(Pagpapaliwanag ng pagsusuri at pagbibigay ng mga tagubilin)</i>		5 Min.  <i>(5 minuto)</i>		Patient's Chart, Laboratory Request, Prescription
END OF TRANSACTION					

# Infection Prevention and Control Committee

## 1. Surveillance Of Healthcare - Associated Infection

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday			
Hours:		6:00 AM – 10:00 PM			
Who May Avail of the Service:		1. Patient			
		2. Healthcare Workers			
Documentary Requirements:		Patient Chart			
Processing Period:		1 Day and 4 Hours			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Patient	1.1. Collect data on infections that occur in patients, including the type of infection, the location in the body and causative organism	None	2 Hours	Infection Prevention and Control Nurse	Patient Chart
(Pasyente)	(Mangolekta ng impormasyon patungkol sa mga impeksiyon na nangyayari sa mga pasyente, kabilang ang uri ng impeksiyon, ang lokasyon sa katawan at sanhi ng organismo)	(Wala)	(2 oras)		
	1.2. Validates Statement of Accounts through the Hospital & Information System (HIS) and receives corresponding payments		1 Min.		Healthcare-associated Infections Form
	(Suriin ang talaan ng serbisyong babayaran)		(1 minuto)		
	1.3. Issues official receipt		30 Seconds		Monthly Infection rate report
	(Magbigay ng opisyal na resibo)		(30 segundo)		
END OF TRANSACTION					



## 2. Monitoring Of Hand Hygiene Compliance

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	6:00 AM – 10:00 PM				
Who May Avail of the Service:	Healthcare Workers				
Documentary Requirements:	Hand Hygiene Observation Form				
Processing Period:	4 Hours and 30 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Healthcare Workers	1.1. Observing Hand hygiene practices  <i>(pagmamasid sa kalinisan ng kamay)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 minuto)</i>	<i>Infection Prevention and Control Nurse</i>	Hand Washing Observation Form
	1.2. Collection data on compliance rate using Observation Hand washing  <i>(Pangongolekta ng impormasyon sa compliance rate gamit ang Observation Hand washing)</i>		1 Hour  <i>(1 oras)</i>		
	1.3. Analyzing hand hygiene compliance data can help IPCC identify trends, Areas for improvement and the effectiveness of interventions.  <i>(Ang pagsusuri sa impormasyon ng pagsunod sa kalinisan ng kamay ay makakatulong sa IPCC na matukoy ang mga uso, Mga lugar para sa pagpapabuti at ang bisa ng mga interbensyon.)</i>		1 Hour  <i>(1 oras)</i>		Monthly Infection rate report
	1.4. IPC Nurses provide feedback to healthcare workers on their hand Hygiene compliance, including both positive feedback and constructive criticism to		1 Hour		Hand Washing Observation Form

	<p>encourage continuous improvement.</p> <p><i>(Ang IPC Nurse ay nagbibigay ng feedback sa mga manggagawa sa pangangalagang pangkalusugan sa kanilang pagsunod sa kalinisan ng kamay, kabilang ang parehong positibong feedback at nakabubuo na pagpuna upang mahikayat ang patuloy na pagpapabuti.)</i></p>		(1 oras)		
<b>END OF TRANSACTION</b>					

### 3. Conducting Basic Infection Prevention and Control Orientation for Newly Hired Healthcare Workers

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday			
Hours:		8:00 AM – 10:00 AM			
Who May Avail of the Service:		Newly Hired Healthcare Workers			
Documentary Requirements:		Orientation Program			
Processing Period:		4 Hours and 30 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Newly hired Healthcare Workers	1.1. Schedule the orientation.  <i>(Iskedyul ang oryentasyon)</i>	None  <i>(Wala)</i>	30 Min.  <i>(30 minuto)</i>	<i>Infection Prevention and Control Nurse</i>	None  <i>(Wala)</i>
	1.2. Identify the participants: the orientation should be attended by all newly hired healthcare workers, including clinical and non-clinical staff  <i>(Tukuyin ang mga kalahok: ang oryentasyon ay dapat na dadaluhan ng lahat ng bagong manggagawa sa pangangalagang pangkalusugan, kabilang ang mga klinikal at hindi klinikal na kawani)</i>		30 Min.  <i>(30 minuto)</i>		List of Attendees
	1.3. Prepare the materials that cover the basics of infection prevention and control practices, including hand hygiene, standard precautions, personal protective equipment, isolation precautions and environmental cleaning.  <i>(Ihanda ang mga materyales na sumasaklaw sa mga</i>		2 Hours  <i>(2 oras)</i>		Power point Presentation

	<i>pangunahing kaalaman sa mga kasanayan sa pag-iwas at pagkontrol sa impeksyon, kabilang ang kalinisan ng kamay, karaniwang pag-iingat, personal na kagamitan sa proteksyon, mga pag-iingat sa paghihiwalay at paglilinis ng kapaligiran.)</i>				
	1.4. Conduct the orientation improvement.  <i>(Isagawa ang oryentasyon.)</i>		2 Hour  <i>(2 oras)</i>		None  <i>(Wala)</i>
END OF TRANSACTION					

# Information Technology Section

## 1. Provision of IT Technical Support

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday			
Hours:		6:00 AM – 10:00 PM (Monday-Friday) 8:00 AM – 5:00 PM (Saturday and Sunday)			
Who May Avail of the Service:		Any QCGH Employees			
Documentary Requirements:		IT Service Order Form			
Processing Period:		48 Hours			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Report the request to Information Technology office and fill out IT Service Order Form	1.1. Accept request of Information Technology Service Order Form.	None	10 Min.	IT Staff	IT Service Order Form
	1.2. Perform IT assessment and technical analysis of request.		1 Hour		
	1.3. IT head to approve Service Order Form		50 Min.		
	1.4. Fulfill provision/ replacement of damage IT equipment.		46 Hours		
END OF TRANSACTION					

## 2. Supervision and Administration of Hospital Information System

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	6:00 AM – 10:00 PM (Monday-Friday) 8:00 AM – 5:00 PM (Saturday and Sunday)				
Who May Avail of the Service:	Any QCGH Employees				
Documentary Requirements:	IT Service Order Form				
Processing Period:	49 Hours				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Report the request to Information Technology office and fill out IT Service Order Form	1.1. Accept request of Information Technology Service Order Form.	None	10 Min.	IT Staff	IT Service Order Form
	1.2. Fulfill provision of system user access if requested		50 Min.		
	1.3. IPerform technical system analysis and troubleshooting for any system error.		8 Hours		
	1.4. Collaboration with IT solution provider for technical support if required.		36 Hours		
	1.5. Implement recommended Solution/ enhancement.		4 Hours		
END OF TRANSACTION					

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

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	6:00 AM – 10:00 PM (Monday-Friday) 8:00 AM – 5:00 PM (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 OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Report request to IT office via Telephone call, email, or visit the IT office.	1.1. Conduct ocular visit to offices for assessment of IT equipment requirements.	None	1 Hour	IT Staff	Valid identification card and authorization letter
	1.2. IT staff to provide technical recommendation on IT system requirements		.1 Hour		
2. Submit letter request to IT head for recommended IT equipments	2. IT head updates the IT PPMP list for procurement				4 Hours
END OF TRANSACTION					

# Medical Records Department

## 1. Registration of all patient at the OPD

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8 Hours without noon break			
Who May Avail of the Service:		OPD Patient's			
Documentary Requirements:		Patient's Hospital Card Valid ID			
Processing Period:		10 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Go to Triage and present Patient's Hospital Card for assessment and classification  <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i>	1. Receives patient's hospital card from Triage. Stamps current date then identify priority and non-priority patients  <i>(Pagtanggap ng patient's hospital card galing Triage. Pagtatak ng petsa sa patient's hospital card at pagtukoy sa mga pasyente na prayoridad at hindi prayoridad)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	<i>Clerk II/Admin Aide III/ Office Aide</i>	Patient's Hospital Card
2. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) then wait for your turn and maintain social distancing  <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente)</i>	2. Encodes patient's information to QMEUP and Hospital Information System (HIS).  <i>(Pag-type ng mga impormasyon ng pasyente sa kompyuter gamit ang QMEUP at Hospital Information System o HIS)</i>		7 Min.  <i>(7 minuto)</i>		
END OF TRANSACTION					



## 2. Provision Of Individual Health Record (New Patient)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8 Hours without noon break			
Who May Avail of the Service:		OPD Patient's			
Documentary Requirements:		Patient's Hospital Card			
Processing Period:		4 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) then wait for your turn and maintain social distancing  <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente)</i>	1.1. Print patient's health record  <i>(Pag-print ng bagong OPD record ng pasyente)</i>	None  <i>(Wala)</i>	3 Min.  <i>(3 minuto)</i>	Clerk II/Office Aide	New Individual health record (OPD)
	1.2. Record, Record, and release patient's health record  <i>(Pagsulat at paglabas ng bagong OPD record ng pasyente)</i>		1 Min.  <i>(1 minuto.)</i>		
END OF TRANSACTION					

### 3. Provision of Individual Health Record (Old Patient)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8 Hours without noon break			
Who May Avail of the Service:		OPD Patient’s			
Documentary Requirements:		Patient’s Hospital Card			
Processing Period:		7 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) then wait for your turn and maintain social distancing  <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente)</i>	1.1. Receives patient’s hospital card from Encoder  <i>(Pagtanggap ng patient’s hospital card galing sa mga encoder)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Clerk II/ Office Aide</i>	Old Individual health record (OPD)
	1.2. Record, and release patient’s health record  <i>(Pagsulat at paglabas ng bagong OPD record ng pasyente)</i>		5 Min.  <i>(5 minuto.)</i>		
	1.3. Record, and release patient’s health record  <i>(Pagsulat at paglabas ng bagong OPD record ng pasyente)</i>		1 Min.  <i>(1 minuto)</i>		
END OF TRANSACTION					

#### 4. Authentication and Charging of Certificates and/or Relevant Documents (Medical Abstract, Discharge Summary, Operative Worksheet, Operative Technique, Laboratory Results, and Birth Certificate)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8 Hours without noon break			
Who May Avail of the Service:		Inpatients, ER, and OPD patients			
Documentary Requirements:		1. Original and photocopy of requested certificate/s			
		2. Valid ID			
		3. Authorization letter with valid ID (If representative)			
Processing Period:		10 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Go to Medical Records Department-Release of Information Area, present original and photocopy of requested certificate/s or valid ID for Birth Certificate  <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>	1. Receives original and photocopy of requested certificate/s or valid ID for Birth Certificate concern  <i>(Pagtanggap ng orihinal at kopya ng mga kailangan na certificate o valid ID para sa mga Birth Certificate ang kailangan)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	Office Aide	Medical Abstract, Discharge Summary, Operative Worksheet, Operative Technique, Laboratory Results, Birth Certificate
2. Wait for the call  <i>(Hintayin na tawagin ang pangalan)</i>	2. Charge fees thru Hospital Information System (HIS)  <i>(Paglagay ng kaukulang bayad)</i>		3 Min.  <i>(3 minuto)</i>		
3. Proceed to the Cashier for payment. Then, go back to Medical Records Department Release of Information Area  <i>(Pumunta sa Cashier</i>	3. Instructs the patient / representative for payment and clearance  <i>(Pagbigay ng mga</i>	PHP 50.00/ Copy	1 Min  <i>(1 minuto)</i>	Cashier Clerk Office Aide	

<i>para sa kaukulang bayad at bumalik sa Medical Records Department pagkatapos magbayad)</i>	<i>alituntunin sa pasyente o representante para sa kaukulang bayad)</i>				
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>	4. Receives and validates presented Official Receipt and Clearance Slip. Then, authenticate Certified true copy to the requested certificate/s. For Birth Certificate, medical records staff will retrieve the registered Birth Certificate  <i>(Pagtanggap at pagsusuri ng opisyal na resibo at Clearance Slip. Paglagay ng Certified true copy sa mga kailangan na certificate. Para sa Birth Certificate, hahanapin ng medical records staff ang rehistradong Birth Certificate)</i>	None  <i>(Wala)</i>	4 Min.  <i>(4 minuto)</i>	Office Aide	
5. Receives Certified true copy of requested certificate/s or Registered Birth Certificate  <i>(Pagtanggap ng Certified true copy ng mga kailangan na Certificate o kaya naman ay rehistradong Birth Certificate)</i>	5. Record and release requested certificate/s or registered Birth Certificate  <i>(Pagsulat at pagbibigay ng mga kailangan na certificate o rehistradong Birth Certificate)</i>		1 Min.  <i>(1 minuto)</i>		
<b>END OF TRANSACTION</b>					

## 5. Authentication and Charging of Certificates and/or Relevant Documents (Medical Certificate, Official Medico-legal Certificate)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Friday			
Hours:		8 Hours without noon break			
Who May Avail of the Service:		ER and OPD patients			
Documentary Requirements:		1. Complete and original requested certificate/s			
		2. Valid ID			
		3. Authorization letter with valid ID (If representative)			
Processing Period:		8 Min.			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Go to Medical Records Department-Release of Information Area, present original and photocopy of requested certificate/s or valid ID for Birth Certificate  <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>	1. Receives original copy of requested certificate/s and valid ID  <i>(Pagtanggap ng orihinal na kopya ng kailangan na certificate at valid ID)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	Office Aide	Medical Certificate , Official Medico-legal Certificate
2. Wait for the call  <i>(Hintayin na tawagin ang pangalan)</i>	2. Charge fees thru Hospital Information System (HIS)  <i>(Paglagay ng kaukulang bayad)</i>		3 Min.  <i>(3 minuto)</i>		
3. Proceed to the Cashier for payment. Then, go back to Medical Records Department Release of Information Area  <i>(Pumunta sa Cashier para sa kaukulang bayad at bumalik sa</i>	3. Instructs the patient / representative for payment and clearance  <i>(Pagbigay ng mga alituntunin sa pasyente o</i>	PHP 30.00/ Copy	1 Min  <i>(1 minuto)</i>	Cashier Clerk, Office Aide	

<i>Medical Records Department pagkatapos magbayad)</i>	<i>representante para sa kaukulang bayad)</i>				
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>	4. Receives and validates presented Official Receipt and Clearance Slip.Then, affix hospital seal to the requested certificate  <i>(Pagtanggap at pagsusuri ng opisyal na resibo at Clearance Slip. Paglagay ng hospital seal sa kailangan na certificate)</i>	None  <i>(Wala)</i>	2 Min.  <i>(2 minuto)</i>	<i>Office Aide</i>	
5. Receives requested certificate with hospital seal  <i>(Pagtanggap ng kailangan na certificate na may hospital seal)</i>	5. Record and release requested certificate/s  <i>(Pagsulat at pagbibigay ng mga kailangan na certificate)</i>		1 Min.  <i>(1 minuto)</i>		
END OF TRANSACTION					

# Medical Social Service

## 1. Availment Of Medical Social Service (MSS) Assistance At Out-Patient Department (OPD)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8 Hours without noon break				
Who May Avail of the Service:	OPD Service Patients				
Documentary Requirements:	1. Health Record Card				
	2. MSS Card				
	3. Statement of Account (SOA)				
	4. Valid Identification Card				
Processing Period:	60 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Presents queuing number slip, Statement of Account (SOA), hospital id and valid id.  <i>(Ibigay ang queing number slip at ipresenta ang iyong hospital card, at valid ID).</i>	1. Receives queuing number slip and checks documents  <i>(Tanggapin ang queuing number slip at suriin ang dokumento)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Medical Social Worker (MSW)</i>	Queuing number slip, Statement of Account, Health Record Card, Valid Identification card
2. Waits for Medical Social Worker  <i>(Maghintay sa Medical Social Worker)</i>	2. Check the category of patients at HIS  <i>(Tignan ang kategroya ng pasyente sa HIS)</i>		5 Min.  <i>(5 minuto)</i>		
3. If a new patient participates during the interview. If not, present an MSS card  <i>(Kung bagong pasyente, makibahagi sa panayam. Kung</i>	3. If new patient, informs purpose of assessment and conducts interviews. If an old patient, receives an MSS card and updates the record  <i>(Kung bagong pasyente, ipaalam ang layunin ng pagsusuri at</i>		15 to 30 Min.  <i>(15 hanggang 30 minuto)</i>		MSS Assessment Tool, MSS card

<i>dating pasyente, ibigay ang MSS card)</i>	<i>magpanayam. Kung dating pasyente, tanggapin ang MSS card at iupdate)</i>				
4. Signs assessment tool and contract of responsibility  <i>(Pumirma sa dokumento)</i>	4. Facilitates signing of assessment tool and contract of responsibility.  <i>(Magpapirma ng dokumento)</i>		2 Min.  <i>(2 minuto)</i>		MSS Assessment Tool, Contract of Responsibility
5. Waits for Medical Social Worker.  <i>(Maghintay sa Medical Social Worker)</i>	5. Evaluates and classifies patients.  <i>(Pagsusuri at ilagay ang klasipikasyon ng pasyente)</i>		3 Min.  <i>(3 minuto)</i>	None  <i>(Wala)</i>	MSS Assessment Tool
6. Listen and/or ask for clarification.  <i>(Makinig o/at magtanong)</i>	6. Orients MSS classification and inform hospital programs and services.  <i>(Pagbibigay ng impormasyon ukol sa klasipikasyon at programa at serbisyo ng ospital)</i>		5 Min.  <i>(5 minuto)</i>		None  <i>(Wala)</i>
7. Waits for Medical Social Worker and receives an MSS card  <i>(Maghintay at tanggapin ang MSS card)</i>	7. Inputs classification, MSS control number and cost reduction at HIS. Issues MSS card.  <i>(Paglalagay ng mga detalye sa HIS at pagbibigay ng MSS card)</i>		8 Min.  <i>(8 minuto)</i>		MSS card
8. Listens on his or her participation and waits for the Medical Social Worker  <i>(Makinig sa pakikibahagi sa bayarin at maghihintay sa Medical Social Worker)</i>	8. Informs participation, stamps SOA and Inputs patient's share at HIS. Informs to proceed to Cashier  <i>(Pagsasabi ng bayarin, pagtatak sa SOA at pagpunta sa Cashier)</i>		5 Min.  <i>(5 minuto)</i>	<i>Depends on the patient's share</i>  <i>(Depende sa bayarin ng pasyente)</i>	Statement of Account



9. None (None)	9. Records and files documents. (Itala at ifile ang mga dokumento)		1 Min. (1 minuto)		MSS Assessment Tool, MSS Logbook
<b>TOTAL</b>		<b>None (Wala)</b>	<b>1 Hour (1 oras)</b>		
<b>END OF TRANSACTION</b>					

## 2. Availment Of Medical Social Service (MSS) Assistance At Emergency Room Department (ER)

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Sunday				
Hours:	24 Hours without noon break				
Who May Avail of the Service:	Emergency Room Patients				
Documentary Requirements:	1. Statement of Account				
	2. Valid Identification Card				
	3. MSS Card				
Processing Period:	25 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Presents Statement of Account (SOA)  <i>(Ibigay ang Statement of Account (SOA) at valid ID)</i>	1. Receives and checks documents  <i>(Tanggapin ang dokumento)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Medical Social Worker (MSW)</i>	Statement of Account, Health Record Card, Valid Identification card
2. Waits for Medical Social Worker.  <i>(Maghintay sa Medical Social Worker)</i>	2. Check the category of patients at HIS  <i>(Tignan ang kategorya ng pasyente sa HIS)</i>		5 Min.  <i>(5 minuto)</i>		
3. If a new patient participates during the interview. If not, present an MSS card.  <i>(Kung bagong pasyente, makibahagi sa panayam. Kung dating pasyente, ibigay ang MSS card)</i>	3. If a new patient conducts an interview. If not, receive an MSS card.  <i>(Kung bagong pasyente, magpanayam. Kung dating pasyente, tanggapin ang MSS card at iupdate.)</i>		5 Min.  <i>(5 minuto)</i>		MSS Card
4. Listen and/or ask for clarification  <i>(Makinig o/at</i>	4. Orients MSS classification and inform hospital programs and services  <i>(Pagbibigay ng</i>		5 Min.  <i>(5 minuto)</i>		None  <i>(Wala)</i>

<i>magtanong)</i>	<i>kaalaman ukol sa MSS klasipikasyon, programa at serbisyo ng ospital)</i>				
5. Waits for Medical Social Worker. <i>(Maghintay sa Medical Social Worker)</i>	5. Inputs classification and cost reduction at HIS  <i>(Paglalagay ng mga detalye sa HIS)</i>		5 Min.  <i>(5 minuto)</i>		
6. Listens on his or her participation and waits for the Medical Social Worker.  <i>(Makikinig sa pakikibahagi sa bayarin at maghintay sa Medical Social Worker)</i>	6.1. Informs patient's participation and stamps lassification on Statement of Account and inform to proceed to Cashier.  <i>(Pagsasabi ng bayarin, pagtatak sa SOA at pagpunta sa Cashier.)</i>		3 Min.  <i>(3 minuto)</i>		Statement of Account
	6.2. Records and files documents.  <i>(Itala at ifile ang mga dokumento)</i>		1 Min.  <i>(1 minuto)</i>		MSS, Logbook
<b>TOTAL</b>		<b>None</b>	<b>25 Min. (25 minuto)</b>		
<b>END OF TRANSACTION</b>					

### 3. Availment Of Medical Social Service (MSS) Assistance At Clinical Ward

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:		Monday – Sunday			
Hours:		24 Hours without noon break			
Who May Avail of the Service:		Admitted Patients at Clinical Ward			
Documentary Requirements:		1. Health Record Card			
		2. MSS Card			
		3. Valid Identification Card			
Processing Period:		1 Hour			
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
A. MSS CLASSIFICATION					
1. Stays at ER  <i>(Maghintay sa Emergency Room)</i>	1. Receives and checks the patient's chart. Check case type at HIS  <i>(Tanggapin at suriin ang chart)</i>	None  <i>(Wala)</i>	6 Min.  <i>(6 minuto)</i>	<i>Medical Social Worker (MSW)</i>	Patient's Chart
2. Listens and signs Affidavit of Undertaking Quit Claim Waiver and Release  <i>(Makinig at pumirma ng dokumento)</i>	2. If pay patient, orients and facilitates signing of Affidavit of Undertaking Quit Claim Waiver and Release  <i>(Kung pribadong pasyente, pagbibigay ng kaalaman at pagpapapirma ng dokumento)</i>		7 Min.  <i>(7 minuto)</i>		Affidavit of Undertaking Quit Claim Waiver and Release
3. If a new patient participates during the interview. If not, present an MSS card.  <i>(Kung bagong pasyente, makibahagi sa</i>	3. If the service case type, check the category of patient at HIS. If a new patient, informs the purpose of assessment and conducts an interview. If an old patient presents an MSS card and updates records  <i>(Kung bagong pasyente, ipaalam ang layunin ng</i>		15 to 30 Min.  <i>(15 hanggang 30 minuto)</i>		Assessment Tool MSS Card

<i>interview Kung dating pasyente, magprisinta ng MSS card)</i>	<i>pagsusuri at magpanayam Kung dating pasyente, tanggapin ang MSS card at iupdate)</i>				
4. Signs assessment tool and contract of responsibility  <i>(Pumirma sa dokumento)</i>	4. Facilitates signing of assessment tools and contracts of responsibility  <i>(Magpapirma ng dokumento)</i>		4 Min.  <i>(4 minuto)</i>		Assessment tool and contract of responsibility
5. Waits for Medical Social Worker  <i>(Maghintay sa Medical Social Worker)</i>	5. Evaluates and classifies patients  <i>(Pagsusuri at klasipikasyon ng pasyente)</i>		3 minuto  <i>(3 minuto)</i>		None  <i>(Wala)</i>
6, Listen and/or ask for clarification  <i>(Makinig o/at magtanong)</i>	6. Orients MSS classification and inform hospital programs and services  <i>(Pagbibigay ng kaalaman ukol sa MSS klasipikasyon, programa at serbisyo ng ospital)</i>		3 Min.  <i>(3 minuto)</i>		
7. Waits for Medical Social Worker  <i>(Maghintay sa Medical Social Worker)</i>	7. Inputs classification and MSS control number at HIS  <i>(Paglalagay ng mga detalye sa HIS)</i>		3 Min.  <i>(3 minuto)</i>		
8. Receives MSS card and checklist of requirements for medical assistance  <i>(Tanggapin ang MSS Card at checklist requirements)</i>	8.1. Issues MSS card and checklist requirements  <i>(Pagbibigay ng MSS card and checklist requirements)</i>		2 Min.  <i>(2 minuto)</i>		MSS card and MSS checklist requirements
	8.2. Signs and input classification at patient's Chart  <i>(Paglalagay ng klasipikasyon at pagpirma sa chart)</i>		1 Min.  <i>(1 minuto)</i>		Patient's Chart
	8.3. Records and		1 Min.		MSS

	files documents. <i>(Itala at ifile ang mga dokumento)</i>		(1 minuto)		Assessment Tool, MSS Logbook
<b>TOTAL</b>		<b>None</b>	<b>1 Hour (1 oras)</b>		
<b>END OF TRANSACTION</b>					

CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
<b>B. COST-REDUCTION</b>					
1. Presents MSS Card and Statement of Account (SOA)  <i>(Ibigay ang SOA at MSS Card)</i>	1. Receives MSS Card and Statement of Account (SOA).  <i>(Tanggapin ang MSS Card at SOA)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Medical Social Worker (MSW)</i>	MSS Card Statement of Account (SOA)
2. Participates in exit interview  <i>(Makibahagi sa exit interview)</i>	2. Conducts exit interview.  <i>(Gawin ang exit interview)</i>		3 Min.  <i>(3 minuto)</i>		
3. Waits for Medical Social Worker  <i>(Maghintay sa Medical Social Worker)</i>	3. Inputs cost-reduction at HIS  <i>(Paglalagay ng discount sa HIS)</i>		2 Min.  <i>(2 minuto)</i>		None  <i>(Wala)</i>
4. Listens on his or her participation and waits for the Medical Social Worker  <i>(Makikinig sa pakikibahagi sa bayarin at maghintay sa Medical Social Worker)</i>	4.1. Informs patient's participation and stamps classification on Statement of Account. Inform to proceed to the Cashier.  <i>(Pagsasabi ng bayarin, pagtatak sa SOA at pagpunta sa Cashier.)</i>		13 Min.  <i>(13 minuto)</i>		Statement of Account (SOA)
	4.2. Records and files documents  <i>(Itala at ifile ang mga dokumento)</i>		1 Min.  <i>(1 minuto)</i>		MSS Logbook
<b>TOTAL:</b>		<b>None</b>	<b>20 Min. (20 minuto)</b>		
<b>END OF TRANSACTION</b>					

#### 4. Medical Social Service Referral For Financial / Medical Assistance Of Service Patients

SCHEDULE OF AVAILABILITY OF SERVICE					
Days:	Monday – Friday				
Hours:	8 Hours without noon break				
Who May Avail of the Service:	1. Service patients consulted at Emergency Room				
	2. OPD and Admitted patients				
Documentary Requirements:	MSS Service Card				
	1. For Medical/Financial Assistance:				
	Updated Prescription of drugs and medicines				
	• Laboratory and Diagnostic Request Form				
	• Medical Abstract/Updated Medical Certificate				
	• Inter-Agency Referral Request Form (accomplished in three original copies)				
	• Statement of Account/Quotation/Hospital Bill				
	2. For PhilHealth Point-of Service (POS) enrolment:				
	• Patient Benefits Eligibility Form (PBEF)/Verification Slip from PCares staff				
	• Patient Membership Record Form (PMRF)				
	• Birth Certificate of member/dependent				
	3. For married woman:				
	• Marriage Certificate				
	• Valid government issued ID				
	4. For emancipated:				
	• Valid government issued ID of parent/ immediate relative/ certificate of guardianship				
Processing Period:	30 Min.				
HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	SERVICE PROCESS	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORM
1. Presents documents  <i>(Ipakita ang mga dokumento)</i>	1. Receives documents  <i>(Tanggapin ang mga dokumento)</i>	None  <i>(Wala)</i>	1 Min.  <i>(1 minuto)</i>	<i>Medical Social Worker</i>	Please refer to documentary requirements
2. Waits for Medical Social Worker.	2. Checks and verifies documents. If complete documents, process referral services to welfare agencies/other hospitals. If not complete, return documents for Completion.		25 Min.		<ul style="list-style-type: none"><li>• Referral Letter Form</li><li>• Social Case Summary Form</li><li>• Inter-Agency Referral Request Form with</li><li>• Socio-Economic Evaluation</li><li>• Certification of</li></ul>

<i>(Maghintay sa Medical Social Worker)</i>	<i>(Kung kumpleto ang dokumento, ibigay ang referral services ayon sa pangangailangan. Kung hindi kumpleto, ibalik para kumpletuhin)</i>		<i>(25 minuto)</i>		Enrolled to PhilHealth Point Of Service ● MSS Logbook
3. Receives documents and signs on the Logbook.	3.1. Issues documents and instructs to sign the receiving logbook.		4 Min.		
<i>(Tanggapin ang dokumento at pumirma sa Logbook)</i>	<i>(Ibigay ang mga dokumento at papirmahin sa logbook)</i>		<i>(4 minuto)</i>		
	3.2. Records and files documents.		1 Min		
	<i>(Itala at ifile ang mga dokumento)</i>		<i>(1 minuto)</i>		
<b>TOTAL:</b>		<b>None</b>	<b>30 Min. (30 minuto)</b>		
<b>END OF TRANSACTION</b>					



# QUEZON CITY HEALTH DEPARTMENT

## External Services

### 1. Free Family Planning Services

Family Planning Counseling Service to women of reproductive age (10-49 years old) which is aimed at enabling couples and individuals to decide freely and responsibly the desired number and spacing of their children and to have the information and access to a full range of safe, affordable, effective, non-abortifacient modern natural and artificial methods of family planning.

<b>Office or Division:</b>	QCHD – Population Program and Family
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All men and women of reproductive age (15-49 y/o) residing in Quezon City

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For Employees:</b>		
1. Office ID or Employment Certificate from Office concerned		City Personnel Department / Department Concerned
<b>For Barangay Residents:</b>		
1. Queuing no.		Utility Aide/CHW/Guard
2. Medical/ Laboratory Result (if applicable)		Hospital, Laboratory Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queueing on FIRST COME, FIRST SERVE BASIS	1.1. Triage patients (Priority/ Regular Lane) and give number to each Client;	None	2 Min.	Utility Aide / Community Health Worker
	1.2. Directs the patient / client to the waiting area.			
2. Presents valid Identification Card and other necessary documents.	2.1. Accomplishment of Patient's ITR	None	20 Min.	Personnel assigned at the Registration Area
	2.2. Interview & ask pertinent /client information/ details			
	2.3. Record and encode patient's information on ITR, registry logbook and E-Medical Record			
	2.4. Obtain and record Vital signs and chief complaint of client (if any)			
	2.5. Risk Assessment of patients 20 yrs old and above			
3. Proceed to the Family Planning Room	3.1. Provision of FP services	None	20 Min.	Trained Service Provider
	3.2. Fill out Family Planning (FP) Form 1			
	3.3. Counseling			
	3.4. Assessment of client Using Medical Eligibility Criteria (MEC) Checklists for FP method of choice			

	3.4. Refer to Medical Officer for medical evaluation.			
4. Proceed to Medical Officer's room (if needed)	<b>Evaluation of client prior to provision of FP method of choice</b>	None	15 Min.	<i>Medical Officer</i>
	4.1. Review FP form 1			
	4.2. Conduct physical examination of client			
	4.3. Ensure the client is medically eligible to use the contraceptive of choice.			
	4.4. Fill-out necessary information (finding/orders) in the FP form 1			
	4.5. Issue Prescription /Laboratory Request /Referral Form ( as Warranted)			
	4.6. Direct client back to FP room			
5. Proceed to FP room	5.1. Provision of FP method of choice	None	45 Min.	<i>Trained Service Provider</i>
	5.2. Check and carry out doctor's order			
	5.3. Request client for signed Informed consent (in the FP Form 1)			
	5.4. Dispense Modern Family Planning commodities/ supplies (if available)			
	5.4. Ensure client signs in the DTUR			
	5.5. Inform client of next service date or anytime if needed			
	5.6. Record FP method provided, instructions and advice in the FP form 1			
	5.7. Record and encode data in the TCL and in QC HIS			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 42 Min.</b>	

## 2. Free Animal Bite Exposure Consultation

Provision of Rabies pre/post exposure Prophylaxis Service to animal bite exposure patients of designated District Animal Treatment Centers (ABTC) in Quezon City

Office or Division:	QCHD – Field Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All animal bite patient who residents of the barangay where the health center is located			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Employees:				
1. Office ID or Employment Certificate from Office concerned			City Personnel Department / Department Concerned	
For Barangay Residents:				
1. Queuing no.			Utility/Administrative Aide/CHW	
2. Valid Identification Card of patient and guardian if patient is minor and without ID			Workplace, School	
3. Referral slip			Other Health Facility/	
4. Pre/Post Exposure Prophylaxis (PEP) Card for previously immunized patients			ABTC Clinic	
For Non-QC Residents:				
1. Valid Government Issued I.D (preferably with picture) *For primary dose only			Government Agencies	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Queuing (FIRST COME FIRST SERVE Basis) and state what service to avail <i>*Priority lane for elderly, pwd, and pregnant.</i>	1.1.Triage patients, give number and direct clients to waiting area (For new, Follow up and priority lane)	None	*2 Hours and 5 Min. (Monday, Tuesday and Thursday)	Nurse Aide / Admitting Clerk
1.2. Present valid Government Identification Card (QC ID, Philhealth) or any gov't issued ID and other necessary documents	1.2. Check ID Card presented and other attachments		30 Min. (Regular Days, depending on volume of patients)	
2. Fills-out and submit completed Personal Information on Patient / Client Service Information sheet	2.1. Accomplishment of Patient's ITR	None	20 Min.	Midwife/ Nurse
	2.2. Interview & ask pertinent/client information/ details			
	2.3. Record or encode patient's information on ITR			

and wait for turn for consultation	/ E-Medical Record			
	2.4. Obtain and record Vital signs and chief complaint of client (if any)			
3. Proceed to Medical Officer Room for consultation	3.1. Categorization of Bite exposure for new patients	None	<b>FOR CATEGORY 2;</b> 10 Min.	<i>Medical Officer III</i>
	3.2. Issuance of prescription; or			
	3.3. Reading of Skin Test; <b>(Negative Result);</b> administration of RIG for CAT III patients <b>(Positive Result)</b> Defer ERIG, Refer for HRIG (With Severe Reaction to ERIG) Administration of Epinephrine, Supplemental Oxygen and Referral to Tertiary Hospital		<b>FOR CATEGORY 3;</b> 40 Min. (Skin test reading)  15 Min.	
	<b>(In case of biting animal death and symptomatic patient)</b>  3.4. *Preparation of Referral Form for coordination of Rabies suspects for investigation and transfer to hospital (as warranted) / to Bureau of Animal Industry (For Animal Carcass Testing)		5 Min.	
4. Proceed to Nurses/ Midwife Rm for Rabies Pre/ Post Exposure Prophylaxis	4.1. Verification of entries in Animal and Human Data Sheet	None	5 Min.	<i>Nurse/ Midwife</i>
	4.2. Anti-Rabies and Tetanus Immunization		5 Min. (anti-rabies and Tetanus Immunization)	
	4.3. RIG administration (for cat. 3 patients) including pt. observation for possible adverse event following immunization		40 Min. (Observation for adverse effects of Post ERIG)	
	4.4. Counseling on Rabies 101 and Responsible Pet Ownership			
	4.5. Provision of Follow-up Instruction		5 Min.	
	4.6. Recording of patient in existing electronic database and Reporting/ Rabies Exposure Registry		15 Min.	

TOTAL:	None	<p><b>3 Hours and 4 Min. for Category 1 and 2 Patients</b></p> <p><b>4 Hours and 15 Min. for Category 3 Patients</b></p> <p><b>4 Hours and 35 Min. for Category 3 with Referral to hospital</b></p>
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### 3. Health and Other Health Related Services at Lying-In-Clinics: Normal Spontaneous Vaginal Delivery Including Intrapartum, Postpartum, and Newborn Care

Provision of safe maternal care to pregnant women about to give birth in Lying-In-Clinic Facilities

Office or Division:	QCHD – Field Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pregnant women about to give birth in Quezon City Health Department Lying-In Clinic			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Barangay Residents:				
1. Queuing no.			Utility/Administrative Aide/CHW	
2. Referral Slip			Referring Health Facility	
3. Medical/ Laboratory Result (if available)			Medical/Laboratory Facility	
4. Maternal Record or Mother Baby Booklet			Health Facility	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on FIRST COME FIRST SERVE Basis	1.1. Triage patients and give number to each Client;	None	5 Min.	Midwife
	1.2. Direct clients to waiting area			
2.1. Present valid Identification (ID) Card and other necessary documents	2.1. Check ID Card presented and other attachments	None	10 Min.	Midwife
2.2. Fill up Personal Information on Individual Treatment Record (ITR) and submission to the Midwife upon accomplishment	2.2. Interview client for pertinent information/ details and document via HIS, secure consent and fill-out data in the Admission Record			
	2.3. Obtain vital signs, chief complaint and obstetric history of the mother in the Maternal Record			
	2.4. Informs / Refers to Medical Officer III of patients admission.			
	2.5. Counseling on Family Planning Methods and signing of consent in FP form 1			
3. Proceed to Examination/ Labor Room	3.1. Conduct Examination:	None	10 Min.	Midwife and/ or Medical Officer III
	3.1.1. Abdominal			

	Examination (for Fundic Height, Fetal Presentation, Fetal Heart Beat)			
	3.1.2. Internal Examination (Initial) for Cervical dilation, effacement, presentation, bag of water and station			
	3.2. Monitor the progress of labor every hour or as needed or upon the instruction of the Medical Officer III			
	3.3. Referral to appropriate level of care facility "in case of no progress in labor"			
4. Proceed to Delivery Room	4.1. Assessment and evaluation of patients about to deliver	None	1 Hour and 30 Min.	<i>Medical Officer III</i>
	4.2. Attends to normal spontaneous vaginal deliveries as per EINC protocol			<i>Midwife and/ or Medical Officer III</i>
	4.3. Performs: ● Perineal Support ● Episiotomy ● Repair of Laceration			<i>Midwife</i>
	4.4. Provision of Family Planning Method (PPIUD)			<i>Medical Officer III</i>
	In case of complicated delivery Postpartum and Neonatal complication:			<i>Medical Officer III</i>
	4.5. Referral to appropriate level of care facility			
5. Transfer to Ward	5.1. Postpartum care and dispensing / prescription of medicines; ● Vitamin A 200, 000 IU ● Ferrous Sulfate with ● Folic Acid ● Monitor vital signs and ● vaginal discharge	None	1 Hour and 30 Min.	<i>Midwife and/ or Medical Officer III</i>

	5.2. Newborn care and dispensing / prescription of medicines; <ul style="list-style-type: none"> <li>• Anthropometric measurements</li> <li>• Eye prophylaxis</li> <li>• Vitamin K</li> <li>• Immunization (Hepatitis B, BCG)</li> <li>• Newborn Screening (given after 24 hours)</li> </ul>		24 Hours	
6. Proceed to examination Room for discharge	6.1. Performs Postpartum discharge Internal Examination and provision of family planning method of choice other than PPIUD	None	1 Hour	<i>Medical Officer III</i>
	6.2. Performs Newborn discharge Physical Examination			
	6.3. Provision of Follow-up/ Discharge Instruction			
	6.4. Preparation of Birth Certificate Form for Registration			<i>Midwife</i>
<b>TOTAL:</b>		<b>None</b>	<b>36 Hours and 40 Min.</b>	



#### 4. Health and other Health Related Services at Lying-In-Clinics: Spontaneous Vaginal Delivery Including Intrapartum, Postpartum, and New Born Care

Provision of safe maternal care to pregnant women about to give birth in Lying-In-Clinic Facilities

Office or Division:	QCHD – Field Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pregnant women about to give birth in Quezon City Health Department Lying-In Clinic			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Barangay Residents:				
1. Queuing no.			Utility/Administrative Aide/CHW	
2. Referral Slip			Other health facility	
3. Medical/ Laboratory Result (if available)			Medical/Laboratory Facility	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on FIRST COME FIRST SERVE Basis and state what service to avail	1.1. Triage patients and give number to each Client;	None	2 Min.	Nurse / Nurse Aide / Admitting Clerk
	1.2. Direct clients to waiting area			
2.1. Present valid Identification (ID) Card and other necessary documents	2.1. Check ID Card presented and other attachments	None	5 to 10 Min.	Midwife
2.2. Fill up Personal Information on Individual Treatment Record (ITR) and submission to the Midwife upon accomplishment	2.2. Registration of all possible low risk for labor and delivery pregnant women			
	2.3. Record or encode patient's information on ITR / E-Medical Record			
	2.4. Interview & ask pertinent /client information/ details			
	2.5. Obtain and record Vital signs and chief complaint of client (if any)			
3. Proceed to Examination/ Labor Room	3.1. Initial Internal Examination (IE) for Cervical dilation, effacement, presentation, bag of water and station	None	5 to 20 Min.	Midwife
	3.2. Monitoring of progress of labor (every four (4) hours as needed or instructed by the Medical Officer III		8 Hours	

	3.3. Accomplishment & filling-out of admission form for patient in true labor		2 to 5 Min.	
	3.4. Inform Medical Officer III of Admissions.			
4. Proceed to Delivery Room	4.1. Assessment and evaluation of patients on labor	None	20 Min. to 1 Hour	<i>Medical Officer III</i>
	4.2. Attends to deliveries or Supervises deliveries attended by Midwife			
	4.3. Prescription of Medicine			
	4.4. Proper Referral to Tertiary Hospital (in cases of Postpartum complication or when indicated)			
5. Transfer to Ward	5. Supervises Transfer of patient to ward for rest and recuperation	None	12 Hours to 14 Hours	<i>Midwife</i>
6. Proceed to examination Room	6.1. Performs Discharge Internal Examination and or Episiotomy if necessary	None	20 Min. to 1 Hour	<i>Medical Officer III</i>
	6.2. Provision of Follow-up/ Discharge Instruction			
	6.3. Preparation of Birth Certificate Form for Registration		15 to 25 Min.	<i>Midwife</i>
<b>TOTAL:</b>		<b>None</b>	<b>25 Hours and 2 Min.</b>	

## 5. Health and Other Health Related Services at City Employee's Clinic: Issuance of Medical Certificate for Leave of Absence (6 Days or More / Extended Leave of Absence)

<b>Office or 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 Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For 6 days Extension of Leave:</b>				
1. Leave form with computation of leave credits and signature of immediate supervisor.			QC Department Concerned	
2. Medical Certificate with diagnosis, sickness dates, and recommendation of attending physician.				
3. CSC Form 41 Medical Certificate duly filled up by Employee.			Department / Office Concerned	
4. Leave Form with computation of leave credits and signature of immediate supervisor.				
5. Medical Certificate with diagnosis, sickness dates and recommendation of private attending physician. (if applicable)			Attending Physician	
6. Medical, Surgical Abstract and Histopathological report. (If applicable)			Hospital Concerned	
7. Attestation from attending physician that the employee is the constant companion of the confined immediate relative.			Attending Physician	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Receiving Area (Priority / Regular Lane) and Assign number to each Patient;	None	3 Min.	Admitting Clerk
	1.2. Directs the patient / client to the waiting area.			
2. Presents valid Identification Card and other necessary documents.	2. Checks ID Card presented and other documents	None		Admitting Clerk
3. Fills-out and submit completed Personal Information on Employee / Patient / Client Service Information sheet.	3.1. Provides appropriate forms for Client to fill-out;	None	3 Min.	Admitting Clerk
	3.2. Receives and records client information on ITR and Admitting Logbook. Assigns and issues permanent case number to each employee/ patient/ client		3 Min.	
4. Wait for your name to be called	4. Handover the ITR to Medical Officer	None	5 Min.	Admitting Clerk
5. Discuss details	5.1. Conduct history	None	15 Min.	Medical Officer

of medical certificate.	taking and Physical examination and other procedures, as warranted;			
	5.2. Signs CSC Form 41 for leave of absence.		3 Min.	
	5.3. Completes necessary information in the ITR.		3 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

## 6. Health and other Health Related Services at City Employee's Clinic: Issuance of Medical Certificate for Fidelity Bond Application (Form 58A)

<b>Office or 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 Bonded Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fidelity Bond Application Form duly filled up			Department or Offices concerned	
2. Government Issued I.D. (with picture)			Government Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Receiving Area (Priority / Regular Lane) and Assign number to each Patient;	None	3 Min.	<i>Admitting Clerk</i>
	1.2. Directs the patient / client to the waiting area.			
2. Presents valid Identification Card and other necessary documents.	2. Checks ID Card presented and other documents	None		<i>Admitting Clerk</i>
3. Fills-out and submit completed Personal Information on Employee / Patient / Client Service Information sheet.	3.1. Provides appropriate forms for Client to fill-out;	None	3 Min.	<i>Admitting Clerk</i>
	3.2. Receives and records client information on ITR and Admitting Logbook.		3 Min.	<i>Admitting Clerk</i>
	3.3. Obtain and record vital signs (BP and Temperature)			
	3.4. Obtain height and weight, chief complaint of client; conduct risk assessment interview Handover the ITR to the Medical Officer.		15 Min.	<i>Nurse</i>
4. Discuss details of Bond certificate.	4. Conduct history taking and Physical examination and other procedures, as warranted;	None	15 Min.	<i>Medical Officer</i>
5. None	5.1. Signs CSC Form 58 Bond Certificate	None	3 Min.	<i>Medical Officer</i>
	5.2. Completes necessary information in the ITR.		3 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>45 Min.</b>	

## 7. Health and other Health Related Services at City Employee's Clinic: Issuance of Medical Certificate for Employment / Promotion Purposes

Office or Division:	QCHD - Special Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Quezon City Government Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Promotion /or Employment:				
1. Quezon City Government Employee Identification Card or Employment Certificate			Human Resources Management Department / Department Concerned	
2. Government Issued Identification Card (with picture)			Government Offices	
3. Laboratory / Diagnostic Exam Results as required <ul style="list-style-type: none"><li>• Complete Blood Count</li><li>• ABO-RH Typing</li><li>• Urinalysis</li><li>• Chest X-ray</li><li>• Drug Test</li><li>• Psychological Exam (Non-Managerial Level)</li><li>• Neuropsychiatric Exam (Managerial Level)</li></ul>			DOH Accredited Medical / Laboratory Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Receiving Area (Priority / Regular Lane) and Assign number to each Patient;	None	3 Min.	Admitting Clerk
	1.2. Directs the patient / client to the waiting area.			
2. Presents valid Identification Card and other necessary documents.	2. Checks ID Card presented and other documents	None		Admitting Clerk
3. Fills-out and submit completed Personal Information on Patient / Client Service Information sheet and wait for turn for consultation	3.1. Provides appropriate forms for Client to fill-out;	None	3 Min.	Admitting Clerk
	3.2. Receives and records patient's information on ITR and Admitting Logbook.		3 Min.	Admitting Clerk
	3.3. Obtain and record vital signs (BP and Temperature)			
	3.4. Obtain height and weight, chief complaint of client; conduct risk assessment interview Handover the ITR to the Medical Officer.		15 Min.	Nurse
4. Proceed to City Medical	4.1. Conduct history taking and Physical Examination	None	15 Min.	Medical Officer

Doctor's Room.	and other procedures, as warranted;			
	4.2. Signs CSC Form 211 if fit to work or issues referral to other medical specialist if for clearance of identified disease		3 Min.	
	4.3. Completes necessary information in the ITR		3 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>45 Min.</b>	

## 8. Health and other Health Related Services at City Employee's Clinic: Medical / Dental Consultation

Office or Division:	QCHD – Special Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Quezon City Government Employees, their immediate dependents and Referrals from Health Center			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Employees:				
2. Quezon City Government Employee Identification Card or Employment Certificate			Human Resources Management Department / Department Concerned	
For Employees Dependent:				
3. QCID			2nd Floor Main Cityhall Building / District Action Offices	
4. Philhealth			Philhealth Office	
5. Government Issued Identification Card (with Picture)			Government Offices	
Referrals from Health Centers:				
1. Referral forms from Health Center			Health Center	
2. Laboratory/ Diagnostic Exam result as required in Medical Certification/ Clearance, such as but not limited to the following: <ul style="list-style-type: none"><li>• Complete Blood Count</li><li>• ABO-RH Typing,</li><li>• Urinalysis</li><li>• Fecalysis</li><li>• Sputum AFB Result</li><li>• GeneXpert</li><li>• Chest X-ray</li><li>• Pre-employment and Promotion Medical Certificate</li></ul>			DOH Accredited Clinical Laboratory	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Triage patients (Priority/ Regular Lane) and Assign number to each Patient:	None	3 Min.	Admitting Clerk
	1.2. Directs the patient / client to the waiting area.			
2. Presents valid Identification Card and other necessary documents.	2. Checks ID Card presented and other documents	None		Admitting Clerk
3. Fills-out and submit completed Personal Information on Patient / Client	3.1. Provides appropriate forms for Client to fill-out;	None	3 Min.	Admitting Clerk
	3.2. Receives and records client information on ITR and Admitting Logbook.		3 Min.	
	3.3. Obtain and record vital			



Information Sheet / ITR	signs (BP and Temperature) and chief complaint of client.			
4. Wait for your name to be called for laboratory exam and consultation.	4.1. Issues laboratory request and instructs patient to wait for medical technologist for Laboratory exam.	None	1 Hour	<i>Admitting Clerk</i>
	4.2. Performs laboratory exam (RBS and Cholesterol) and issues laboratory result to Nurse. <i>*Instruct patient or client to proceed to laboratory section for laboratory exam other than RBS and Cholesterol laboratory request.</i>		5 Min.	<i>Medical Technologist</i>
	4.3. Obtain height and weight, chief complaint of client; conduct risk assessment interview. - Handover the ITR to the Medical Officer		15 Min.	<i>Nurse</i>
5. Discuss medical complaint and brief history of illness	5.1. Conduct history taking and Physical Examination and other procedures, as warranted;	None	15 Min.	<i>Medical Officer</i>
	5.2. Conduct Oral Examination & Dental Procedures (Oral Prophylaxis, Tooth Extraction, Tooth Restoration, as warranted (if possible);		20 Min. (Normal Cases)	<i>Dentist</i>
	5.3. Issues prescription/ Addition Laboratory Request/ Referral Form/ Medical Certificate and Post consultation instruction.		5 Min.	<i>Medical Officer/ Dentist</i>
	5.4 Complete necessary information in the ITR.			
6. Presents Prescription and affix signature on Dispensed to User Record (DTUR).	6.1. Dispense medicines. (if available)	None	5 Min.	<i>Nurse</i>
	6.2. Clarify discharge instructions;			
	6.3. Ensure clients signs DTUR			
TOTAL:		None	59 Min. for Medical only 1 Hour and 19 Min. with Dental	

## 9. Health and Other Health Related Services at City Employee's Clinic: Issuance of Medical Certification for Gender Correction on Birth Certificate

<b>Office or 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 Applicants for Gender Correction born in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Birth Certificate (original copy)			PSA	
2. QC I.D. or any Government Issued I.D. (with picture)			2nd Floor Main Cityhall Building / District Action Offices / Government Offices	
3. Diagnostic Exam results: Scrotal Ultrasound / Transvaginal Ultrasound or Pelvic Ultrasound			DOH Accredited Hospital and/or Laboratory Clinic	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Receiving Area (Priority / Regular Lane) and Assign number to each Patient;	None	3 Min.	<i>Admitting Clerk</i>
	1.2. Directs the patient / client to the waiting area.			
2. Presents valid Identification Card and other necessary documents.	2. Checks ID Card and diagnostic result presented. <i>*If diagnostic result not available medical officer to issue diagnostic request</i>	None		<i>Admitting Clerk</i>
3. Fills-out and submit completed Personal Information on Patient / Client Service Information sheet and wait for turn for consultation	3.1. Provides appropriate forms for Client to fill-out;	None	3 Min.	<i>Admitting Clerk</i>
	3.2. Receives and records client information on ITR and Admitting Logbook.		3 Min.	<i>Admitting Clerk</i>
	3.3. Hands over ITR to Medical Officer			
4. Wait for your name to be called	4.1. Conduct history taking and Physical Examination and other procedures, as warranted;	None	15 Min.	<i>Medical Officer</i>
	4.2. Issues Medical Certificate for Gender Correction on Birth Certificate	None	5 Min.	<i>Medical Officer</i>
	4.3. Completes necessary information in the ITR.			
<b>TOTAL:</b>		<b>None</b>	<b>29 Min.</b>	

## 10. Health and other Health Related Services at the Health Centers: Free Primary Medical/ Dental Consultation

A medical/ dental consultation is a procedure whereby a health care provider reviews medical/ dental history, examines the patient, and makes recommendations as to care and treatment.

Office or Division:	QCHD – Filed Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents of the barangay where the health center is located			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Employees:				
1. Office ID or Employment Certificate from Office concerned			City Personnel Department / Department Concerned	
For Barangay Residents:				
1. Queuing no.			Utility Aide/ CHW/ Guard	
2. Medical/ Laboratory Result (if applicable)			Hospital, Laboratory Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Triage patients (Priority/ Regular Lane) and give number to each Client;	None	2 Min.	Health center staff (Utility aide, CHW & other health center personnel)
	1.2. Directs client to the waiting area.			
2.1. Present valid government Identification card (QC ID, Philhealth) or any gov’t issued ID and other necessary documents	2.1. Checks ID Card presented and other attachments	None	15 Min.	Health center staff (Utility aide, CHW & other health center personnel)
2.2. Accomplishment of Individual Treatment Record (ITR) & Risk Assessment	2.2. Interviews patient for: Chief complaint of patient, brief medical history, maintenance meds, laboratory results or medical procedures			
	2.3. Obtains & records vital signs (BP, body temperature, respiratory & pulse rate, height & weight			
	2.4. Risk Assessment of patients 20 yrs. old and above			
3. Registration of Clients	3.1. Record or encode patient’s information on Log	None	15 Min.	Encoder

	Book / E-Medical Record (Health Information System)			
	3.2. Directs patient to service provider			
4.1. Consultation	4.1. Conduct history –taking and performs Physical/ Oral Examination and other procedures	None	15 Min. (Regular Consultation)	<i>Medical Officer and or Dentist</i>
4.2. Discuss medical/ oral and or brief history of illness	4.2. Renders appropriate medical/ dental care		2 Hours (Mental consultation)	
	4.3. Dispenses medicines if available or issuance of prescription			
	4.4. Referral of patient to other health services (in house) or appropriate facility if necessary		30 Min. (Dental consultation)	
	4.5. Issues Post consultation instruction (laboratory testing, medical/dental procedure)			
	4.6. Indicates in the ITR & Patient Registry Book intervention/s undertaken			
5. Provision of other health services	5.1. Provides health services: <ul style="list-style-type: none"> <li>• Immunization</li> <li>• Replenishment of medicines</li> <li>• Initiation treatment of TB, Leprosy</li> <li>• Dengue screening</li> <li>• Case Investigation/ Disease Surveillance</li> <li>• Family Planning commodities/ Methods</li> <li>• Pre/Post-natal care</li> <li>• Nutritional assessment &amp; counselling</li> </ul> 5.2. Issues post health service instruction	None	30 Min.	<i>Midwife/ Nurse/ Population Program Officer/ Nutritionist</i>
6. Completion of Records	6. Completion of Data Entry in the HIS/EMR		5 Min.	<i>Encoder/ Health Center Provider</i>
<b>TOTAL:</b>		<b>None</b>	<b>Dental – 1 Hour and 7 Min.</b>  <b>Medical – 1 Hour and 22 Min.</b>  <b>Mental – 3 Hours and 22 Min.</b>	

## 11. Health and Other Health Related Services at the Clinical Laboratory: Laboratory Services at the Quezon City Health Department Clinical Laboratory

<b>Office or Division:</b>	QCHD – Clinical Laboratory / Special Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Quezon City Government Employees, their Dependents and Patient Referrals from Health Center			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Employees and Dependents:</b>				
1. Office I.D. or Employment Certificate from Office			City Personnel Department / Department Concerned	
2. Laboratory Request Form			City Employee’s Clinic and/or Health Center	
3. Appropriate Laboratory Specimen			Patient	
<b>For Referrals coming from the City Clinic and Health Centers of the Department</b>				
1. Laboratory Request Form			Health Center / City Employee’s Clinic	
2. Appropriate Laboratory Specimen			Patient	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Triage patients (Priority / Regular Lane) and Assign number to each Patient:	None	2 Min.	Receiving Clerk
	1.2. Directs client to the waiting area.			
2.1. Submission of Required Documents, Laboratory specimen, receive claiming stub and Instructions.	2.1. Checking of submitted documents, laboratory specimen and provide claiming	None	5 Min.	Receiving Clerk
2.2. Present the following: ● Philhealth I.D. ● Laboratory Request Form ● Specimen	2.2.1. Receiving the laboratory request form and checking the quality/quantity of specimen.		5 Min.	Receiving Clerk/ Encoder
	2.2.2. Encoding of personal data of patient in the laboratory receiving logbook			
2.3. Patients for blood collection to proceed to Extraction Area	2.3.1. Collection of Blood Specimen	None	5 Min.	Medical Technologist
	2.3.2. Processing of Laboratory Specimen for: <b>Clinical Microscopy;</b> ● Urinalysis ● Fecalysis <b>Bacteriology;</b> ● Sputum AFB <b>Hematology;</b>		1 Hour	Medical Technologist

	<ul style="list-style-type: none"> <li>• Complete Blood Count</li> <li>• ABO and RH Typing</li> </ul> <b>Serology;</b> <ul style="list-style-type: none"> <li>• Dengue NS1</li> <li>• Dengue Duo</li> <li>• Hepatitis B Screening</li> <li>• Syphilis Screening</li> <li>• Human Immunodeficiency Virus (HIV) Screening</li> </ul> *Prepares the specimen (Sputum and Stool) for smearing and staining			<i>Laboratory Aide</i>
	2.3.3. Pre-processing, Examines and Preparation of Blood Specimen *For Hemolyzed Blood Specimen - Repeat Collection (Inform immediately the patient)		1 Hour	<i>Medical Technologist</i>
	2.3.4. Processing of Laboratory Specimen for: <b>Blood Chemistry;</b> <ul style="list-style-type: none"> <li>• Fasting Blood Sugar (FBS)</li> <li>• Blood Urea Nitrogen (BUN)</li> <li>• Creatinine</li> <li>• Blood Uric Acid (BUA)</li> <li>• Triglyceride (TAG)</li> <li>• Cholesterol</li> <li>• High Density Lipoprotein (HDL)</li> <li>• Low Density Lipoprotein (LDL)</li> <li>• Alanine Amino Transferase (ALT/SPGT)</li> <li>• Aspartate Amino Transferase (AST/SGOT)</li> <li>• Glycosylated Hemoglobin (HbA1c)</li> <li>• Serum Chloride (Cl)</li> <li>• Serum Potassium (K)</li> <li>• Serum Sodium (Na)</li> <li>• Total Calcium (Tcal)</li> </ul>		5 Hours	<i>Medical Technologist</i>
	2.4. Reading and validation of Laboratory Request	None	5 Min.	<i>Medical Technologist Chief Medical Technologist</i>
	2.5. Recording, Encoding and Reporting of Laboratory Result.		5 Min.	<i>Laboratory Aide / Encoder</i>
3. Return at the	Receive, verify stub and	None	5 Min.	<i>Releasing Clerk</i>

appointed time/date and present claim stub to releasing clerk	release result to patient/ *Claimant other than patient must present; - Authorization Letter duly signed by the patient - I.D. of the patient and the claimant (with pictures)			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 32 Min. for Simple Laboratory Examination</b>  <b>7 Hours and 53 Min. for Blood Chemistry Examination</b>	

## 12. Health and Other Health Related Services at the Clinical Laboratory: In-House Laboratory Examination For Health Certificate Applicants

<b>Office or Division:</b>	QCHD - Clinical Laboratory/Special Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Health Certificate Applicants who choose In-House Laboratory Examination			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Official Receipt			City Treasure Office	
2. Laboratory Request and Tracer Form			Quezon City Health Department Clinical Laboratory	
3. Appropriate Laboratory Specimen (Sputum and Stool)			Client	
<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 Required Document and Specimen (Sputum and Stool) in labelled container for Laboratory Examination	1.1. Checks applicant's name on the Pending Specimen Status  Check the following: a. Duly filled-up Laboratory Request and Tracer Form b. Label of specimen container	None	3 Min.	<i>Receiving Clerk</i>
	1.2. Checking of quantity and quality of specimen (Sputum and Stool) prior to receiving	None	2 Min.	Laboratory Aide
	1.3. Process required laboratory examinations: sputum and stool (smearing and staining)	None	1 Hour	<i>Laboratory Aide</i>
	1.4. Microscopic examination of stool and sputum specimen	None	35 Min.	<i>Medical Technologist</i>
	1.5. Encodes Laboratory Result to Online System and Records to General Entry Logbook and Laboratory Result Logbook	None	10 Min.	<i>Encoder</i>
	1.6. Checks encoded Laboratory Result in the Online system for Health Certificate Application.	None	5 Min.	<i>Medical Technologist</i>
	1.7. Certify encoded Laboratory result in the Online system for Health Certificate Application.	None	3 Min.	<i>Senior Medical Technologist/ Chief Medical Technologist</i>
	1.8. Approves and uploads laboratory result in the Online system for Health Certificate Application	None	2 Min.	<i>Pathologist</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours</b>	



### 13. Health and Other Health Related Services at the Health Centers: National Immunization Program

<b>Office or Division:</b>	QCHD – Nursing Division			
<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. <b>Any</b> of the following: <ul style="list-style-type: none"> <li>• Valid government-issued ID/QCID</li> <li>• School ID</li> <li>• Birth certificate</li> <li>• Immunization Records</li> </ul>		Respective government agencies (PhilHealth, PRC, LTO, SSS, GSIS, DFA, BIR, PSA), Learning Institutions, District action office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Triage patients (Priority / Regular Lane) and Assign number to each Patient:	None	2 Min.	Nurse / Nurse Aide / Admitting Clerk
	1.2. Directs client to the waiting area.			
2. Registration of clients	2.1. Check ID Card presented and other attachment	None	5 Min.	Health Personnel assigned at the Registration Area
	2.2. Fill out Personal Information on Individual Treatment Record (ITR) and encode patient's information in electronic medical record system			
	2.3. Obtain and record vital signs and chief complaint of client			
	2.4. Hand over the ITR to the Medical Officer			
3. Proceed to Medical Officer Room	3. Provide medical health services	None	5 Min.	
4. Proceed to Nurse on duty	4.1. Education and Counselling of Clients. Educate and Counsel the parents on the importance of vaccination	None	12 Min.	Nurse/ Midwives
	4.2. Asked for informed consent before administering vaccine. Let the patient sign for the informed consent			
	4.3. Administer vaccination			
	4.4. Observe post vaccination for AEFI			

	4.5. Provide post immunization counselling and records			
	4.6. Give schedule of return visit			
	4.7. Encode services given to QC HIS			
5. Proceed to Medicine Dispensing area, (as needed) present Prescription and sign Dispensed to User Record (DTUR) (as needed)	5.1. Dispense medicines/ medical supplies (if available)	None	2 Min.	<i>Health Service Provider</i>
	5.2. Clarify discharge instructions			
	5.3. Ensure client signs DTUR			
6. Fill out Client Satisfaction Survey and submit	6.1. Provide form/ QR code, provide feedback about their experience with the immunization	None	2 Min.	<i>Health Service Provider</i>
<b>TOTAL:</b>		<b>None</b>	<b>28 Min.</b>	

## 14. Health and Other Health Related Services at the Health Centers: National Tuberculosis Program Consultation

<b>Office or Division:</b>	QCHD – Field Operation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All clients with chest x-ray findings suggestive of Tuberculosis; All clients with symptoms of Tuberculosis; All clients with exposure to confirmed Tuberculosis Patient			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. <b>Any</b> of the following: <ul style="list-style-type: none"> <li>Valid government-issued ID (with picture)</li> <li>Recent School ID (with picture)</li> </ul>			Respective government agencies (Philhealth, PRC, LTO, SSS, GSIS, Philpost, DFA, BIR, PSA, PHILSYS.), LGU Learning Institutions	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queueing on FIRST COME, FIRST SERVE BASIS, and state what service to avail.	1.1. Triage patients (Priority / Regular Lane) and Assign number to each Patient:	None	2 Min.	Health Facility Staff (Nurse / Nurse Aide / CHW / BHW)
	1.2. Directs client to the waiting area.			
2.1. Registration of clients	2.1. Check ID Card presented and other attachment	None	7 Min.	Health Facility staff / Encoder
2.2. Present the following: <ul style="list-style-type: none"> <li>Government Identification (ID) Card (DL, PRC, QCID)</li> <li>other necessary documents (lab results, referrals) if may available.</li> </ul>	2.2. Filling out of Personal Information on Individual Treatment Record (ITR) and encode patient's information in electronic medical record system (EMR/HIS)			
	2.3. Obtain and record vital signs and chief complaint of client			
2.3. Proceed to the designated Waiting Area	2.4. Hand over the ITR to the Medical Officer			Nurse / CHW / BHW
3. Proceed to Medical Officer for Consultation and Counselling	3.1. Provide appropriate health services, document findings and management done	None	45 Min.	Medical Officer
	<b>*For Patient with Medical / Laboratory Result</b>			
	3.2. Evaluate the Medical / Laboratory Result			
	3.3. Prescribe the appropriate Anti-Tuberculosis regimen			
	3.4. Provide NTP Meds			Nurse / CHW /

	with instruction and counseling			<i>BHW</i>
Proceed to Sputum Collection Area	<b><i>*For Patient without Medical / Laboratory Result</i></b>	None	15 Min.	<i>MedTech / Nurse / Midwife/ CHW</i>
	3.5. Instruct patient for Sputum Examination as necessary			
	3.6. Instruct on Proper Sputum collection			
	3.7. Instruct Date of Follow-up (for the Result and Visit)			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 9 Min.</b>	

# QUEZON CITY INFORMATION TECHNOLOGY DEVELOPMENT DEPARTMENT

## Internal Services

### 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		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Various City Departments and Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Database Checklist Form		ITDD Database Management Division		
2. Console to execute process				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Runs the database server file monitoring script on the SQL production server as part of the operational procedure.	None	1 Hour	<i>ITDD-DMD Database Maintenance &amp; Monitoring Section Chief</i>
	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			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

## 2. Provide Backup Measures and Security of In-Housed Production Databases

To create backup file of the in-housed production databases located in the production servers.

<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 REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Console to execute the process			ITDD Database Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Transfer database backup files from the production server to a secure Network Attached Storage (NAS) or an encrypted mobile HDD.	None	1 Day	<i>ITDD-DMD Information Security Section Chief</i>
	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>		<b>None</b>	<b>1 Day</b>	

### 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-housed 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 REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Request Letter duly signed by the Department/Office Head (ITDD Service Request Form)			ITDD Database Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests the submission of a letter or email, signed by the Department/Office Head, as part of the required	1.1. Receives a Request Letter that has been properly signed by The Department/ Office Head and generate a Job Service Report accordingly.	None	25 Min.	<i>ITDD-DMD Information Security Section Chief</i>
	1.2. Inputs the information provided in the Acknowledgment form into the user tables of the SQL production server, ensuring accurate encoding.			<i>ITDD- DMD Information Security Section Chief</i>
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.	None		<i>Person Requesting Access</i>
	2.2. DMD ISC Chief provides console where the user supplies his/her password			<i>ITDD-DMD Information Security Section Chief</i>
	2.3. Assists the user in testing their newly encrypted password on the designated application for validation purposes.			
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	

## 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 concerned 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 REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved request letter duly signed by the Department/Office Head (ITDD Service Request Form)			ITDD Database Management Division	
<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/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	<i>Department/ Office Head of Concerned</i>
	1.2. Reviews and validates the authenticity and validity of the request.		7 Working Days for complex	<i>ITDD Head</i>
	1.3. Forwards the data service request to DMD		20 Working Days for highly complex information processing (Based on DILG MC No. 2018-214)	<i>ITDD Receiving Staff</i>
	1.4. Reviews and validates the received data service request.			<i>DMD Information Processor</i>
	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. Releases the documents to the concerned Department.			<i>ITDD Releasing Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 to 20 Days</b>	



## 5. Technical Assistance and Support

Provide necessary IT-related Technical Assistance and Support to various City Departments and Offices

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Request Letter			ITDD Network and Technical Maintenance Division	
2. ITDD Unified Service Form				
3. ARTA Client Satisfaction Measurement Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/Request technical assistance or Submits Official Request Letter/Email	1.1. Receives Calls/ Official Request Letter/Email	None	10 Min.	ITDD Helpdesk Staff Receiving Staff
	1.2. Acquire information about the Technical Problem, Contact Person, Contact Number, eMail and Name of Office			
	1.3. Prepare OSTicket and designates to concern Division and staff			
	1.4. Provide technical assistance to Client’s request		1 Day	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
2. Acknowledges and receives copy of Job Service form	2. Acknowledge Unified Service Form	None	10 Min.	
TOTAL:		None	1 Day and 20 Min.	

## 6. Job Service (Walk-in Equipment Repair)

Provide necessary repair service for brought-in IT Equipment

Office or Division:	Network and Technical Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Request Letter			ITDD Network and Technical Maintenance Division	
2. ITDD Unified Service Form				
3. ARTA Client Satisfaction Measurement Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bringing of IT Equipment for repair  <i>*Client or an authorized representative must be present during the inspection of equipment (1.3) for transparency and proper documentation of its condition before repair.</i>	1.1. Receives brought-in IT Equipment and get information about the Technical Problem, Contact Person, Contact Number and Name of Office	None	10 Min.	<i>ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff</i>
	1.2. Prepare OSTicket and assigning of technician		3 Days	
	1.3. Inspection of equipment			
	1.4. Conduct necessary action based on the findings of the inspection			
2. Receives and acknowledges the Copy of Job Service Report and Repaired IT Equipment	2. Acknowledge Unified Service Form and Release of Equipment	None	10 Min	
TOTAL:		None	3 Days and 20 Min.	

## 7. Network and Internet Connectivity Services

Provision of network installation and internet access through physical and wireless connection

Office or Division:	Network and Technical Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Request Letter			Information Technology Development Department - Network and Technical Maintenance Division	
2. ITDD Unified Service Form				
3. ARTA Client Satisfaction Measurement Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls/ Submits Official Request Letter/ Email	1.1. Receives Call/ Official Request letter/ eMail. Reviews and validates the request	None	10 Min.	ITDD Head/ NTM Division Chief
	1.2. Once validated, forwards the service request to NTMD			Receiving Staff
	1.3. Produces OS Ticket and assigning of Technical Staff for surveying, network installations, configurations and troubleshooting			ITDD Helpdesk Staff
	1.4. Check the availability of required materials		3 Days	Requesting Department / Office
	1.5. Network equipment installation, configuration and testing		3 Days	ITDD – NTMD Network & Connectivities Section / Technical Support Staff
2. Receives Copy of Job Service Report (Final)	2. Acknowledge Unified Service Form (Final)	None	10 Min.	ITDD – NTMD Network & Connectivities Section / Technical Support Staff
TOTAL:		None	6 Days and 20 Min.	

## 8. QCG Domain Network Access Request

Provide necessary network access credentials

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Documentary Prescription (Official Endorsement by Immediate Officer)			Information Technology Development Department Network and Technical Division	
2. Official Request Letter				
3. ITDD Unified Service Form				
4. ARTA Client Satisfaction Measurement Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Official Request Letter/Email	1.1. Receives Official Request Letter. Reviews and validates the request	None	10 Min.	ITDD Head
	1.2. Once validated, forwards the service request to NTMD			
	1.3. Produces OS Ticket			ITDD Helpdesk Staff
2. Creation Username and Password	2. Verifies user and generates Network Access Log-in Credentials	None	10 Min.	ITDD – NTMD Chief and Network & Connectivities Section Chief / Technical Support Staff
3. Network Access Log-in testing, receives Job Order Form	3. Acknowledge Unified Service Form		10 Min.	
TOTAL:		None	30 Min.	

## 9. IT Equipment Specifications Recommendation

Provide the necessary specifications for proper IT Equipment based on the nature of work or function of requesting department/office.

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Request			ITDD Network and Technical Maintenance Division	
2. Technical Specification Checklist				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Purchase Request, Technical Specification Checklist	1.1. Receives Official Request Letter. Reviews and validates the request	None	2 Hours	Receiving Staff
	1.2. Once validated, forwards the service request to NTMD			
2. Receives Comments about PR, Technical Specification Checklist	2. Provides comments and feedback and the request	None	20 Min.	NTM Division Chief
TOTAL:		None	2 Hours and 20 Min.	

## 10. Maintenance of IT Equipment

Provide necessary maintenance works will be conducted on an agreed schedule.

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Highly Technical			
<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 REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Official Request Letter			Information Technology Development Department - Network and Technical Maintenance Division	
2. IT Equipment Basic Preventive Maintenance Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends official request letter  (For offices with a preferred schedule, kindly indicate the preferred dates for coordination.)  .	1.1. Receives, reviews and validates the request	None	10 Min.	<i>ITDD Head / Clerical Staff</i>
	1.2. Forwards the service request to NTMD			<i>Receiving Staff</i>
	1.3. Coordinates with the requesting department/office to arrange the maintenance schedule		10 Min.	<i>ITDD – NTMD Technical Support Staff</i>
	1.4. Performs necessary maintenance work and provides an equipment maintenance report based on the agreed schedule		20 Hours	<i>ITDD – NTMD Technical Support Staff</i>
	1.5. Forwards the equipment maintenance report to NTMD Head for signature		10 Min.	<i>NTM Division Chief/Receiving Staff</i>
2. Receives Maintenance Schedule Report	2. Releases maintenance report to the concerned department/office	None		<i>Clerical Staff Requesting Department/Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Hours and 30 Min.</b>	

## 10. Application Systems Design and Development

This process is part of the mandate to develop a Comprehensive IT Master Plan and ensure that other computerization processes within the City Government align with the plan. It is also being carried out to comply with the establishment of procedures and guidelines for design and development.

<b>Office or Division:</b>		Systems Development and Management Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Government Departments and Offices		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Request Letter duly signed by the Department/Office Head			ITDD – Systems Development and Management Division	
2. Accomplished Job Service Request (for New System or Change Request Form)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>New Service Application System</b>				
1. Submits letter of request duly signed by the Department/ Office Head  a. Attend meetings if requested	1.1. Letter of Authority or Directive from the ITDD Department Head.	None	1 Month	SDMD Division Chief or Section Chief
	1.2. The SDMD Team to acknowledge receipt of request (through letter response).			
	1.3. Coordinate with the end-users to establish a technical working group (TWG) aimed at streamlining procedures and developing guidelines.			
	1.4. Maintain open and effective communication with the stakeholders throughout the process (Regular give updates).			
2. The client should ensure that all functional and non-functional requirements are clearly communicated to the development team.	2.1. Input the details of the systems and design development to the ITDD ticketing system.		a. Light – Procedure and guidelines with a simple route process, estimated to take two (2) months.	ITDD – System Developer
	2.2. Start the development process.		b. Medium – Procedure and guidelines with a minimal route process, estimated to take three (3) months.	
			c. Heavy –	

			Procedure and guidelines with a complex route process, estimated to take four (4) months.	
<p>3. The end-users should attend the Joint Assessment and User Acceptance Testing activities.</p> <p>a. Assign internal trainer and attend training</p> <p>b. Upon testing and approval, they may sign the Job Service Request form.</p>	3.1. Perform a Joint Assessment and User Acceptance Testing (UAT) activities..	None	1 Month	<i>Members of the Technical Working Group</i>
	3.2. Perform training of trainers (TOT) - represented by the end-users (this applies only for new systems or new modules).			
	3.3. Communicate the final report, any additional requirements (if applicable), relevant documentation, and deployment instructions to the end-user/s.			
	3.4. Completion of the requested service, marking the ticket as resolved.			
	3.5. Include the CSM Survey Form QR code for the customer satisfaction survey once the system deployment is completed.			
<b>TOTAL:</b>		<b>None</b>	<b>4 to 6 Months</b>	



## 12. Application Systems Modification

This process is part of the mandate to modify the system in line with the development of a Comprehensive IT Master Plan, ensuring that all computerization processes within the City Government are compatible with the plan. It is also being implemented to the established procedures and guidelines in the design and development.

Office or Division:	Systems Development and Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Quezon City Government Departments and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Request Letter duly signed by the Department/Office Head			ITDD - Systems Development and Management Division	
2. Accomplished ITDD Software Change Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ITDD Software Change Request Form  a. Attend meetings if requested	1.1. Letter of Authority or Directive from the ITDD Department Head	None	2 Weeks	SDMD Division Chief or Section Chief
	1.2. Evaluate and review received requests from the end-user/s.			
	1.3. Issue clear directives on the procedures and assign specific tasks to the responsible team members.			
	1.4. Internal communication of the request within the department.			
2. The client should ensure that all functional and non-functional requirements are clearly communicated to the development team.	2.1. Input the details of the systems and design development to the ITDD ticketing system.	None	a. Light – Procedure and guidelines with a simple route process, estimated to take one (1) week.  b. Medium – Procedure and guidelines with a minimal route process, estimated to take two (2) weeks.	SDMD – System Developer/s
	2.2. Start the development process.			

			c. Heavy – Procedure and guidelines with a complex route process, estimated to take three (3) weeks.	
3. The end-users should attend the Alpha Testing or User Acceptance Testing activities.  a. Upon testing and approval, they may sign the Job Service Request form	3.1. Perform Alpha Testing (Internal) or User Acceptance Testing (UAT) activities.	None	2 Weeks	
	3.2. Report the successful completion of the software modification, including a summary of the changes made.			
	3.3. Completion of the requested service, marking the ticket as resolved.			
	3.4. Include the CSM Survey Form QR code for the customer satisfaction survey once the system deployment is completed.			
<b>TOTAL:</b>		<b>None</b>	<b>5 to 7 Weeks</b>	

### 13. Application Systems Deployment

This process supports the deployment of application systems for the city's departments, ensuring seamless integration, installation, and mobilization of end users in alignment with the Comprehensive IT Master Plan.

<b>Office or Division:</b>		Systems Development and Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Government Departments and Offices		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Request Letter duly signed by the Department/Office Head or Ticket entry to the ITDD Ticketing System			ITDD- Systems Development and Management 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 a letter of request duly signed by the Department/ Office Head ( <i>it only applies for onboarding departments or users</i> ), or contact the designated local number of ITDD (for reinstallation requests from existing users/offices).	1.1. Ensures that all deployment requests are carefully reviewed and evaluated to determine the compatibility of the system requirements and impact on the existing system applications.	None	a. Light – Single package, within the vicinity of the compound range area, estimated to take one (1) to three (3) days.	<i>SDMD Division Chief or Section Chief</i>
	1.2. Input the details of the deployment to the ITDD ticketing system.		b. Medium – Single package, outside the range or beyond the compound area, estimated to take three (3) to seven (7) days.	
	1.3. The endorsing official will assign the task to the appropriate system support personnel with necessary skills and resources to successfully complete the task within the required timeframe.		c. Heavy – Bulk deployment, within the vicinity of the compound range area, estimated to take eight (8) to thirty (30) days.	
2. The client may need to wait for the respective system support personnel to deploy the updated system applications on their computers.	2.1. Deploy the application on the target computers of the end-users, ensuring all configurations and software dependencies are correctly set up.	None		<i>SDMD - System Support Personnel</i>
	2.2. Offer continuous support to address any issues users may encounter during the live run. Ensure the support team is readily			

	available to troubleshoot and resolve any problems promptly.			
3. Review and acknowledge the ticket entry on the ITDD Ticketing System.	3.1. Completion of the requested service, marking the ticket as resolved.	None	1 Day	
	3.2. Include the CSM Survey Form QR code for the customer satisfaction survey once the system deployment is completed.			
<b>TOTAL:</b>		<b>None</b>	<b>1 to 31 Day/s</b>	

## 14. Application Systems Support

This process is designed to address requests and initiatives aimed at resolving IT system-related concerns for the application system users of the Quezon City Local Government Unit. The application system support ensures that systems operate efficiently, remain accessible when required, and provide essential tutorials and guidance related to system usage.

<b>Office or Division:</b>		System Development and Management Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Government Departments and Offices		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Request Letter duly signed by the Department/Office Head or Ticket entry to the ITDD Ticketing System			ITDD – Systems Development and Management 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 a letter of request, duly signed by the Department/ Office Head or contact the designated local number of ITDD.	1.1. Coordinate with the end user to gather the necessary information regarding the system support they need and identify which personnel are affected and require support.	None	a. Light – A known issue, within the vicinity of the compound range area, is estimated to take three (3) days.	<i>SDMD Division Chief or Section Chief</i>
	1.2. Input the details of the systems support to the ITDD ticketing system.		b. Medium – A known issue, outside the compound area or beyond the range, is estimated to take seven (7) days.	
2. The client may need to wait for the appropriate system support personnel to assist with the required system support.	2.1. Examine the system-related concerns that have been raised and work towards resolving them.	None	c. Heavy – Unknown or new issues, outside the range or beyond the compound area, or issues not within the scope of SDMD expertise, are estimated to take thirty (30) days or more.	<i>SDMD - System Support Personnel</i>
	2.2. Provide basic tutorials to the end-users, if needed.			
3. Review and acknowledge the ticket entry on the ITDD Ticketing System.	3.1. Completion of the requested service, marking the ticket as resolved.	None	1 Day	<i>SDMD - System Support Personnel</i>
	3.2. Include the CSM Survey Form QR code for the customer satisfaction survey once the system support is completed.			
<b>TOTAL:</b>		<b>None</b>	<b>3 to 31 Day/s</b>	

## 15. Facilitation Formulation of the Information System Strategic Planning (ISSP)

One of the primary responsibilities of the Project Research and Development Division is the facilitation of the formulation of the Information Systems Strategic Plan (ISSP). The division acts as the secretariat for this assembly. The ISSP Document is a plan that serves as the city's roadmap for leveraging technology to achieve its objectives. The division ensures that the ISSP aligns seamlessly with the city's broader goals, providing a comprehensive framework that guides ICT initiatives across all departments.

<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 REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Request Letter duly signed by the Department/Office Head			ITDD Project Research and Development Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Head Executive (City Mayor or City Administrator) Initiates the Call for Assembly of for the ISSP	1. ITDD receives communication and forwards to the other respective Departments/ Offices/ Units	None	2 Days	<i>ITDD, Department Head</i>
2. Participates in the ISSP orientation of IT representatives of clustered city offices	2. ITDD presentation of operational, implemented, on- going previous 3- year ISSP projects	None	1 Day per cluster group (5 Clusters)	
3. Clustered City Offices submits IT proposed projects	3. Receives request proposes IT project	None	6 Months	<i>Project Group Coordinator</i>
4. Sets Meeting with IT Technical representatives of the clustered city offices	4. ITDD presents submitted projects and discusses prioritization, integration of systems and inclusion of proposed IT projects in the ISSP	None		<i>Project Group Team Leader</i>
5. Prepares draft ISSP and consult DICT for guidance and review	5. ITDD crafts the ISSP based on DICT	None		
6. Finalizes copy for Approval of the City Mayor	6. ITDD submits to the City Mayor for approval	None	1 Week	<i>ITDD, Department Head</i>
7. Submits approved ISSP for city council resolution	7. ITDD submits approved ISSP to the City Council for resolution sponsorship	None		
<b>TOTAL:</b>		<b>None</b>	<b>6 Months and 2 Weeks</b>	

## 16. Review of ICT Related Proposals (Hard Copy or Email Submission)

The division is responsible for evaluating IT-related proposals submitted by various local government departments. This process involves a thorough assessment of each proposal's feasibility, alignment with the Information Systems Strategic Plan (ISSP), and potential impact on government operations or public service delivery. Through this evaluation, the division ensures that IT investments are strategically directed toward projects that provide maximum value and efficiency for the city.

<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		
<b>CHECKLIST OF REQUIREMENTS</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 ACTIONS</b>	<b>FEES 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	None	1 Day	<i>Receiving Clerk</i>
	1.2. ITDD Head initially reviews IT proposal and assigns Special Project Group for review and comments		2 Weeks	<i>ITDD, Department Head</i>
	1.3. Project Group reviews IT proposal and consults with the System Development Network, Infrastructure and Database Divisions for specifications.			<i>Project Group Team Leader</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Weeks and 1 Day</b>	

## 17. Review of ICT Project Terms of Reference

The division reviews the Terms of Reference (TOR) for ICT projects submitted by various local government departments. This process involves assessing the TOR for technical accuracy, feasibility, compliance with policies, and alignment with the Information Systems Strategic Plan (ISSP). Feedback is provided to the requesting department for necessary revisions. Once finalized, the revised TOR is resubmitted for the division's signature, ensuring that project requirements are well-defined and in line with the city's ICT standards.

Office or Division:	Project Research and Development Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal/Request Letter duly signed by the Department/Office Head.		ITDD Project Research and Development Division		
2. IT Project Terms of Reference				
3. Other Necessary Attachments for the Project				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Transmittal/ Request Letter for IT Project TOR Review (Hard Copy)	1.1. ITDD receives IT Project TOR Review (Hard Copy)	None	1 Day	Receiving Clerk
	1.2. ITDD Head initially reviews IT Project TOR and assigns to Project Reviewer for review and comments		3 Days	ITDD, Department Head
	1.3. Project Reviewer reviews IT proposal and consults with the System Development Network, Infrastructure and Database Divisions for specifications if necessary.			Project Group Team Leader
TOTAL:		None	4 Days	



## 18. Inspection of ICT Equipment and Peripherals Delivery Based on PO or Contract

Beyond the planning stage, the Project Research and Development Division continues to be actively involved in the ICT project life cycle. It oversees the inspection of project deliveries, ensuring that they meet the established standards and requirements. This diligent oversight helps maintain project quality and ensures that the city receives the intended benefits from its ICT investments.

Office or Division:	Project Research and Development Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Department and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter for inspection			ITDD Project Research Development	
2. Advisory/Request from CGSD				
3. Unified Service Report				
4. Purchase Order, Contract, Terms of Reference/Schedule of Prices, Supply and Delivery Agreement & TOR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Letter for Inspection (Including the Supporting Attachments)	1.1. Receives Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD	None	4 Hours (Extended Hours depending on volume of deliverable)	ITDD Head, Receiving Clerk, ITDD Inspection Team
	1.2.Produces Unified Service Report and assigning of Inspector	None		ITDD, Department Head
	1.3. Documents Verification and Notation by the division chief	None		
	1.4. Conduction of inspection	None		
2. Receives Complete and Original ITDD Inspection Report Form, Unified Service Report, and ARTA CSM Form	2. Releases ITDD Inspection Report Form	None	2 Hours (If all documentary requirements are fulfilled)	ITDD — PRDD Inspection Team
TOTAL:		None	6 Hours	

# QUEZON CITY KABAHAGI CENTER FOR CHILDREN WITH DISABILITIES

## 1. Application Processing

Application in QC Kabahagi is a streamlined process designed to ensure easy access to community services and resources. Residents can register in-person, providing essential information to facilitate their engagement with various programs and initiatives. Through registration, individuals become active participants in community activities, fostering a sense of belonging and collaboration within the Quezon City community.

*(Ang aplikasyon sa QC Kabahagi ay isang pinadali at maayos na proseso na naglalayong tiyakin ang madaling pag-access sa mga serbisyong pangkomunidad at iba't ibang mapagkukunan. Maaaring magparehistro nang personal ang mga residente, kung saan sila ay magbibigay ng mahahalagang impormasyon upang mapadali ang kanilang pakikilahok sa iba't ibang programa at inisyatiba. Sa pamamagitan ng pagpaparehistro, nagiging aktibong kalahok ang bawat indibidwal sa mga gawain ng komunidad, na nagtataguyod ng pakikibahagi at pagtutulungan sa loob ng Quezon City)*

Office or Division:	Administrative Support Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children with Disabilities residing in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. QC Kabahagi Center Application Form			QC Kabahagi Center for Children with Disabilities	
2. Barangay Indigency for Medical Assistance			Citizen	
3. 2x2 Picture				
4. QC ID [Parent (required) and Child]				
5. Doctor's Assessment (if available)				
6. Other Supporting Medical Exhibits				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Onsite Application (via QC E-Services)				
1. Ask the guard for information about application	1. Security Guard on Duty requires the Client to sign the log book before instructing to proceeding to the front desk	None	2 Min.	Security Guard On Duty
2. Pass the application requirements to the front desk officer	2. Receive all the documents related to the application	None	2 Min.	Front Desk Officer
3. Receive the feedback regarding evaluation of the documents	3.1. Evaluate the submitted documents and provide feedback	None	10 Min.	Front Desk Officer
	3.2. Verify the completeness and evaluate the clients' information: <ul style="list-style-type: none"><li>● If all fields are complete</li></ul>			

	<p>and accurate, accept the application form and proceed to Step 4.</p> <ul style="list-style-type: none"> <li>• If any fields are missing answers or contain incorrect information, return the application form. Explain which fields need to be completed or corrected before resubmission.</li> <li>• Repeat Step 4.1.</li> </ul>			
4. Answer the QC Kabahagi Center Application form	4.1. Provide the device accessing QC Kabahagi Center Application from	None	20 Min.	Front Desk Officer
	4.2. If needed, help the client answer the application form			
5. Submit the filled-up QC Kabahagi Center Application form and Receive the Kabahagi ID Number for status update inquiries	<p>5. Verify the completeness and evaluate the clients' information:</p> <ul style="list-style-type: none"> <li>• If all fields are complete and accurate, accept the application form, tag the application as Accepted, and proceed to Step 6.;</li> <li>• If any fields are missing answers or contain incorrect information, return the application form. Leave remarks in the Application Review indicating the reason of rejection and change the status to Reject.</li> </ul>	None	5 Min.	Front Desk Officer
6. Receive the schedule for the social worker interview	6. Update the Client application status with the date of interview and a list of reminders for the interview	None	1 Min.	Front Desk Officer
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	
<b>B. Offsite Application E-Services Application (via QC E-Services)</b>				
1. Access QC E-Services Website	1. Maintenance and updating of QC E-Services Website	None	2 Min.	IT Personnel
2. Login to QC E-Services Account	2. Maintenance and updating of QC E-Services Website	None	3 Min.	IT Personnel
3. Navigate and Access Kabahagi Application in E-Services	3. Maintenance and updating of QC E-Services Website	None	2 Min.	IT Personnel
4. Click on "Apply	4. Maintenance and	None	1 Min.	IT Personnel

Now”	updating of QC E-Services Website			
5. Answer the QC Kabahagi Center Application form	5. Maintenance and updating of QC E-Services Website	None	20 Min.	<i>IT Personnel</i>
6. Submit the filled-up QC Kabahagi Center Application form and Receive the Kabahagi ID Number for status update inquiries	6. Verify the completeness and evaluate the clients’ information <ul style="list-style-type: none"> <li>• If all fields are complete and accurate, accept the application form, tag the application as Accepted, and proceed to Step 7.</li> <li>• If any fields are missing answers or contain incorrect information, return the application form. Leave remarks in the Application Review indicating the reason of rejection and change the status to Reject.</li> </ul>	None	5 Min.	<i>Front Desk Officer</i>
7. Receive the schedule for the social worker interview	7. Update the Client application status with the date of interview and a list of reminders for the interview	None	2 Min.	<i>Front Desk Officer</i>
		<b>None</b>	<b>35 Min.</b>	
<b>C. Field Application (Manual) (LAKBAY SERBISYO)</b>				
1. Ask the Kabahagi Field Personnel for information about application	1. Discuss the application requirements to the client	None	3 Min.	<i>Kabahagi Field Personnel</i>
2. Pass the application requirements to the Kabahagi Field Personnel	2.1. Receive all the documents related to the application	None	2 Min.	<i>Kabahagi Field Personnel</i>
	2.2. Attach the requirement slip and check all the submitted documents			
3. Receive the feedback regarding evaluation of the documents	3. Evaluate the submitted documents and provide feedback  Verify the completeness and evaluate the clients’ information <ul style="list-style-type: none"> <li>• If all fields are complete and accurate, accept the application form and proceed to Step 4.</li> <li>• If any fields are missing answers or contain</li> </ul>	None	10 Min.	<i>Kabahagi Field Personnel</i>

	incorrect information, return the application form. Explain which fields need to be completed or corrected before resubmission. Repeat Step 4.2.			
4. Answer the QC Kabahagi Center Application form	4.1. Provide the QC Kabahagi Center Application form	None	20 Min.	<i>Kabahagi Field Personnel</i>
	4.2. Help the client answer the application form			
5. Submit the filled-up QC Kabahagi Center Application form	5. Verify the completeness and evaluate the clients' information <ul style="list-style-type: none"> <li>• If all fields are complete and accurate, accept the application form and proceed to Step 6.</li> <li>• If any fields are missing answers or contain incorrect information, return the application form. Explain which fields need to be completed or corrected before resubmission. Repeat Step 4.2.</li> </ul>	None	5 Min.	<i>Kabahagi Field Personnel</i>
6. Receive the schedule for the social worker interview	6. Provide a schedule stub and a list of items to bring on the day of the interview	None	5 Min.	<i>Kabahagi Field Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>45 Min.</b>	

## 2. Application Status Inquiry

To inquire about application status, applicants can visit the designated inquiry area or contact the registration office. They will need to provide their application reference number or personal details for identification. Staff will then check the status of the application in the system and provide the applicant with the relevant information. This process can be done onsite or through call or message.

<b>Office or Division:</b>	Administrative Support Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Citizen with Pending Application in QC Kabahagi Center			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Supporting QC Kabahagi Center Application Information			Citizen	
2. Resource Material			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>
<b>A. Onsite Inquiry</b>				
1. Ask the guard for information about the application status inquiry.	1. Security Guard on Duty requires the Client to sign the log book before instructing to proceeding to the front desk	None	2 Min.	<i>Security Guard On Duty</i>
2. Approach the front desk and provide the name of the child for whom the application status is being requested.	2. Check the database to ascertain application status	None	3 Min.	<i>Front Desk Officer</i>
3. Wait for the verification of the front desk officer	3. Confirm the application status through the relevant unit to determine the estimated processing time	None	2 Min.	<i>Front Desk Officer</i>
4. Receive information regarding the application status	4.1. Explain the current status of the application	None	3 Min.	<i>Front Desk Officer</i>
	4.2. Verify if the provided contact information is up to date <ul style="list-style-type: none"> <li>• If unchanged, remind the client to keep their line available for potential communication from the Mobilization Focal of QC Kabahagi.</li> <li>• If different, update the contact information in the database and remind the client to</li> </ul>			

	keep their line available for potential communication from the Mobilization Focal of QC Kabahagi.			
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	
<b>B. Call or Messenger Inquiry</b>				
1. Contact QC Kabahagi through landline or via FB Messenger	1. Inquire about the purpose of communication	None	2 Min.	<i>Front Desk Officer</i>
2. Provide the name of the child for whom the application status is being requested.	2. Check the database to ascertain application status	None	3 Min.	<i>Front Desk Officer</i>
3. Wait for the verification of the front desk officer	3. Confirm the application status through the relevant unit to determine the estimated processing time	None	2 Min.	<i>Front Desk Officer</i>
4. Receive information regarding the application status	4.1. Explain the current status of the application 4.2. Verify if the provided contact information is up to date <ul style="list-style-type: none"> <li>• If unchanged, remind the client to keep their line available for potential communication from the Mobilization Focal of QC Kabahagi.</li> <li>• If different, update the contact information in the database and remind the client to keep their line available for potential communication from the Mobilization Focal of QC Kabahagi.</li> </ul>	None	5 Min.	<i>Front Desk Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>12 Min.</b>	
<b>C. E-Services Inquiry</b>				
1. Access QC E-Services Website	Maintenance and updating of QC E-Services Website	None	2 Min.	<i>IT Personnel</i>
2. Login to QC E-Services Account		None	3 Min.	<i>IT Personnel</i>
3. Navigate and Access Kabahagi Application in E-Services		None	2 Min.	<i>IT Personnel</i>
4. Click on "Application Status"		None	1 Min.	<i>IT Personnel</i>

5. Input Kabahagi ID Number		None	1 Min.	<i>IT Personnel</i>
6. Receive information regarding the application status		None	1 Min.	<i>IT Personnel</i>
TOTAL:		None	10 Min.	



### 3. Services Inquiries

For QC Kabahagi services inquiries, individuals can either visit the center in person, call the hotline, or access the online portal. Trained staff promptly assist with inquiries, providing information on available services, eligibility criteria, and application procedures. Additionally, online resources such as FAQs and downloadable forms are accessible for further assistance.

<b>Office or Division:</b>	Administrative Support Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Citizen with Pending Application in QC Kabahagi Center			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Supporting QC Kabahagi Center Application Information			Citizen	
2. Resource Material			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>
<b>A. Onsite Inquiry</b>				
1. Ask the guard for information about services	1. Security Guard on Duty requires the Client to sign the log book before instructing to proceeding to the front desk	None	5 Min.	<i>Security Guard On Duty</i>
2. Approach the front desk and provide details of the question	2. Evaluate the inquiry of the client <ul style="list-style-type: none"> <li>• If service-related, provide the detailed view of the process including the requirements</li> <li>• If for other matters, call on the appropriate QC Kabahagi focal that can potentially answer the question</li> </ul>	None	5 Min.	<i>Front Desk Officer, Unit Focal Person</i>
3. Listen to the answer on the inquiry	3.1. Answer the inquiry of the client 3.2. Provide the client with QC Kabahagi Information and Education Campaign (IEC) Material	None	5 Min.	<i>Front Desk Officer, Unit Focal Person</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	
<b>B. Call or Messenger Inquiry</b>				
1. Contact QC Kabahagi through landline or via FB Messenger	1. Inquire about the purpose of communication	None	5 Min.	<i>Front Desk Officer</i>
2. Provide details	2. Evaluate the inquiry	None	5 Min.	<i>Front Desk Officer,</i>

of the question	of the client <ul style="list-style-type: none"> <li>• If service-related, provide the detailed view of the process including the requirements</li> <li>• If for other matters, call on the appropriate QC Kabahagi focal that can potentially answer the question</li> </ul>			<i>Focal Person</i>
3. Listen to the answer on the inquiry	3.1. Answer the inquiry of the client	None	5 Min.	<i>Front Desk Officer, Focal Person</i>
	3.2. Provide the client with QC Kabahagi Information and Education Campaign (IEC) Material			
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

## 4. Data Request (For Research)

Data of QC Kabahagi can be requested for research purposes. Individuals can submit their inquiries either in person or via email. Upon receipt, trained staff members facilitate the process, ensuring adherence to data privacy protocols and providing requested information promptly to support research endeavors. Additionally, detailed guidelines outlining the procedures and requirements for data access are available to assist researchers throughout the request process.

Office or Division:	Administrative Support Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City Citizen with Pending Application in QC Kabahagi Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Citizen		
2. Research Proposal				
3. Ethics Approval				
4. Data Gathering Tool				
5. Informed Consent Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter detailing the purpose of the request and coverage of data use (can be physical letter or email)	1. Receive the letter of request	None	5 Min.	Front Desk Officer
2. Wait for the evaluation of the request	2. Evaluate the request of the client relative to its endorsement, purpose, and ethicality <ul style="list-style-type: none"><li>• If allowable, provide the necessary supplemental information or evidence as requested through a formal letter.</li><li>• If rejected, provide the reasoning through a formal letter</li></ul>	None	2 Days	Admin Officer, Director
3. Receive request evaluation	3. Send letter of request response	None	5 Min.	Admin Staff
TOTAL:		None	2 Days and 10 Min.	

## 5. Document Request

Documents for referral, school requirement, and for other legal purposes in line with the services that QC Kabahagi provides can be requested. Individuals must inquire in person or through the online communication channels of Kabahagi. Trained staff members handle the requests, ensuring compliance with relevant regulations and promptly releasing the requested documents to the authorized recipients. Additionally, clear instructions and procedures are provided to guide individuals through the document release process efficiently.

<b>Office or Division:</b>	Administrative Support Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Citizen with Pending Application in QC Kabahagi Center			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Supporting Documents for Request			Citizen	
2. Document Request 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. Ask the guard for information about the assigned assessment room	1. Security Guard on Duty requires the Client to sign the log book before instructing to proceed to the front desk	None	2 Min.	<i>Security Guard On Duty</i>
2. Approach the front desk and provide details of the request and, if available, submit supporting documents	2. Evaluate the inquiry of the client <ul style="list-style-type: none"> <li>• If the request is valid and has supporting documents, provide a Document Request Form (DRF). Proceed to Step 3</li> <li>• If the request is invalid and or has incomplete supporting documents, return the submitted supporting documents and explain the reason of rejection of request</li> </ul>	None	10 Min.	<i>Front Desk Officer</i>
3. Answer the Document Request Form	3. Help the client answer the application form	None	10 Min.	<i>Front Desk Officer</i>
4. Submit the filled-up Document Request Form	4.1. Verify the completeness and evaluate the clients' information <ul style="list-style-type: none"> <li>• If all fields are complete and accurate, accept the application form and</li> </ul>	None	5 Min.	<i>Front Desk Officer</i>

	<p>proceed to Step 4.1.</p> <ul style="list-style-type: none"> <li>If any fields are missing answers or contain incorrect information, return the application form. Explain which fields need to be completed or corrected before resubmission. Repeat Step 3.</li> </ul>			
	4.2. Attach the submitted supporting documents to the Document Request Form and give to the designated person			
5. Wait for the processing of the requested document	5. Attend to the client's requested document	None	30 Min.	<i>Administrative Staff</i>
6. Receive the requested document	6.1. Let the client sign on the document release logbook	None	3 Min.	<i>Front Desk Officer</i>
	6.2. Give the requested document			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

## 6. Social Worker Intake Interviewer

The first step after submitting the requirements is the intake interview with the social worker. During this interview, the social worker conducts a comprehensive assessment, gathering relevant information to understand the client's needs and circumstances. Subsequently, the social worker collaborates with the client to develop an appropriate plan of action or refer them to relevant services.

Office or Division:	Social and Empowerment Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City Citizen with Pending Application in QC Kabahagi Center			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form			QC Kabahagi Center for Children with Disabilities	
2. Barangay Indigency			Citizen	
3. QC ID of Parent/Guardian				
4. PWD ID of the Child				
5. Doctor’s Assessment (of available)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the guard for information and present the interview schedule (e.g., stub or message)	1. Security Guard on Duty requires the Client to sign the log book before instructing: <ul style="list-style-type: none"><li>● If the client arrives more than 30 mins earlier than scheduled, instruct to wait in the main lobby (1st floor) for the meantime until 5 Min. prior to the schedule.</li><li>● If the client arrived prior to the schedule, instruct to proceed to the interview room queuing area</li><li>● If the client arrived on a different or without a schedule, explain to return on the right schedule</li></ul>	None	5 Min.	Security Guard On Duty, Front Desk Officer
2. Wait for the social worker in the queuing area	2. Prepare materials and area for the interview	None	3 Min.	Social Worker
3. Proceed to the intake interview room	3.1. Conducts the intake interview and records the information of the client and the family: <ul style="list-style-type: none"><li>● If the parents become</li></ul>	None	1 Hour	Social Worker

	overwhelmed due to the circumstances they are facing, conduct individual counseling			
	3.2. Explain the additional requirements relative to the interview and provide the guidelines on how to submit it (based on the preferred communication line of the client)			
	3.3. Verify if all instructions were clear			
4. Exit the interview room	4. Thank the client for cooperation and assist the parent towards the exit	None	2 Min.	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 10 Min.</b>	

## 7. Request for Case Summary and Referral to Other Institutions, Offices, or Departments

Case summary and referral of the ongoing and queued applicants can be requested in QC Kabahagi Center. Trained staff members manage these requests, ensuring confidentiality and accuracy in compiling the case summary, and facilitating referrals to appropriate institutions or agencies as needed. Clear communication channels and guidance are provided to assist individuals throughout the process of obtaining the necessary documentation and referrals.

<b>Office or Division:</b>	Social and Empowerment Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Citizen with Pending Application in QC Kabahagi Center			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QC Kabahagi Referral Slip			QC Kabahagi Center for Children with Disabilities	
2. Case Summary Report			Citizen	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask the guard for information about and case summary and referral from the social worker	1. Security Guard on Duty requires the Client to sign the log book before instructing <ul style="list-style-type: none"> <li>If the social worker does not have ongoing intake interview, instruct to proceed directly to the interview room</li> <li>If the client arrives but the social worker has ongoing intake interview, instruct to proceed to the interview room queuing area</li> <li>If the social worker is not available or in fieldwork, explain to return on the different schedule</li> </ul>	None	5 Min.	<i>Security Guard On Duty, Front Desk Officer</i>
2. Mention the required document from the social worker	2. Prepare materials and area for the interview	None	5 Min.	<i>Social Worker</i>
3. Participate in the short assessment relative to the requested document	3.1. Conducts the quick interview for data gathering	None	20 Min.	<i>Social Worker</i>
	3.2. Write the case summary report			
	3.3. Provide schedule for the pick-up of the			



	hardcopy of requested documents			
	3.4. Verify if all instructions were clear			
4. Wait for the call from the social worker for the pickup of the requested documents	4. Complete all the required information and print requested document	None	5 Days	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days and 30 Min.</b>	

## 8. Assistive Device Provision

### a. Wheelchair Service Assessment and Provision

Wheelchair Assessment is done to determine the most appropriate wheelchair type and its features through interviews, physical examination, and measurement of relevant body segments.

Office or Division:	Health Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children with Disabilities residing in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assistive device referral from Rehabilitation Doctor			QC Kabahagi Center for Children with Disabilities	
2. Assessment Bench				
3. New wheelchair				
4. Assistive device expendable materials				
5. Materials are advised by staff therapist			Citizen	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm the schedule and time slot via phone call	1. Discuss clientele and assessment provision	None	5 Min.	Administrative Staff, Staff Therapist
2. Wait for staff therapist in the lobby before the session begins	2. Prepare materials and area for assessment	None	5 Min.	Staff Therapist
3. Go inside the designated area with a staff therapist to proceed with assessment.	3. Assist the client and caregiver from the waiting room to the designated area	None	5 Min.	Staff Therapist
4. Answer assessment interview questions related to the child	4. Administer wheelchair assessment interview	None	10 Min.	Staff Therapist
5. Observe assessment procedures carried out on the child and assist the therapist if possible	5.1. Perform tone management and hip and pelvis screening with child in supine	None	45 Min.	Staff Therapist
	5.2. Transfer child to assessment bench and document unsupported seating			
	5.3. Perform and document hand simulation			
	5.4. Perform anthropometric measurements			
6. Collaborate with	6.1. Explain	None	10 Min.	Staff Therapist

staff therapist and approve proposed wheelchair specifications	assessment results			
	6.2. Present proposed wheelchair specifications			
7. Exit from the play area	7. Assist the child and the caregiver towards the exit	None	5 Min.	<i>Staff Therapist</i>
8. Wait for the availability of wheelchair	8.1. Commence wheelchair requisition process	None	6-8 Months (depending on availability of wheelchairs)	<i>Staff Therapist</i>
	8.2. Perform product preparation once wheelchairs arrive			<i>Administrative Staff</i>
	8.3. Set fitting schedule once wheelchairs become available			
	8.4. Inform caregivers of fitting schedule			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 25 Min.</b>	

## b. Wheelchair Fitting

Fitting is the process of ensuring that the acquired wheelchair and its features/ supportive devices appropriately meet the needs of the child by considering the child's current skills, impairments and measurements. The children are transferred to the chairs after manual adjustments to evaluate if the wheelchair is appropriately fit to the child through a fitting checklist. The wheelchair shall be delivered if the chair passed the fitting check.

<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>		
1. Assistive device referral from Rehabilitation Doctor		QC Kabahagi Center for Children with Disabilities		
2. Assessment Bench				
3. New wheelchair				
4. Assistive device expendable materials				
5. Materials are advised by staff therapist		Citizen		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Confirm attendance and time slot for a wheelchair fitting	1. Call caregivers regarding schedule of wheelchair fitting	None	5 Min.	<i>Administrative Staff</i>
2. Wait for staff therapist in the lobby before the session begins	2. Prepare wheelchair, materials, and area for fitting	None	5 Min.	<i>Staff Therapist</i>
3. Go inside the designated area with the staff therapist to proceed with assessment.	3. Assist the client and caregiver from the waiting room to the designated area	None	5 Min.	<i>Staff Therapist</i>
4. Observe fitting procedures and assist the therapist	4.1. Transfer the child in and out (Ask the caregiver for assistance if necessary)	None	3 Hours (depending on adjustments needed for wheelchair)	<i>Staff Therapist</i>
	4.2. Perform necessary adjustments on wheelchair to provide appropriate support			
	4.3. Fabricate postural support device if necessary			
	4.4. Administer fitting checklist			
5. Attend to user training lecture	5. Conduct user training lecture	None	30 Min.	<i>Staff Therapist</i>
6. Walk around the available space within the center, with child	6.1. Reorganize fitting area	None	15 Min.	<i>Staff Therapist</i>
	6.2. Dispose litter			

seated on wheelchair				
7. Return to staff therapist for seating posture review	7.1. Recheck child's posture on wheelchair after walking around	None	30 Min. (can increase depending on for readjustment)	<i>Staff Therapist</i>
	7.2. Perform necessary adjustments on wheelchair if necessary			
	7.3. Fabricate postural support devices if necessary			
	7.4. Readminister fitting checklist			
8. Collaborate on schedule of wheelchair follow-up	8. Discuss and set wheelchair follow-up schedule	None	5 Min.	<i>Staff Therapist</i>
9. Exit fitting area	9. Assist the child and the caregiver towards the exit	None	2 Min.	<i>Staff Therapist</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 35 Min.</b>	

### c. Wheelchair Follow-Up

Follow-up is done regularly after delivery of chairs to ensure that the wheelchair is still appropriate for the child. The fitting check shall be re-administered and manual adjustments shall be made upon determining issues of the fit.

Office or Division:	Health Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children with Disabilities residing in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assistive device referral from Rehabilitation Doctor			QC Kabahagi Center for Children with Disabilities	
2. Assesssment Bench				
3. Assistive device expendable materials				
4. Existing wheelchair			Citizen	
5. Materials are advised by staff therapist				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm attendance and time slot for wheelchair follow-up	1. Call caregivers regarding schedule of wheelchair follow-up	None	5 Min.	Administrative Staff
2. Bring existing wheelchair and wait for staff therapist in the lobby before the session begins	2. Instruct client and caregiver to prepare for contingencies and prepare materials and designated area for follow-up	None	5 Min.	Staff Therapist
3. Go inside with the staff therapist to proceed with assessment.	3. Assist the client and caregiver from the waiting room to the play area	None	5 Min.	Staff Therapist
4. Answer follow-up interview questions related to the child	4. Administer wheelchair follow-up interview	None	10 MIn.	Staff Therapist
5. Wait inside the designated area while follow-up procedures are carried out on the child. Transfer child in and out of wheelchair upon request of therapist	5.1. Administer wheelchair safe and ready checklist	None	4 Hours (depending on adjustments needed for wheelchair)	Staff Therapist
	5.2. Administer fitting and pressure relief checklist			
	5.3. Identify necessary adjustments to be done on wheelchair			
	5.4. Transfer child to assessment bench and take anthropometric measurements if necessary			
	5.5. Perform necessary adjustments and repairs on chair			
	5.6. Administer fitting			

	checklist			
6. Walk around the park with child seated on wheelchair	6.1. Reorganize follow-up area	None	20 Min.	<i>Staff Therapist</i>
	6.2. Dispose litter			
7. Return to staff therapist for seating posture review	7.1. Recheck child's posture on wheelchair after walking around	None	30 Min. (depending on for readjustment)	<i>Staff Therapist</i>
	7.2. Perform necessary adjustments on wheelchair if necessary			
	7.3. Fabricate postural support devices if necessary			
	7.4. Readminister fitting checklist			
8. Collaborate on schedule of wheelchair follow-up	8. Discuss and set wheelchair follow-up schedule	None	3 Min.	<i>Staff Therapist</i>
9. Exit fitting area	9. Assist the child and the caregiver towards the exit	None	2 Min.	<i>Staff Therapist</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 20 Min.</b>	

## d Orthotic Assessment and Casting

Orthotic assessment and casting involve a comprehensive evaluation process aimed at determining the most suitable orthotic device and its specifications for an individual. This assessment typically involves several steps, including interviews, physical examination, and the casting of relevant body segments.

Office or Division:	Health Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children with Disabilities residing in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assistive device referral from Rehabilitation Doctor			QC Kabahagi Center for Children with Disabilities	
2. Assessment Bench				
3. Power and manual tools				
4. Casting Materials				
5. New orthosis				
6. Assistive device expendable materials			Citizen	
7. Materials are advised by staff therapist				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm the schedule and time slot for online assessment via phone call	1. Discuss clientele and assessment provision	None	5 Min.	Administrative Staff, Staff Therapist
2. Perform online assessment and interview	2. Perform subjective assessment about the child's medical and orthotic device history.	None	30 Min.	Staff Orthotist
3. Confirm the schedule and time slot for onsite objective assessment and casting	3. Discuss about what to anticipate from the forthcoming onsite procedure	None	5 Min.	Administrative Staff, Staff Orthotist
4. Wait for the staff Orthotist in the waiting area before the procedure begins	4. Prepare materials and area	None	15 Min.	Staff Orthotist
5. Go to the assessment area with staff Orthotist	5. Assist the client and caregiver from the waiting room to the assessment area	None	5 Min.	Staff Orthotist
6. Accomplish consent form for orthotic provision and for taking photos/videos of the child	6. Explain the consent form to the caregiver	None	5 Min.	Staff Orthotist
7. Observe objective assessment	7.1. Check for the child's range of motion, skin condition, body position and posture	None	1 Hour	Staff Orthotist



	7.2. Observe alignment during standing and walking			
	7.3. Take necessary photos and videos			
	7.4. Formulate appropriate orthotic prescription and casting angle			
8. Observe casting procedure and assist the staff orthotist	8.1. Take necessary measurements	None	45 Min.	<i>Staff Orthotist</i>
	8.2. Wrap the skin in protective film			
	8.3. Mark the body prominences and trigger points (if present)			
	8.4. Practice hand positioning			
	8.5. Perform casting			
	8.6. Remove the cast			
	8.7. Clean the child and the casting area			
9. Collaborate with the staff Orthotist about the fitting schedule and things to bring	9.1. Inform the caregivers about the things to bring on a fitting day	None	8 Min.	<i>Staff Orthotist</i>
	9.2. Inform caregivers of fitting schedules			
10. Exit from the center	10. Assist the child and the caregiver towards the exit	None	2 Min.	<i>Staff Orthotist</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 45 Min.</b>	

## e. Orthotic Fitting and Delivery

Orthotic fitting and delivery process involves a thorough assessment of the individual's needs, including their physical condition and measurements, followed by manual adjustments to the device to ensure proper alignment and functionality. After adjustments, the individual is assisted in wearing the orthotic device, and its effectiveness is evaluated through a checklist assessing factors such as comfort, stability, and alignment. If the device meets the necessary criteria and effectively addresses the individual's needs, it is then delivered for regular use, accompanied by instructions on proper wear and maintenance, as well as ongoing support as needed.

Office or Division:	Health Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children with Disabilities residing in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assistive device referral from Rehabilitation Doctor		QC Kabahagi Center for Children with Disabilities		
2. Assessment Bench				
3. Power and manual tools				
4. Casting Materials				
5. New orthosis				
6. Assistive device expendable materials				
7. Materials as advised by staff therapist		Citizen		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm attendance and timeslot for orthotic fitting	1. Call caregivers regarding the schedule of fitting	None	5 Min.	Administrative Staff, Staff Therapist
2. Wait for staff Orthotist in the lobby before the procedure begins	2. Prepare orthosis, tools and area for fitting	None	15 Min.	Staff Orthotist
3. Go to the fitting area with staff Orthotist	3. Assist the client and caregiver from the waiting room to the fitting area	None	5 Min.	Staff Orthotist
4. Observe fitting process and assist the orthotist.	4.1. Don the client's socks.	None	1 Hour	Staff Orthotist
	4.2. Don the orthosis			
	4.3. Mark the areas that may need adjustment (trimlines, bony prominences, strap placement)			
	4.4 Perform necessary adjustments to provide good fitting			
	4.5. Administer fitting checklist			
5. Observe orthosis alignment process and assist when necessary	5.1. Perform standing and walking assessment with the orthosis	None	30 Min.	Staff Orthotist
	5.2. Observe alignment			
	5.3. Perform necessary			

	adjustments			
6. Demonstrate how to properly wear and remove the orthosis	6.1. Teach the caregiver how to properly don and doff the orthosis	None	15 Min.	<i>Staff Orthotist</i>
	6.2. Explain the correction points applied by the orthosis, and the minimal redness expected on the skin			
	6.3. Explain the do's and don'ts of the orthosis			
7. Collaborate on orthosis wearing schedule	7.1. Explain the wearing schedule of the orthosis	None	10 Min.	<i>Staff Orthotist</i>
	7.2. Explain how to check for abnormal pressure points and when to contact for adjustment			
8. Collaborate on follow-up schedule	8. Discuss and set follow-up schedule	None	5 Min.	<i>Staff Orthotist</i>
9. Sign orthosis check out/delivery form	9. Explain device check out/delivery form to the caregiver	None	3 Min.	<i>Staff Orthotist</i>
10. Exit fitting area	10. Assist the child and the caregiver towards the exit	None	2 Min.	<i>Staff Orthotist</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 30 Min.</b>	

## f. Orthotic Follow-Up

Orthotic fitting and delivery process involves a thorough assessment of the individual's needs, including their physical condition and measurements, followed by manual adjustments to the device to ensure proper alignment and functionality. After adjustments, the individual is assisted in wearing the orthotic device, and its effectiveness is evaluated through a checklist assessing factors such as comfort, stability, and alignment. If the device meets the necessary criteria and effectively addresses the individual's needs, it is then delivered for regular use, accompanied by instructions on proper wear and maintenance, as well as ongoing support as needed.

<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>	
1. Assistive device referral from Rehabilitation Doctor			QC Kabahagi Center for Children with Disabilities	
2. Assessment Bench				
3. Power and manual tools				
4. Casting Materials				
5. Assistive device expendable materials				
6. Existing orthosis			Citizen	
7. Materials as advised by staff therapist				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Confirm attendance and timeslot for orthotic fitting	1. Call caregivers regarding the schedule of fitting	None	5 Min.	<i>Administrative Staff, Staff Therapist</i>
2. Bring the existing orthosis and wait for the staff Orthotist in waiting area	2. Prepare the necessary tools, materials, and area	None	15 Min.	<i>Staff Orthotist</i>
3. Go to the follow-up area with staff Orthotist	3. Assist the client and caregiver from the waiting room to the follow-up area	None	5 Min.	<i>Staff Orthotist</i>
4. Answer follow-up interview questions related to the child and the brace	4. Administer follow-up interview	None	10 Min.	<i>Staff Orthotist</i>
5. Observe follow-up procedures and assist when necessary	5.1. Identify necessary adjustments to be done on orthosis.	None	1 Hour	<i>Staff Orthotist</i>
	5.2. Perform necessary adjustments and repairs.			
6. Collaborate on schedule of next follow-up	6. Perform standing and walking assessment with the orthosis	None	3 Min.	<i>Staff Orthotist</i>
7. Exit from the follow-up area	7. Observe alignment	None	2 Min.	<i>Staff Orthotist</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 40 Min.</b>	

## 9. Hearing Assessment

### a. Intake Ear Examination

Hearing assessment ear examination typically involves a comprehensive evaluation of the external ear canal and tympanic membrane using an otoscope. During this examination, the healthcare provider visually inspects the ear canal for any abnormalities such as blockages, inflammation, or earwax buildup. They then carefully examine the tympanic membrane to assess its color, transparency, and integrity. This examination helps identify any issues affecting the structures of the ear that could impact hearing function, informing further diagnostic and treatment decisions.

<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>		
1. QC Kabahagi Referral Slip		QC Kabahagi Center for Children with Disabilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for QC Kabahagi to call for Hearing Assessment appointment	1. Develop a schedule database and contact the client for their appointment for a hearing assessment	None	5 Min.	<i>Administrative Staff</i>
2. Ask the guard for information about the assigned assessment room	2. Security Guard on Duty requires the Client to sign the Attendance Sheet before proceeding to the assigned room	None	2 Min.	<i>Security Guard On Duty</i>
3. Fill In the Audiologic Assessment and Consent Form	3. Discusses and hands over the Audiologic Assessment Record and Consent Forms for completion by the client	None	5 Min.	<i>Administrative Staff</i>
4. Completed forms are submitted for review and verification	4. Reviews completed forms to confirm that all necessary information has been provided	None	2 Min.	<i>Administrative Staff</i>
5. Participate in Initial Intake Interview	5. Conducts Initial Intake Interview and records the information on the client record	None	15 Min.	<i>Staff Therapist</i>
6. Facilitate ear examination of the client	6. Performs physical examination through palpation and otoscopic examination	None	10 Min.	<i>ENT Physician</i>
<b>TOTAL:</b>		<b>None</b>	<b>39 Min.</b>	

## b. ENT Assessment (for Clients with abnormal otoscopic findings)

ENT assessment, for clients with abnormal otoscopic findings, involves a detailed evaluation by an Ear, Nose, and Throat (ENT) specialist to further investigate any abnormalities detected during the otoscopic examination. This assessment may include additional diagnostic procedures such as audiometric testing, tympanometry, or imaging studies to better understand the underlying cause of the abnormal findings and determine appropriate treatment or management strategies. The ENT assessment aims to provide a comprehensive understanding of the client's ear health and address any issues affecting their hearing or overall well-being.

<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>	
1. QC Kabahagi Referral Slip			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. Wait for QC Kabahagi to call for ENT appointment	1. Develop a schedule database and contact the client for their appointment for a hearing assessment.	None	5 Min.	<i>Administrative Staff</i>
2. Ask the guard for information about the assigned consultation room	2. Guard requires the Client to sign the Attendance Sheet before proceeding to the assigned room	None	2 Min.	<i>Security Guard On Duty</i>
3. Fill In the ENT Assessment and Consent Form	3. ENT Consultation and Consent Form is discussed and handed to the client for completion	None	5 Min.	<i>Administrative Staff</i>
4. Completed forms are submitted for review and verification	4. Review the forms to confirm that all necessary information has been provided	None	2 Min.	<i>Administrative Staff</i>
5. Assist in the examination and management of the client	5. Performs consultation of the client and required management	None	30 Min.	<i>ENT Physician</i>
6. Comply with ENT Physician's Prescription / Recommendation, and / or Clearance	6. Provides medical recommendation and/or ENT Clearance for hearing assessment	None	15 Min.	<i>ENT Physician</i>
7. Wait for QC Kabahagi to call for Hearing Assessment appointment	7. Develop a schedule database and contact the client for their appointment for a hearing assessment	None	5 Min.	<i>Administrative Staff</i>
8. Participate in	8. Develop and perform	None	45 Min.	<i>Audiologist</i>

the Hearing Assessment of the Client	client-specific hearing assessment test battery			
9. Comply with the Audiologist's Recommendations / Referrals, and / or Clearance	9. Provides results and counsels clients about recommendations/referrals	None	15 Min.	<i>Audiologist</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 10 Min.</b>	

### c. Objective Auditory Brainstem Response Assessment (for Clients who are unable to tolerate Behavioral Hearing Assessment)

Objective Auditory Brainstem Response (ABR) assessment is utilized for clients who are unable to tolerate Behavioral Hearing Assessment. This neurodiagnostic test measures electrical activity in response to sound stimuli, providing information about the integrity of the auditory pathway from the ear to the brainstem. During the assessment, electrodes are placed on the scalp, and the client is presented with auditory stimuli such as clicks or tones. The responses generated by the auditory nerve and brainstem are recorded and analyzed. Objective ABR assessment is particularly valuable for infants, young children, or individuals with developmental or cognitive impairments who may not be able to participate in traditional behavioral hearing tests. It offers an objective measure of hearing sensitivity and helps in diagnosing hearing loss or auditory pathway abnormalities.

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<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>	
1. QC Kabahagi Referral Slip			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. Wait for QC Kabahagi to call for Objective (Auditory Brainstem Response) Assessment	1. Develop a schedule database and contact the client for their appointment for objective (auditory brainstem response) assessment	None	5 Min.	<i>Administrative Staff</i>
2. Ask the guard for information about the assigned assessment room	2. Guard requires the Client to sign the Attendance Sheet before proceeding to the assigned room	None	2 Min.	<i>Security Guard On Duty</i>
3. Fill In the Objective Assessment and Consent Form	3. Objective Assessment and Consent Form is discussed and handed to the client for completion	None	5 Min.	<i>Administrative Staff</i>
4. Completed forms are submitted for review and verification	4. Review the forms to confirm that all necessary information has been provided	None	2 Min.	<i>Administrative Staff</i>
5. Wait inside the designated area while follow-up procedures are carried out on the child. Transfer child in and out of wheelchair upon request of therapist	5. Prepares the test area to allow the patient to sleep comfortably	None	30 Min.	<i>Audiologist</i>
6. Participate in	6. Provides medical	None	15 Min.	<i>Audiologist</i>



securing the client while being prepared for testing	recommendation and/or ENT Clearance for hearing assessment			
7. Monitors the client while sleeping and undergoing the test	7. Performs objective (auditory brainstem response) assessment on the client	None	90 Min.	<i>Audiologist</i>
8. Comply with the Audiologist's Recommendations / Referrals, and / or Clearance	8. Provides results and counsels clients about recommendations/referrals	None	15 Min.	<i>Audiologist</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 40 Min.</b>	

## 10. Developmental / Rehabilitation Assessment

Developmental or Rehabilitation Assessment is a systematic evaluation of skills and milestones that the child achieved to determine if the child has a developmental delay or a medical/developmental condition that is causing different types of disability during the child's growth. This assessment is done so that the child can be referred as early as possible to appropriate services (PT, OT, SLP, Audiology, Psychology, SPED etc.) to address the child's difficulties and disabilities. This process can be done onsite and online.

<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>	
1. QC Kabahagi Referral Slip			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>
<b>A. Onsite Assessment</b>				
1. Wait for QC Kabahagi to call for schedule of Assessment	1. Develop a schedule database and contact the client for their appointment for a Developmental Pediatrician / Rehabilitation Medicine consultation	None	5 Min.	<i>Administrative Staff</i>
2. Ask the guard for information about the assigned assessment room	2. Guard requires the Client to sign the Attendance Sheet before proceeding to the assigned consultation room	None	5 Min.	<i>Security Guard On Duty</i>
3. Fill In the Objective Assessment and Consent Form	3. Discusses and hands over the Developmental Assessment Record and Consent Forms for completion by the client	None	5 Min.	<i>Administrative Staff</i>
4. Completed forms are submitted for review and verification	4. Reviews completed forms to confirm that all necessary information has been provided	None	5 Min.	<i>Administrative Staff</i>
5. Participate in Developmental Pediatrician / Rehabilitation Medicine consultation	5. Conducts Developmental/Rehabilitation Assessment and records the information on the client record	None	45 Min.	<i>Developmental Pediatrician / Rehabilitation Physician</i>
6. Comply with the Developmental Pediatrician / Rehabilitation Medicine Recommendations / Referrals, and / or	6. Provides results and counsels clients about recommendations/referrals	None	2 Weeks	<i>Developmental Pediatrician / Rehabilitation Physician</i>

Clearance				
<b>TOTAL:</b>		<b>None</b>	<b>2 Weeks, 1 Hour and 5 Min.</b>	
<b>B. Online Assessment</b>				
1. Wait for QC Kabahagi to call for Objective (Auditory Brainstem Response) Assessment	1. Develop a schedule database and contact the client for their appointment for a Developmental Pediatrician / Rehabilitation Medicine consultation	None	5 Min.	<i>Administrative Staff</i>
2. Fill In the Online Client Developmental Assessment / Intake Form and Consent Form	2. Discusses and hands over the Developmental Assessment Record and Consent Forms for completion by the client	None	5 Min.	<i>Administrative Staff</i>
3. Completed online forms are submitted, for review and verification	3. Reviews completed forms to confirm that all necessary information has been provided	None	5 Min.	<i>Administrative Staff</i>
4. Login using the recommended Online Meeting Platform	4. Monitor online status / connection of client and Developmental Pediatrician / Rehabilitation Medicine	None	5 Min.	<i>Administrative Staff</i>
5. Participate in Developmental Pediatrician / Rehabilitation Medicine consultation	5. Conducts Developmental/Rehabilitation Assessment and records the information on the client record	None	45 Min.	<i>Developmental Pediatrician / Rehabilitation Physician</i>
6. Comply with the Developmental Pediatrician / Rehabilitation Medicine Recommendations / Referrals, and / or Clearance	6. Provides results and counsels clients about recommendations/referrals	None	2 Weeks	<i>Developmental Pediatrician / Rehabilitation Physician</i>
		<b>None</b>	<b>2 Weeks, 1 Hour and 5 Min.</b>	

## 11. Flexicoaching

Flexicoaching is a 10-session Physical, Occupational, or Speech Therapy Caregiver Coaching program aiming to teach parents and caregivers about therapeutic strategies, techniques and interventions that they could continue at home. It consists of (Session 1) evaluation, (Session 2) goal-setting, (Session 3 - Session 9) caregiver coaching sessions, and (Session 10) post-evaluation sessions that can be conducted via different means: Face to Face, Online, or Asynchronously via Group Chat. Home Instruction Programs, which is a document summarizing interventions, reminders and recommendations, will be provided to those who shall complete the program. Take note that this process can be done onsite and online.

Office or Division:	Health Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children with Disabilities residing in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Developmental or Rehabilitation Assessment			QC Kabahagi Center for Children with Disabilities	
2. Therapy Materials				
3. Materials as advised by staff therapist				
4. Flexicoaching Consent Form				
5. Video/Picture/Audio Outputs (Feedback Sessions)			Citizen	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive instructions about Services from physician	1.1. Referral to flexicoaching service	None	5 Min.	Developmental Pediatrician or Rehabilitation Physician
	1.2. Add the child to Flexicoaching Service Waitlist			
2. Check on flexicoaching schedule in QC E-Services or wait for flexicoaching scheduling call	2. Confirm if the client is in the waitlist and is supposed to be decked for the month	None	5 Min.	Health Unit Admin
3. Choose appointment schedule for flexicoaching	3.1. Coordinate with Health Unit Staff about monthly session schedules	None	30 Min.	Health Unit Admin
	3.2. Call the client			
	3.3. Inform the client about the schedule of sessions (pre-set calendar) for the month and mode of delivery per session (onsite, online and feedback sessions)			
	3.4. Choose schedule from Set A or B			
	3.5. Inform the caregiver about the schedule of orientation			
4. Wait for	4. Coordinate	None	5 Min.	Health Unit

orientation schedule	confirmation of attendance			<i>Action</i>
5. Attend Orientation	5. Orient the client's family about guidelines and policies of the program	None	1.5 Hours	<i>Health Unit Head/Staff</i>
6. Wait for flexicoaching confirmation from staff therapist	6.1. Orient Staff therapist on Service Delivery Process	None	5 Min.	
	6.2. Assign staff therapist to respective clients after orientation procedures			
	6.3. Create online GC via FB Messenger			
7. Confirm schedule and platform of flexicoaching with staff therapist	7.1. Send message regarding schedule (via screenshot of calendar) and platform confirmation and reminders prior to first session	None	15 Min	<i>Staff Therapist</i>
	7.2. If onsite, A.1; if online, A.2			
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 10 Min.</b>	

## a. 1st Session - Evaluation (Onsite / Online)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Onsite Evaluation</b>				
1. Confirm the schedule and timeslot via Messenger and or QC E-Services	1.1. Discuss clientele and <b>evaluation</b> procedures with staff therapist	None	10 Min.	<i>Staff Therapist</i>
	1.2. Send message to remind schedule and wait for confirmation for the session			
	1.3. If onsite attendance is <b>confirmed</b> , proceed to A.1.2.; If confirmed but <b>cannot attend onsite</b> , proceed to A.2 (Online)			
	1.4. If attendance <b>was not confirmed</b> , Call caregiver via messenger to confirm attendance: If <b>responsive</b> but <b>can attend onsite</b> , proceed with A.1.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with A.2 (Online); If <b>responsive</b> but <b>cannot attend the session or will not proceed with the program</b> , client will be <b>dropped</b> (unexcused) or <b>rescheduled</b> (excused) and shall be informed accordingly <b>[END OF COACHING PROCESS]</b>			
	1.4. If <b>unresponsive</b> , after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver: If <b>responsive</b> but <b>can attend onsite</b> , proceed with A.1.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with A.2 (Online); If <b>responsive</b> but <b>cannot attend the session or will not proceed with the program</b> , client will be <b>dropped</b> (unexcused) or <b>rescheduled</b> (excused) <b>[</b>			

	<b>END OF COACHING PROCESS];</b> If still <b>unresponsive</b> , but is <b>present onsite</b> proceed with A.1.2; If <b>unresponsive</b> , the client will be <b>dropped</b> and shall be informed accordingly <b>[END OF COACHING PROCESS]</b>			
2. Go to center	2.1. Allow the parent to come inside	None	10 Min.	<i>Security guard on duty, Front Desk Officer</i>
	2.2. Provide attendance sheet at the front desk			
	2.3. Assist the caregiver and child to the waiting area			
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	None	15 Min.	<i>Staff Therapist</i>
4. Go inside with the staff therapist to proceed with the evaluation session.	4.1. Confirm the presence and identity of the caregiver and client: If caregiver is <b>present</b> , proceed to A.1.4; If caregiver is <b>absent</b> in the area, revert to A.1.1 Step	None	15 Min.	<i>Staff Therapist</i>
	4.2. Assist the client and caregiver from the waiting room to the play area			
5. Accomplish consent form about the guidelines of the Flexicoaching	5.1. Give the link to consent form; caregiver will answer the consent form (use personal device if necessary)	None	10 Min.	<i>Staff Therapist</i>
	5.2. Clarify parts of the form if necessary			
6. Answer interview questions related to the child (Subjective Interview) and accomplish assessment tool	6.1. Ask relevant questions for the caregiver to assess the child's skills	None	15 Min.	<i>Staff Therapist</i>
	6.2. Conduct Adapted Canadian Occupational Performance Measure (Outcome Measure Tool)			
7. Observe assessment activities for the child (Objective Assessment)	7. Provide activities to assess child's skills	None	30 Min.	<i>Staff Therapist</i>
8. Collaborate with the staff therapist; receive instructions for next sessions	8.1. Explain evaluation results	None	5 Min.	<i>Staff Therapist</i>
	8.2. Give further instructions (additional follow-up assessment activities at home & next schedule)			
9. Exit from the play	9. Assist the child and the	None	5 Min.	<i>Staff Therapist</i>

area	caregiver towards the exit			
10. Wait for Goal Setting Session	10.1 Document the initial evaluation session	None	5 Min.	Staff Therapist
	10.2. Revise and draft possible goals upon discussion after evaluation sessions			
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours</b>	
<b>B. Online Evaluation</b>				
1. Wait for the reminders in Messenger and or QC E-Services with the assigned timeslot (reminders, schedule, link)	1. Send reminders of schedule, things to bring via Messenger and QC E-Services	None	5 Min.	Staff Therapist
2. Join the video call with the staff therapist	2.1. Prepare materials and area for the online session	None	5 Min.	Staff Therapist
	2.2. Initiate the call via messenger with the caregivers: If <b>responsive</b> (after 3 attempts of calls on messenger), proceed to A.2.3			
	2.3. If <b>unresponsive</b> , call on personal number; If <b>responsive</b> , initiate call via messenger and proceed with A.2.3			
	2.4. If still <b>unresponsive</b> (after 3 attempts of calls on personal number, notify admin to contact caregiver): If <b>responsive to admin</b> , call caregiver via messenger and proceed with A.2.3 4; If <b>responsive to admin</b> but <b>cannot attend</b> the session or <b>will not proceed</b> with the program, client will be dropped (unexcused) or rescheduled (excused) and shall be informed accordingly <b>[END OF COACHING PROCESS]</b> : If <b>unresponsive to admin</b> , the client will be dropped and shall be informed accordingly <b>[END OF COACHING PROCESS]</b>			
3. Accomplish consent form about the guidelines and policies of the	3.1. Give the link to consent form; caregiver will answer the consent form	None	5 Min.	Staff Therapist
	3.2. Clarify parts of the			



Flexicoaching	consent form if necessary			
4. Answer interview questions and provide COPM scores	4.1. Ask relevant questions for the caregiver to assess the child's skills	None	15 Min.	<i>Staff Therapist</i>
	4.2. Conduct Adapted Canadian Occupational Performance Measure (Outcome Measure Tool)			
5. Perform different activities advised by the staff therapist with the child at home	5. Provide activities to assess child's skills	None	30 Min.	<i>Staff Therapist</i>
6. Collaborate with the staff therapist; receive instructions for next sessions	6.1. Explain evaluation results	None	10 Min.	<i>Staff Therapist</i>
	6.2. Give further instructions (additional follow-up assessment activities at home & next schedule)			
7. End the video call	7. Exit the video call	None	5 Min.	<i>Staff Therapist</i>
8. Wait for Goal Setting Session	8.1. Document the initial evaluation session	None	5 Min.	<i>Staff Therapist</i>
	8.2. Revise and draft possible goals upon discussion after evaluation sessions			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 20 Min.</b>	

## b. 2nd Session - Goal Setting (Onsite / Online)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Onsite Goal Setting</b>				
1. Confirm the schedule and timeslot via Messenger and or QC E-Services	1.1. Discuss clientele and <b>evaluation</b> procedures with staff therapist	None	10 Min.	Staff Therapist
	1.2. Send message to remind schedule and wait for confirmation for the session			
	1.3. If onsite attendance is <b>confirmed</b> , proceed to B.1.2.; If confirmed but <b>cannot attend onsite</b> , proceed to B.2 (Online)			
	1.4. If attendance <b>was not confirmed</b> , Call caregiver via messenger to confirm attendance.: If <b>responsive</b> but <b>can attend onsite</b> , proceed with B.1.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with B.2 (Online); If <b>responsive</b> but <b>cannot attend the session or will not proceed with the program</b> , client will be <b>dropped</b> (unexcused) or <b>rescheduled</b> (excused) and shall be informed accordingly <b>[END OF COACHING PROCESS]</b>			
	1.5. If <b>unresponsive</b> , after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver. : If <b>responsive</b> but <b>can attend onsite</b> , proceed with B.1.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with B.2 (Online); If <b>responsive</b> but <b>cannot attend the session or will not proceed with the program</b> , client will be <b>dropped</b> (unexcused) or <b>rescheduled</b> (excused) <b>[END OF COACHING PROCESS]</b> ; If still <b>unresponsive</b> , but is <b>present onsite</b> proceed with B.1.2; If <b>unresponsive</b> , the client will be <b>dropped</b> and shall			

	be informed accordingly <b>[END OF COACHING PROCESS]</b>			
2. Go to center	2.1. Allow the parent to come inside	None	5 Min.	<i>Security guard on duty, Front Desk Officer</i>
	2.2. Provide attendance sheet at the front desk			
	2.3. Assist the caregiver and child to the waiting area			
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	None	15 Min. (before the session schedule)	<i>Staff Therapist</i>
4. Go inside with the staff therapist to proceed with the evaluation session.	4.1. Confirm the presence and identity of the caregiver and client: If caregiver is <b>present</b> , proceed to B.1.4; If caregiver is <b>absent</b> in the area, revert to B.1.1 Step 4	None	5 Min.	<i>Staff Therapist</i>
	4.2. Assist the client and caregiver from the waiting room to the play area			
5. Collaborate with the staff therapist to come up with goal progression (5 levels Goal Attainment Scale) based on the prioritized goals mentioned last evaluation session	5.1. Document list of specific goals (with established parameters) that the client would want to set based on the prioritized goals	None	30 Min.	<i>Staff Therapist</i>
	5.2. Present sample drafts of suggested progression of goals via Goal Attainment Scale			
	5.3. Finalize the details of the Goal Attainment Scale upon discussion with the caregiver			
6. Note interventions taught to progress with the set goals for the child (Caregiver Education)	6. Provide caregiver education for the caregivers	None	10 Min.	<i>Staff Therapist</i>
7. Practice skills needed with the provided activities by the staff therapist	7.1. Explain the activity's purpose, steps, and manner of instructions	None	10 Min.	<i>Staff Therapist</i>
	7.2. Demonstrate activities to address skills of the child			
	7.3. Guide the caregivers in performing the activity			
8. Collaborate with the staff therapist; receive instructions for next sessions	8.1. Summarize the session (goals and caregiver education)	None	5 Min.	<i>Staff Therapist</i>
	8.2. Give further instructions (additional follow-up assessment activities at home)			

	& next schedule)			
	8.3. Input the instructions in QC E-Services Client Page			
9. Exit from the play area	9. Assist the child and the caregiver towards the exit	None	5 Min.	<i>Staff Therapist</i>
10. Wait for next session	10.1. Prepare activity plans for the coaching sessions	None	5 Min.	<i>Staff Therapist</i>
	10.2. Review activity plans			
	10.3. Revise activity plans as necessary			
11. Wait for the submission of finalized goals (Goal Attainment Scale) and Session 3	11.1. Document session via Caregiver Coaching Notes Document (under Session 2: Goal Setting)	None	5 Min.	<i>Staff Therapist</i>
	11.2. Include revised goals in the Initial Evaluation Document			
	11.3. Send the finalized goals via screenshot in the Group chat			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 55 Min.</b>	
<b>B. Online Goal Setting</b>				
1. Wait for the reminders in Messenger and or QC E-Services with the assigned timeslot (reminders, schedule, link) and or QC E-Services	1. Send reminders of schedule, and things to bring via Messenger and QC E-Services	None	3 Min.	<i>Staff Therapist</i>
2. Join the video call with the staff therapist	2.1. Prepare materials and area for the online session	None	5 Min.	<i>Staff Therapist</i>
	2.2. Initiate the call via messenger with the caregivers: If <b>responsive</b> (after 3 attempts of calls on messenger), proceed to B.2.3			
	2.3. If <b>unresponsive</b> , call on personal number; If <b>responsive</b> , initiate call via messenger and proceed with B.2.3			
	2.4. If still <b>unresponsive</b> (after 3 attempts of calls on personal number, notify admin to contact caregiver): If <b>responsive to admin</b> , call caregiver via messenger and proceed with B.2.3 4; If <b>responsive to admin</b> but <b>cannot attend</b> the session or <b>will not proceed</b> with the program, client will be			

	dropped (unexcused) or rescheduled (excused) and shall be informed accordingly <b>[END OF COACHING PROCESS]</b> ; If <b>unresponsive to admin</b> , the client will be dropped and shall be informed accordingly <b>[END OF COACHING PROCESS]</b>			
3. Collaborate with the staff therapist to come up with GAS goals based on the COPM goals mentioned last evaluation session	3.1. Document list of specific goals (with established parameters) that the client would want to set based on the prioritized goals 3.2. Provide sample drafts of suggested progression of goals via Goal Attainment Scale if the caregiver is having difficulty setting goals 3.3. Finalize the details of the Goal Attainment Scale after discussion with the caregivers	None	30 Min.	<i>Staff Therapist</i>
4. Note interventions taught by the staff therapist to progress with the set goals for the child (Caregiver Education)	4. Provide caregiver education for the caregivers	None	10 Min.	<i>Staff Therapist</i>
5. Practice skills needed with the provided activities by the staff therapist	5.1. Explain the activity's purpose, steps, and manner of instructions 5.2. Demonstrate activities to address skills of the child 5.3. Guide the parent in demonstrating the activity	None	10 Min.	<i>Staff Therapist</i>
6. Collaborate with the staff therapist regarding the activities to follow through at home	6.1. Summarize the session (goals and caregiver education) 6.2. Give further instructions (additional follow-up assessment activities at home & details for the next session based on the set schedule): If next session is a coaching session, proceed to C1; If next session is a feedback session, proceed to C5 6.3. Input the instructions in QC E-Services Client Page	None	5 Min.	<i>Staff Therapist</i>
7. End the video call	7. Exit from the call	None	2 Min.	<i>Staff Therapist</i>
8. Wait for next	8.1. Prepare activity plans for	None	5 Min.	<i>Staff Therapist</i>

session	the coaching sessions			
	8.2. Review activity plans			
	8.3. Revise activity plans as necessary			
9. Wait for the submission of finalized goals (Goal Attainment Scale) and Session 3	9.1. Document session via Caregiver Coaching Notes Document (under Session 2: Goal Setting)	None	5 Min.	<i>Staff Therapist</i>
	9.2. Include revised goals in the Initial Evaluation Document			
	9.3. Send the finalized goals via screenshot in the Group chat			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 25 Min.</b>	

### c. 3rd - 9th Session - Coaching (Onsite / Online)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Onsite Therapist-led Coaching Session</b>				
1. Confirm the schedule and timeslot via Messenger and or QC E-Services	1.1. Monitor attendance and check if eligible for next session: If the child incurred 3 excused absences, 2 unexcused absences, or a total of 4 absences, the client will be dropped <b>[END OF COACHING PROCESS]</b>	None	10 Min.	Staff Therapist
	1.2. If not dropped and eligible to continue sessions, <b>send a message</b> to remind schedule and wait for confirmation for the session.			
	1.3. If onsite attendance is <b>confirmed</b> , proceed to C.1.2.; If confirmed but <b>cannot attend onsite</b> , proceed to C.2 (Online)			
	1.4. If attendance <b>was not confirmed</b> , Call caregiver via messenger to confirm attendance.: If <b>responsive</b> but <b>can attend onsite</b> , proceed with C.1.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with C.2 (Online); If <b>responsive</b> but <b>cannot attend the session or will not proceed with the program</b> , client will be <b>dropped</b> (unexcused) or <b>rescheduled</b> (excused) and shall be informed accordingly <b>[END OF COACHING PROCESS]</b>			
	1.5. If <b>unresponsive</b> , after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver. : If <b>responsive</b> but <b>can attend onsite</b> , proceed with C.1.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with C.2 (Online); If <b>responsive</b> but <b>cannot attend the session or will</b>			

	<p><b>not proceed with the program</b>, client will be <b>dropped</b> (unexcused) or <b>rescheduled</b> (excused) [<b>END OF COACHING PROCESS</b>]; If still <b>unresponsive</b>, but is <b>present onsite</b> proceed with C.1.2; If <b>unresponsive</b>, the client will be <b>dropped</b> and shall be informed accordingly [<b>END OF COACHING PROCESS</b>]</p> <p>1.6. If marked as <b>absent</b>; <b>note if unexcused or excused</b></p>			
2. Go to center	<p>2.1. Allow the parent to come inside</p> <p>2.2. Provide attendance sheet at the front desk</p> <p>2.3. Assist the caregiver and child to the waiting area</p>	None	5 Min.	<i>Security guard on duty, Front Desk Officer</i>
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	None	15 Min.	<i>Staff Therapist</i>
4. Go inside with the staff therapist to proceed with the evaluation session.	<p>4.1. Confirm the presence and identity of the caregiver and client</p> <ul style="list-style-type: none"> <li>● If caregiver is <b>present</b>, proceed to C.1.4</li> <li>● If caregiver is <b>absent</b> in the area, revert to C.1.1 Step 4</li> </ul> <p>4.2. Assist the client and caregiver from the waiting room to the play area</p>	None	5 Min.	<i>Staff Therapist</i>
5. Update the staff therapist about the status of the child at home	5. Ask questions to monitor performance of the child at home since the last session	None	5 Min.	<i>Staff Therapist</i>
6. Observe interventions performed or demonstrated by the staff therapist (Caregiver Education)	6. Perform activities that will address the difficulties of the child	None	25 Min.	<i>Staff Therapist</i>
7. Practice skills needed with the provided activities by the staff	<p>7.1. Explain the activity's purpose, steps, and manner of instructions</p> <p>7.2. Demonstrate activities to</p>	None	15 Min.	<i>Staff Therapist</i>



therapist	address skills of the child			
	7.3. Guide the caregivers in performing the activity			
8. Re-evaluate and score achievement of goals (Goal Attainment Scale) for the current session.	8.1. Provide a copy of previous GAS Goals	None	5 Min.	Staff Therapist
	8.2. Ask the current status of the child relative to the goals set.			
9. Collaborate with the staff therapist regarding the activities to follow through at home	9.1. Summarize the session	None	5 Min.	Staff Therapist
	9.2. Provide a list of activities and reminders to do at home			
	9.3. Inform the client about next session (based on the set schedule): If next session is a therapist-led coaching session, proceed to C1; If next session is a caregiver-led coaching session, proceed to C3; If next session is a feedback session, proceed to C5			
	9.4. Input the instructions in QC E-Services Client Page			
10. Exit from the play area	10. Assist the child and the caregiver towards the exit	None	5 Min.	Staff Therapist
11. Wait for next coaching session	11.1. Document coaching session via Caregiver Coaching Notes Document	None	5 Min.	Staff Therapist
	11.2. Prepare activity plans for the next coaching session			
	11.3. Review activity plan			
	11.4. Revise activity plans as necessary			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour, 50 Min.</b>	
<b>B. Online Therapist-led Coaching Session</b>				
1. Wait for the reminders in Messenger and or QC E-Services with the assigned timeslot (reminders, schedule, link)	1. Send reminders of schedule, things to bring via Messenger and QC E-Services	None	3 Min.	Staff Therapist
2. Join the video call with the staff therapist	2.1. Prepare materials and area for the online session	None	5 Min.	Staff Therapist
	2.2. Initiate the call via messenger with the caregivers: If <b>responsive</b> (after 3 attempts of calls on messenger), proceed to C.2.3; If <b>responsive but</b>			

	<p><b>cannot attend online</b>, proceed with C5.2 (Feedback Session)</p> <p>2.3. If <b>unresponsive after 3 attempts of calls on messenger</b>, call on personal number: If <b>responsive</b>, initiate call via messenger and proceed with C.2.3</p> <p>2.4. If still <b>unresponsive</b> (after 3 attempts of calls on personal number, notify admin to contact caregiver); If <b>responsive to admin</b>, call caregiver via messenger and proceed with C.2.3 ; If <b>responsive to admin</b> but <b>cannot attend</b> the session, proceed with C.5.2 (Feedback Session); If <b>responsive to admin but will not proceed</b> with the program, client will be dropped (unexcused) or rescheduled (excused) <b>[END OF COACHING PROCESS]</b>; If <b>unresponsive to admin</b>, the client will be dropped <b>[END OF COACHING PROCESS]</b></p>			
3. Update the staff therapist about the status of the child at home	3. Ask questions to monitor performance of the child at home since the last session	None	5 Min.	<i>Staff Therapist</i>
4. Collaborate with the staff therapist to perform activities at home with the child.	<p>4.1. Explain the activity's purpose, steps, and manner of instructions</p> <p>4.2. Ask the caregiver for feedback if there would be adjustments to the activity plan</p>	None	15 Min.	<i>Staff Therapist</i>
5. Perform interventions instructed by the staff therapist (Caregiver Education)	<p>5.1. Perform activities at home that will address listed goals</p> <p>5.2. Provide immediate or delayed feedback as necessary</p>	None	30 Min.	<i>Staff Therapist</i>
6. Re-evaluate achievement of goals	<p>6.1. Provide a copy of previous GAS Goals</p> <p>6.2. Ask the current status of the child relative to the goals set.</p>	None	5 Min.	<i>Staff Therapist</i>
7. Collaborate	7.1. Summarize the session	None	5 Min.	<i>Staff Therapist</i>

with the staff therapist regarding the activities to follow through at home	7.2. Provide a list of activities and reminders to do at home			
	7.3. Inform the client about next session (based on the set schedule): If next session is a therapist-led coaching session, proceed to C1; If next session is a caregiver-led coaching session, proceed to C3; If next session is a feedback session, proceed to C5			
	7.4. Input the instructions in QC E-Services Client Page			
8. End the video call	8. Exit from the call	None	2 Min.	Staff Therapist
9. Wait for next coaching session	9.1. Document coaching session via Caregiver Coaching Notes Document	None	5 Min.	Staff Therapist
	9.2. Prepare activity plans for the next coaching session			
	9.3. Review activity plan			
	9.4. Revise activity plans as necessary			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 30 Min.</b>	
<b>C. Onsite Caregiver-led Coaching Session</b>				
1. Confirm the schedule and timeslot via Messenger and or QC E-Services	1.1. Monitor attendance and check if eligible for next session: If the child incurred 3 excused absences, 2 unexcused absences, or a total of 4 absences, the client will be dropped <b>[END OF COACHING PROCESS]</b>	None	10 Min.	Staff Therapist
	1.2. If not dropped and eligible to continue sessions, <b>send message</b> to remind schedule and wait for confirmation for the session.			
	1.3. If onsite attendance is <b>confirmed</b> , proceed to C.3.2.; If confirmed but <b>cannot attend onsite</b> , proceed to C.4 (Online)			
	1.4. If attendance <b>was not confirmed</b> , Call caregiver via messenger to confirm attendance.: If <b>responsive</b> but <b>can attend onsite</b> , proceed with C.3.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with			

	<p>C.4 (Online); If <b>responsive</b> but <b>cannot attend the session</b> in any service delivery mode, the client will be marked as absent for the session (note if excused/unexcused); If <b>responsive</b> but will <b>not proceed</b> with the program, client will be dropped (unexcused) or rescheduled (excused) <b>[END OF COACHING PROCESS]</b></p> <p>1.5. If <b>unresponsive</b>, after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver.; If <b>responsive</b> but <b>can attend onsite</b>, proceed with C.3.2 ; If <b>responsive</b> but <b>cannot attend onsite</b>, proceed with C.4 (Online); If <b>responsive</b> but cannot attend the session in any service delivery mode, client will be <b>marked as absent</b>; If responsive but will not proceed with the program, client will be dropped (unexcused) or rescheduled (excused) <b>[END OF COACHING PROCESS]</b>; If still <b>unresponsive</b>, but is <b>present onsite</b> proceed with C3.2; If <b>unresponsive</b>, the client will be <b>marked as absent</b></p> <p>1.6. If marked as <b>absent</b>; <b>note if unexcused or excused</b></p>			
2. Go to center	<p>2.1. Allow the parent to come inside</p> <p>2.2. Provide attendance sheet at the front desk</p> <p>2.3. Assist the caregiver and child to the waiting area</p>	None	5 Min.	<i>Security guard on duty, Front Desk Officer</i>
3. Wait for the staff therapist in the waiting area before the session begins	3. Prepare materials and area for the session	None	15 Min.	<i>Staff Therapist</i>
4. Go inside with the staff therapist to proceed with	4.1. Confirm the presence and identity of the caregiver and client: If caregiver is	None	5 Min.	<i>Staff Therapist</i>

the evaluation session.	<b>present</b> , proceed to C.3.4; If caregiver is <b>absent</b> in the area, revert to C.3.1 Step 4			
	4.2. Assist the client and caregiver from the waiting room to the play area			
5. Update the staff therapist about the status of the child at home	5. Ask questions to monitor performance of the child at home since the last session	None	5 Min.	<i>Staff Therapist</i>
6. Collaborate with the staff therapist to plan activities with the child.	6.1. Collaborate with the caregiver to develop an activity plan for the session based on the child's current skills	None	25 Min.	<i>Staff Therapist</i>
	6.2. Ask the caregiver for feedback if there would be adjustments to the activity plan			
7. Perform interventions from the developed activity plan with the guidance of the staff therapist	7.1. Facilitate provision of activities that will address the difficulties of the child	None	15 Min.	<i>Staff Therapist</i>
	7.2. Provide feedback to the caregiver			
8. Re-evaluate and score achievement of goals (Goal Attainment Scale) for the current session.	8.1. Provide a copy of previous GAS Goals	None	5 Min.	<i>Staff Therapist</i>
	8.2. Ask the current status of the child relative to the goals set.			
9. Collaborate with the staff therapist regarding the activities to follow through at home	9.1. Summarize the session	None	5 Min.	<i>Staff Therapist</i>
	9.2. Provide a list of activities and reminders to do at home			
	9.3. Inform the client about next session (based on the set schedule): If next session is a therapist-led coaching session, proceed to C1; If next session is a caregiver-led coaching session, proceed to C3 If next session is a feedback session, proceed to C5			
	9.4. Input the instructions in QC E-Services Client Page			
10. Exit from the play area	10. Assist the child and the caregiver towards the exit	None	3 Min.	<i>Staff Therapist</i>
11. Wait for next coaching session	11.1. Document coaching session via Caregiver Coaching Notes Document	None	5 Min.	<i>Staff Therapist</i>
	11.2. Prepare activity plans			

	for the next coaching session: If current session is Session 9, prepare for post-evaluation session; 11.2. If next session is a coaching session or a feedback session, plan for next intervention session.			
	11.3. Review activity plan			
	11.4. Revise activity plans as necessary			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour, 25 Min.</b>	
<b>D. Online Caregiver-led Coaching Session</b>				
1. Wait for the reminders in Messenger and or QC E-Services with the assigned timeslot (reminders, schedule, link)	1. Send reminders of schedule, things to bring via Messenger and QC E-Services	None	3 Min.	<i>Staff Therapist</i>
2. Join the video call with the staff therapist	2.1. Prepare materials and area for the online session	None	5 Min.	<i>Staff Therapist</i>
	2.2. Initiate the call via messenger with the caregivers: If <b>responsive</b> (after 3 attempts of calls on messenger), proceed to C.2.3; If <b>responsive but cannot attend online</b> , proceed with C5.2 (Feedback Session)			
	2.3. If <b>unresponsive after 3 attempts of calls on messenger</b> , call on personal number; If <b>responsive</b> , initiate call via messenger and proceed with C.4.3			
	2.4. If still <b>unresponsive</b> (after 3 attempts of calls on personal number, notify admin to contact caregiver); If <b>responsive to admin</b> , call caregiver via messenger and proceed with C.4.3; If <b>responsive to admin but cannot attend</b> the session, proceed with C.5.2 (Feedback Session); If <b>responsive to admin but will not proceed</b> with the program, client will be dropped (unexcused) or rescheduled (excused) <b>[END]</b>			

	<b>OF COACHING PROCESS]</b> ; If <b>unresponsive to admin</b> , the client will be dropped <b>[END OF COACHING PROCESS]</b>			
3. Update the staff therapist about the status of the child at home	3. Ask questions to monitor performance of the child at home since the last session	None	5 Min.	<i>Staff Therapist</i>
4. Collaborate with the staff therapist to perform activities at home with the child.	4.1. Explain the activity's purpose, steps, and manner of instructions	None	15 Min.	<i>Staff Therapist</i>
	4.2. Ask the caregiver for feedback if there would be adjustments to the activity plan			
5. Perform interventions instructed by the staff therapist (Caregiver Education)	5.1. Perform activities at home that will address listed goals	None	30 Min.	<i>Staff Therapist</i>
	5.2. Provide immediate or delayed feedback as necessary			
6. Re-evaluate achievement of goals	6.1. Provide a copy of previous GAS Goals	None	5 Min.	<i>Staff Therapist</i>
	6.2. Ask the current status of the child relative to the goals set.			
7. Collaborate with the staff therapist regarding the activities to follow through at home	7.1. Summarize the session	None	5 Min.	<i>Staff Therapist</i>
	7.2. Provide a list of activities and reminders to do at home			
	7.3. Inform the client about next session (based on the set schedule) <ul style="list-style-type: none"> <li>● If next session is a therapist-led coaching session, proceed to C1</li> <li>● If next session is a caregiver-led coaching session, proceed to C3</li> <li>● If next session is a feedback session, proceed to C5</li> </ul>			
	7.4. Input the instructions in QC E-Services Client Page			
8. End the video call	8. Exit from the call	None	2 Min.	<i>Staff Therapist</i>
9. Wait for next coaching session	9.1. Document coaching session via Caregiver Coaching Notes Document	None	5 Min.	<i>Staff Therapist</i>
	9.2. Prepare activity plans for the next coaching session			
	9.3. Review activity plan			
	9.4. Revise activity plans as			

	necessary			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour, 25 Min.</b>	
<b>E. Feedback Sessions (Asynchronous)</b>				
1. Confirm attendance to session	1.1. Monitor attendance and check if eligible for next session: If the child incurred 3 excused absences, 2 unexcused absences, or a total of 4 absences, the client will be dropped <b>[END OF COACHING PROCESS]</b>	None	5 Min.	Staff Therapist
	1.2. Remind the parent about the schedule of the session			
2. Wait for instructions for the activities that will be done for feedback sessions	2.1. Send a list of activities with corresponding instructions	None	15 Min.	Staff Therapist
	2.2. Provide video/photo/audio aids as necessary			
	2.3. Instruct the caregiver to submit by 4:00 PM within the day			
3. Provide video, pictures, and/or written documentation of the performance of activities at home	3.1. If able to submit, review submitted outputs of the caregiver	None	8 hours	Staff Therapist
	3.2. If unable to submit outputs within the day, deadlines will be extended only up to 3 days (deadline must not exceed session 10)			
	3.3. If unable to submit after 3 days, mark as absent (note if excused or unexcused)			
4. Wait for the feedback of the activities	4.1. Provide written feedback about performance of the child and the caregiver	None	5 Min.	Staff Therapist
	4.2. Provide additional video/photo/audio feedback as necessary			
5. Re-evaluate and score achievement of goals	5.1. Provide a copy of previous GAS Goals	None	5 Min.	Staff Therapist
	5.2. Ask the current status of the child relative to the goals set.			
6. Collaborate with the staff therapist regarding the activities to follow through at home	6.1. Summarize the session	None	5 Min.	Staff Therapist
	6.2. Provide a list of activities and reminders to do at home			
	6.3. Inform the client about next session (based on the set schedule): If next session is a therapist-led coaching session, proceed to C1; If next session is a caregiver-			



	led coaching session, proceed to C3; If next session is a feedback session, proceed to C5			
7. Wait for next coaching session	7.1. Document coaching session via Caregiver Coaching Notes Document	None	5 Min.	<i>Staff Therapist</i>
	7.2. Prepare activity plans for the next coaching session: If current session is Session 9, prepare for post-evaluation session; If next session is a coaching session or a feedback session, plan for next intervention session.			
	7.3. Review activity plan			
	7.4. Revise activity plans as necessary			
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	

#### d. 10th Session - Post Evaluation (Onsite / Online)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Onsite Post Evaluation Session</b>				
1. Confirm the schedule and timeslot via Messenger and or QC E-Services	1.1. Monitor attendance and check if eligible for next session: If the child incurred 3 excused absences, 2 unexcused absences, or a total of 4 absences, the client will be dropped <b>[END OF COACHING PROCESS]</b>	None	10 Min.	<i>Staff Therapist</i>
	1.2. If not dropped and eligible to continue sessions, <b>send message</b> to remind schedule and wait for confirmation for the session.			
	1.3. If onsite attendance is <b>confirmed</b> , proceed to D.1.2.; If confirmed but <b>cannot attend onsite</b> , proceed to D.2 (Online)			
	1.4. If attendance <b>was not confirmed</b> , Call caregiver via messenger to confirm attendance: If <b>responsive</b> but <b>can attend onsite</b> , proceed with D.1.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with D.2 (Online)			
	1.5. If <b>unresponsive</b> , after 3 calls on messenger and 3 calls on personal number, notify admin to contact caregiver. : If <b>responsive</b> but <b>can attend onsite</b> , proceed with D.1.2 ; If <b>responsive</b> but <b>cannot attend onsite</b> , proceed with D.2 (Online); If still <b>unresponsive</b> , but is <b>present onsite</b> proceed with D.1.2; If <b>unresponsive</b> within the day, the client will be <b>marked as absent</b>			
2. Go to center	2.1. Allow the parent to come inside	None	5 Min.	<i>Security guard on duty, Front Desk Officer</i>
	2.2. Provide attendance sheet at the front desk			
	2.3. Assist the caregiver and child to the waiting area			
3. Wait for the	3. Prepare materials and area	None	15 Min.	<i>Staff Therapist</i>

staff therapist in the waiting area before the session begins	for the session			
4. Go inside with the staff therapist to proceed with the evaluation session.	4.1. Confirm the presence and identity of the caregiver and client <ul style="list-style-type: none"> <li>If caregiver is <b>present</b>, proceed to D.1.4</li> <li>If caregiver is <b>absent</b> in the area, revert to D.1.1 Step 4</li> </ul>	None	5 Min.	Staff Therapist
	4.2. Assist the client and caregiver from the waiting room to the play area			
5. Re-evaluate goals through scoring of Session 10 COPM and GAS scores	5.1. Discuss the progress of the child and the caregiver	None	15 Min.	Staff Therapist
	5.2. Conduct COPM/GAS Scoring			
6. Collaborate about the Home Instruction Program of the child	6.1. Present and discuss the Home Instruction Program (HIP)	None	15 Min.	Staff Therapist
	6.2. Ask the caregiver for clarifications and feedback on the HIP			
	6.3. Input the instructions in QC E-Services Client Page			
7. Participate in small group reflection activity	7.1. Facilitate reflection activity about the experiences of the caregivers throughout the program	None	20 Min.	Staff Therapist
	7.2. Provide speakers to share about their own experiences			
	7.3. Invite caregivers to join local organizations			
8. Receive Certificate of Completion	8. Award certificate of completion	None	3 Min.	Staff Therapist
9. Exit from the play area	9. Assist the child and the caregiver towards the exit	None	2 Min.	Staff Therapist
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour, 40 Min.</b>	
<b>B. Online Post Evaluation Session</b>				
1. Wait for the reminders in Messenger and or QC E-Services with the assigned timeslot (reminders, schedule, link)	1. Send reminders of schedule, things to bring via Messenger	None	5 Min. (upon confirmation)	Staff Therapist
2. Join the video call with the staff therapist	2. Prepare materials and area for the online session	None	5 Min.	Staff Therapist
	2.1. Initiate the call via			

	<p>messenger with the caregivers: If <b>responsive</b> proceed to D.2.3; If <b>responsive but cannot attend online</b>, gather COPM and GAS scores via groupchat within the day; If unable to send COPM and GAS Scores within the day, the client will be dropped and shall be informed accordingly <b>[END OF COACHING PROCESS]</b></p>			
	<p>2.2. If <b>unresponsive after 3 attempts of calls on messenger</b>, call on personal number: If <b>responsive</b>, initiate call via messenger and proceed with D.2.3</p>			
	<p>2.3. If still <b>unresponsive</b> (after 3 attempts of calls on personal number, notify admin to contact caregiver); If <b>responsive to admin</b>, call caregiver via messenger and proceed with D.2.3; If <b>responsive to admin but cannot attend</b> the session, revert back to D2.2 Step 2b 4c. If <b>unresponsive to admin within the day</b>, the client will be dropped and shall be informed accordingly <b>[END OF COACHING PROCESS]</b></p>			
3. Re-evaluate goals through scoring of Session 10 COPM and GAS scores	3.1. Discuss the progress of the child and the caregiver	None	15 Min.	Staff Therapist
	3.2. Conduct COPM/GAS Scoring			
4. Collaborate about the Home Instruction Program of the child	4.1. Present and discuss the Home Instruction Program (HIP)	None	15 Min.	Staff Therapist
	4.2. Ask the caregiver for clarifications and feedback on the HIP			
	4.3. Input the instructions in QC E-Services Client Page			
5. Participate in small group reflection activity	5.1. Facilitate reflection activity about the experiences of the caregivers throughout the program	None	20 Min.	Staff Therapist
	5.2. Provide speakers to share about their own experiences			
	5.3. Invite caregivers to join local organizations			
6. Receive	6. Award certificate of	None	3 Min.	Staff Therapist

Certificate of Completion	completion			
7. Exit from the play area	7. End call	None	2 Min.	<i>Staff Therapist</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour, 15 Min.</b>	

## E. Receiving of Reports

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for official reports (IE, Notes, Post Evaluation) and Home Instruction Programs	1. Document proceedings of all sessions (Session 1-10)	None	60 days	<i>Staff Therapist</i>
	1.1. Draft Home Instruction Programs			
	1.2. Review Reports, Home Instruction Programs and its Appendices			
	1.3. Revise Reports, Home Instruction Programs and its Appendices			
	1.4. Sign and File Reports and Home Instruction Programs			
	1.5. Upload Reports, Home Instruction Programs and Appendices to caregiver via Messenger and QC E-Services			
2. Acknowledge receipt and confirm that sent files are accessible	2. If accessible, end of program	None	2 days	<i>Staff Therapist</i>
	2.2. If inaccessible, provide alternative digital and non digital means of accessing documents			
	2.3. Verify accessibility of documents			
	2.4. Assist with process of accessing the documents			
<b>TOTAL:</b>		<b>None</b>	<b>62 Days</b>	

## 12. Flexicoaching Follow-Up

The follow-up activity for the Flexicoaching program involves ensuring continuity and reinforcement of the therapeutic strategies and techniques taught during the sessions. This process begins with a thorough review of the Home Instruction Program provided to participants upon completion of the 10-session program. The therapist guides caregivers in troubleshooting issues, refining techniques, and adapting interventions to better suit the individual needs of the child or patient. Additionally, the follow-up session allows for the setting of new goals or modifications to existing ones based on progress made since the completion of the program. Ultimately, the goal of the follow-up activity is to empower caregivers with ongoing support and resources to continue fostering the development and well-being of their loved ones outside of the therapy setting.

Office or Division:	Health Unit			
Classification:	Complex			
Type of Transaction:	G2C - Government to citizen			
Who may avail:	Children with Disabilities residing in Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Finished 10-session Flexicoaching Session			QC Kabahagi Center for Children with Disabilities	
2. Accomplished Follow-up Screening Form				
3. Accomplished Follow-up Consent Form				
4. Previous Flexicoaching Documents			Citizen / QC Kabahagi Center for Children with Disabilities	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait and receive flexicoaching scheduling call or invite via QC E-Services	1.1. Coordinate with Health Unit Staff about follow-up appointment slots	None	5 Min.	Health unit Admin, Staff Therapist
	1.2. Confirm if the client is in the waitlist and is supposed to be decked for the month			
	1.3. Orient Staff therapist on Flexicoaching follow-up Process			
	1.4. Assign staff therapist to respective clients			
2. Choose and confirm appointment schedule for flexicoaching	2.1. Call the client	None	30 Min.	Health unit Admin
	2.2. Inform the client about purpose of follow-up, appointment slots, and mode of delivery per session (onsite, online and feedback sessions)			
	2.3. Choose from available appointments			
	2.4. Inform the caregiver about what to bring during the follow-up session			
3. Go to center	3.1. Allow the parent to come inside	None	5 Min.	Security guard on duty, Front Desk Officer
	3.2. Provide attendance sheet at the front desk			
	3.3. Assist the caregiver and child to the waiting area			
4. Wait for the staff therapist	4. Prepare materials and area for the session	None	15 Min.	Staff Therapist

in the waiting area before the session begins				
5. Go inside with the staff therapist to proceed with the evaluation session.	5.1. Confirm the presence and identity of the caregiver and client: If caregiver is <b>present</b> , proceed to 1.5; If caregiver is <b>absent</b> in the area, revert to 1.1	None	5 Min.	Staff Therapist
	5.2. Assist the client and caregiver from the waiting room to the play area			
6. Accomplish consent form about the guidelines of the Flexicoaching	6.1. Give the link to consent form; caregiver will answer the consent form (use personal device if necessary)	None	10 Min.	Staff Therapist
	6.2. Clarify parts of the form if necessary			
7. Update the therapist about the current status of the child's skills	7. Ask questions to monitor performance of the child at home	None	10 Min.	Staff Therapist, Volunteer Therapist
8. Observe follow-up assessment procedures	8. Conduct objective assessment procedures relevant for the case of the client	None	20 Min.	Staff Therapist, Volunteer Therapist
9. Accomplish follow-up screening form	9.1. Facilitate and assist answering of follow-up screening form	None	10 Min.	Staff Therapist, Volunteer Therapist
	9.2. Ask for Updated COPM Scores			
10. Take note reminders and techniques during Home Instruction Program Provision	10.1. Provide reminders and interventions	None	15 Min.	Staff Therapist, Volunteer Therapist
	10.2. Demonstrate skills on how to perform activities at home			
	10.3. List down possible brochures via HIP/Brochure Checklist (based on available brochures)			
11. Get the home programs from the designated HIP Brochure Station	11.1. Based on the checklist, get the chosen brochures	None	5 Min.	Health Unit Admin, Admin Staffs, Volunteers
	11.2. Put the brochures on the envelope			
12. Exit upon getting the home program	12. Usher the parents outside the center	None	5 Min.	Admin Staff
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours, 25 Min.</b>	



# QUEZON CITY PROTECTION CENTER

## External Services

### 1. 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>Office or Division:</b>	Case Management 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>• Walk-in;</li> <li>• Thru referrals</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Preferably with the ff:  1. Referral letter from the barangay, police, school, NGO or other institutions. 2. Barangay blotter or police report if available. 3. Valid ID			<ul style="list-style-type: none"> <li>• Barangay, police, school, NGO, or SSDD</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. For walk-ins proceed to the officer in charge at the receiving area	1.1. Conduct of an initial interview and briefing after filling-up the consent form	None	20 Min.	<i>Social Worker</i>
	1.2. Provide psychosocial support			
	1.3. Assessment and endorsement to concerned units			
2. With referral - Present the available documents to the officer in charge at the receiving area	2.1. Conduct an initial interview and briefing after filling up the consent form	None	1 Hour and 30 Min.	<i>Social Worker</i>
	2.2. Provide psychosocial support			
	2.3. Assessment and endorsement to concerned units			
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 50 Min.</b>	

## 2. Facilitation of Appropriate Interventions

Ensure assistance to relevant units or person-in-charge and provide proper interventions.

<b>Office or Division:</b>		Case Management Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Assessed/Evaluated Clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Preferably with the ff:			Barangay, police, school, NGO, or SSDD.	
1. Referral letter from the barangay, police, school, NGO or the Social Services Development Department.				
2. Barangay blotter or police report if available.			Barangay or police	
3. Patient ID slip			QC General Hospital - Medical Records Section (Emergency Room or Outpatient Department)	
4. Valid ID				
<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 concerned unit in QC Protection Center / QC General Hospital for necessary procedures	1.1. Assist to QCGH-ER (Surgery) for cases involving physical injuries.	None	20 Min.	<i>Social Worker</i>
	1.2. Assist to QCGH-ER (Pedia) for cases involving sexual assault of children (17 and below).		20 Min.	
	1.3. Assist QCPC medical unit for cases involving sexual assault of adults (18 and above)		20 Min.	
	1.4. Assist QCGH-Psychiatry Department for clients (18 and above) with proper medication due to disturbances in mental health		20 Min.	
	1.5. Schedule for an appointment to the legal unit for consultation and counseling		10 Min.	
	1.6. Schedule an appointment for psychosocial support		10 Min.	
	1.7. Assist QCGH-		20 Min.	

	treatment hub for HIV screening and treatment			
	1.8. Endorsement to agencies that can accommodate their other requests		20 Min.	
	1.9. Issue a referral letter.			
	2.1. Recommends victim-survivor for livelihood assistance through the Tindahan ni Ate Joy Program.			
	2.2. Conduct aftercare, monitoring and follow-up.		30 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 20 Min.</b>	

### 3. 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>Office or Division:</b>		Medical Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Assessed/Evaluated Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Preferably with the ff:		Barangay, police, school, NGO, or SSDD.		
1. Referral letter from the barangay, police, school, NGO or the Social Services Development Department.				
2. Barangay blotter or police report if available.		QC General Hospital - Medical Records Section (Emergency Room or Outpatient Department)		
3. Patient ID slip				
4. Valid ID				
<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 available documentary requirements to the QCPC staff	1. Review of pertinent documents.	None	10 Min.	<i>Medical unit assistant</i>
2. Submit yourself for a medical interview and appropriate medical examinations as per the attending physician/s.	2.1. Coordinate with the concerned department in QCGH.	None	40 Min.	<i>Ob-gyn/ Pedia/ Medical consultant</i>
	2.2. Secure signed consent from the victim-survivor before the conduct of medical interview and appropriate examination and laboratory tests.			
	2.3. Assists client to QCGH-Treatment hub for a medical interview and HIV screening		15 Min.	
	2.4. Conduct of medical counseling to the victim-survivors		15 Min.	
3. Receive a	3.1. Issuance of	None	3 Hours.	<i>Medical</i>

provisional medicolegal certificate and the results of laboratory tests.	provisional medicolegal certificate Issuance of necessary prescriptions (medicines)			<i>officer and consultant</i>
	3.2 Releasing of laboratory results.			
	3.3. Releasing of necessary prescriptions (medicines)			
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 20 Min.</b>	

## 4. 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>Office or Division:</b>	Counseling Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Preferably with the ff:			Department of Justice	
1. Referral letter from the prosecutor or from court				
2. Investigation Data Form with Docket Number				
3. Sworn statement				
4. Valid ID				
<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 available documentary requirements to the Case Management Unit	1. Review of pertinent documents	None	10 Min.	<i>Social Worker</i>
2. Submit yourself for a battery of psychological tests and interviews. Complete four (4) sessions.	2.1. Administer the battery of Psychological Tests	None	3 Hours (per session)	<i>Psychometrician</i>  <i>Psychologist - consultant</i>
	2.2. Conduct interview			
	2.3. Check the completeness of the examination			
	2.4. Conduct four (4) psychological sessions to victim-survivor.			
3. Coordinate with the handling prosecutor on the submission of psychological report.	3. Submit psychological report to handling prosecutor.	None	Processing of psychological report is 90 Days (3 Months)	<i>Psychometrician</i>
<b>TOTAL:</b>		<b>None</b>	<b>90 Days, 12 Hours, and 10 Mins.</b>	

## 5. 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.

Office or Division:	Legal & Security Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Assessed/Evaluated Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Preferably with the ff:			Barangay or police	
1. Referral letter from the barangay, police, school, NGO or other institutions				
2. Barangay blotter or police report, if available				
3. Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the available Documents.	1. Review of pertinent documents	None	10 Min.	<i>Social Worker</i>
2. Submit self for online legal consultation and counseling	2.1. Conduct psychoeducation emphasizing on the elements of RA 9262	None	45 Min.	<i>VAWC consultant</i>
	2.2. Conduct legal consultation with the victim-survivor.		1 Hour	<i>Legal consultant</i>
3. Receive a referral letter addressed to the concerned agency outside QCPC	3. Issue a referral letter for legal service as per instruction of the legal consultant.	None	20 Min.	<i>Social Worker</i>
TOTAL:		None	2 Hours and 15 Min.	

## 6. 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.

Office or Division:	Case Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Assessed/Evaluated Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Preferably with the ff:			Barangay or police	
1. Referral letter from the barangay, police, school, NGO or other institutions.				
2. Barangay blotter or police report, if available				
3. Medicolegal certificate			Hospital	
4. Chest x-ray				
5. Psychological assessment				
6. Valid ID				
7. Vaccine card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the available documentary Requirements.	1. Review of pertinent documents.	None	10 Min.	Social Worker
2. Submit yourself for a medical interview, physical examination, and chest x-ray	2.1. Assists client with physical examination to the QCPC medical unit	None	1 Hour and 30 Min.	Medical officer
	2.2. Assists client with a chest x-ray at the QCGH-Radiology Department.			Medical unit assistant
3. Pursues legal case against perpetrator.	3. Assists client in the step-by-step process of case filing, if needed, (from the Police level to the Office of the City Prosecutor up to Court level)	None	3 Hours	Social Worker
4. Submits self for institutionalization, if necessary	4.1. Refers and assists client for transfer to Bahay Kanlungan for temporary shelter, if needed	None	30 Min.	Social Worker
	4.2. If referred by barangay, police, NGO, or SSDD, instruct them to accompany the client to the shelter.			



5. Bring printed copies of the papers required on the referral day.	5.1. Review all the documentary requirements presented	None	45 Min.	<i>Social Worker</i>
	5.2. Inventory all the personal belongings and valuables, subject to disinfection and safekeeping.			<i>House Parent</i>
	5.3. Secure signed admission slip form from the admitting client and the referring party.			
	5.4. Conduct a body temperature check for the client and the referring party.			
6. Receives Personal hygiene supplies	6.1 Tour the client in the facility and introduce the dorm wherein she will stay.	None	10 Min.	<i>House Parent</i>
	6.2 Issued personal hygiene supplies			
7. Undergoes orientation on the rules inside the shelter and the daily routine.	7 Conduct brief orientation on the dos and don'ts inside the shelter and the daily routine.	None	30 Min.	<i>Social Worker</i>
8. Attends Center's planned activities	8.1. Prepares and implement psychosocial activities	None	7 Working Days	<i>Social Worker</i>
	8.2. Prepares progress Report			
	8.3. Supervise and monitor compliance of daily routine.			<i>House Parent</i>
	8.4. Prepares daily observation report			
9. Submits self to medical services and other available services in QCPC.	9.1. Assists the client for further medical consultation and check-up in the nearest clinic or in QCGH.	None	3 Hours	<i>Social Worker &amp; House Parent</i>
	9.2. Assists the client for other needed interventions in QCPC.			
10. Attends value formation sessions, spiritual enrichment activities, and recreational	10.1. Plans, implements and conducts value formation, spiritual enrichment activities and recreational	None	3 Hours	<i>House Parent</i>

Activities.	activities.			
11. Reintegration to client's family or awaits release from the shelter.	11.1. Facilitates reunification of client to family through the availment of Balik Probinsya Program of the DSWD- Crisis Intervention Unit.	None	2 Hours	<i>Social Worker</i>
	11.2. Prepares documentary requirements for the release of the client.			
	11.3. Conducts exit-counseling			
	11.4. Conducts aftercare service if necessary through phone call and text message.			
<b>TOTAL:</b>		<b>None</b>	<b>7 Days, 14 Hours, and 35 Min.</b>	

## 7. Advocacy & Network Unit

This unit shall develop programs for the promotion of the center's services and advocacies by partnering with various NGOs, and public, private, and international institutions. It shall develop training and modules for clients and stakeholders and conduct relevant studies to be used by the center.

Office or Division:	Advocacy and Network Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Assessed/Evaluated Clients Relevant stakeholders (barangay, police investigators, medical and non-medical workers, partner NGOs) LGUs Private sectors Researchers/ Interns			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Preferably with the ff:  1. Request letter for orientation/ training a. Final list of participants the Job Training with their respective emails			Agency needing training/ orientation	
2. 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 a. Curriculum vitae			Student/ Professor /University training needing field for research and On the Job Training	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to conduct training or letter of intent to conduct research or On the Job Training to <a href="mailto:protectioncnet@quezoncity.gov.ph">protectioncnet@quezoncity.gov.ph</a>	1.1. Receive invitation/ request letter	None	3 Days	Staff Concerned
	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			
2. Wait for verification/ clarification of details of the request	2.1. Coordinate and verify with the requesting party for the details of the request.	None	3 Days	Administrative Assistant II
3. Receive response on requested assistance and action plan, as applicable	3.1. Inform the requesting party regarding the feedback	None	1 Day	Administrative Assistant II
	3.2. Implementation of the action plan, as applicable			
TOTAL:		None	7 Days	

# QUEZON CITY PUBLIC LIBRARY

## External Services

### 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 or Division:</b>	Readers Services Division (RSD)			
<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		Finance Bldg. Quezon City Hall		
2. Any of the following ID: a. Student ID (currently enrolled) b. Company ID c. Government issued ID		Any of the following institution/ agency: a. School/ College/ University b. Client's company/ organization c. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present identification card upon entry	1. Assist the client in filling-out the registration form. (Check identification)	None	30 Sec.	<i>Security Guard on duty</i>
2. Process the issuance of Library Pass or register QCitizen ID at the Registration Area	2. Encodes client's details and validate QCitizen ID/valid ID (for non - QC residents) print and release client's library pasS	None	20 Min.	<i>Clerk II</i>
3. Deposit personal belongings to the Baggage Counter Area; secure /gadget pass/ book slip form and baggage number	3. Assist the client to the Baggage Counter to deposit personal belongings, except valuable items such as gadgets, wallets, etc., then provide a clear envelope/bag for the client's valuables	None	10 Min.	<i>Utility I</i>
4. Scan the Library Pass or QCitizen's ID on the barcode reader located at the entrance of every section	4. Assist client to scan library pass or QCitizen's ID	None	2 Min.	<i>Admin Asst.</i>
5. Client may	5. Guide the client on	None	10 Min.	<i>Librarian I</i>

proceed to the bookshelves area or search the Online Public Access Catalog (OPAC) for the material/s needed	how to use the OPAC to find the material he/she wants to read			
6. Fill-out the book card and submit it to the designated librarian	6. Scan the book/s and library pass or QC ID for in-house check out	None	10 Min.	<i>Librarian I</i>
7. After use, return the book/s in the book cart	7. Scan the book/s and library pass or QC ID for in-house check in	None	5 Min.	<i>Librarian I</i>
<b>TOTAL:</b>		<b>None</b>	<b>57 Min. and 30 seconds</b>	

## 2. Home Borrowing of Books

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

Office or Division:	Readers Services Division (RSD)/ District Libraries Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QCitizen’s ID		Finance Bldg. Quezon City Hall		
2. Minors (below 15 years old) should be guided by their parents/ guardians				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONSITE TRANSACTION				
1. Proceed to the bookshelves area or search the OPAC for the material/s needed	1. Guide the client on how to use the OPAC to find the reading and other educational material/s	None	10 Min.	Librarian 1
2. Present QCitizen ID, fill-out and submit the book card or form at the Circulation Desk	2. Check the accomplished book card or form before handing over the books or other educational materials to the client	None	10 Min.	Librarian 1
3. Present the book pass to the guard-on-duty upon leaving the library premises	3. Verify and collect the book pass	None	3 Min.	Guard on duty
TOTAL:		None	23 Min.	

### 3. Returning of Books

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

<b>Office or Division:</b>		Readers Services Division (RSD)/ District Libraries 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>		
1. QCitizen's ID		Finance Bldg. Quezon City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Return the materials borrowed at the Circulation Desk	1.1. Check the physical condition of the returned book/s and other educational materials	None	10 Min.	<i>Librarian I</i>
	1.2. If lost, damaged and mutilated	Pay the amount based on SP-, (2291) S-2014-Section 10;  For donated books, a fixed cost of fifty pesos (PHP 50.00) will be charged;	10 Min.	
	1.3. If overdue	Pay the amount of one (1) peso per book per day based on SP-2291-Section 8; for overdue payment	10 Min.	
	1.4. Scan the book/s or other educational material used and return the QCitizen ID to the borrower	None	5 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

## 4. Online Reservation of Books

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

Office or Division:	Readers Services Division (RSD)/ District Libraries Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. QCitizen’s ID			Finance Bldg. Quezon City Hall	
2. Minors (below 15 years old) should be guided by their parents/ guardians				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the QCPL website <a href="https://qcpl.quezoncity.gov.ph/">https://qcpl.quezoncity.gov.ph/</a> and log-in using QC E-Services account	1. None	None	None	None
2. Browse OPAC for the preferred book/s	2. None	None	None	None
3.1. Reserve for the preferred book/s or material/s	3.1. Evaluate client’s online reservation & check the availability of the request	None	1 Day	Librarian I
3.2. The client will receive confirmation notice thru email regarding the status of the reserved book/s	3.2. Approve the reservation request			
4. Claim the reserved book/s	4. Prepare the reserved book/s	None	10 Min.	Librarian I
TOTAL:		None	1 Day and 10 Min.	



## 5. 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 or Division:</b>	Readers Services Division (RSD)			
<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. Charging Form			Borrowing/Returning Transaction Desk	
<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 “Order of Payment” slip available in every section	1. Assist client to fill-out the (order of payment slip)	None	5 Min.	<i>Clerk</i>
2. Proceed to the available charging station in any section of the Readers’ Services Area	2. Monitor charging time	None	5 Min.	<i>Clerk</i>
3.1. Pay to the Collecting Officer located at the Reference Section.	3. Issue receipt to the client	Charging fee PHP 20.00 per hour/gadget	10 Min.	<i>Collecting Officer</i>
3.2. Official Receipt or Acknowledgement Receipt will be issued				
4. Present receipt at the section who issued the “Order of Payment” slip	4. Stamp or Sign the receipt	None	5 Min.	<i>Librarian 1</i>
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	

## 6. Library Tour and Orientation

Accommodate requests to conduct library tours and orientation in the Main Library. Requests must be done at least two (2) weeks prior to the date of the activity to ensure availability of schedules and approval.

<b>Office or Division:</b>	Administrative Division / Readers' Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	Schools, other libraries, institutions of cities and municipalities

### Library Tour and Orientation

Conduct library tours and orientation in the Main Library for requesting schools, individuals or groups of people from different organizations.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the City Librarian which includes the following: <ul style="list-style-type: none"> <li>a. Objective(s)</li> <li>b. Date and time of visit</li> <li>c. Type of participants and estimated number of attendees</li> <li>d. Contact person/number</li> </ul>	School/ college/ university, institutions, other cities and municipalities of the requesting party.
2. Requesting party shall present any of the following valid IDs (photocopy) <ul style="list-style-type: none"> <li>a. QCitizen's ID</li> <li>b. Student ID</li> <li>c. Company ID</li> <li>d. Government issued ID</li> </ul>	<ul style="list-style-type: none"> <li>a. Finance Bldg. Quezon City Hall</li> <li>b. School/ College/ University</li> <li>c. Client's company/ organization</li> <li>d. SSS, GSIS, LTO, Post Office, and other government issuing agency</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to QCPL Receiving Desk or send it through email at <a href="mailto:gcplibrary@quezoncity.gov.ph">gcplibrary@quezoncity.gov.ph</a>	1.1. Receive and record the copy of the request letter	None	10 Min.	Clerk
	1.2. Facilitate the approved request letter for scheduling		1 Day	
	1.3. Coordinate approved request letter to the requesting party		1 Day	
2. Verify the status of request thru email or by phone	2. Inform the client about the policies and guidelines of the library before the tour	None	15 Min.	Clerk
3. Proceed to the library for the tour once request is approved	3. Facilitate the library tour	None	1 Hour	Librarian
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 1 Hour, and 45 Min.</b>	

## 7. Interview / Survey / Photo / Video Shoot

Accommodate request to conduct interview and survey in the Main Library. Request must be done at least two (2) weeks prior the date of the activity to ensure availability of schedule and approval.

<b>Office or 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>	Schools, other libraries, institutions of cities and municipalities, and Media

### Interview / Survey / Photo / Video Shoot

Conducting a research study and/or media coverage that may include data gathering, interview, photo and video documentation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the City Librarian which includes the following: <ul style="list-style-type: none"> <li>a. Objective(s)</li> <li>b. Date and Time of visit</li> <li>c. Name of school</li> <li>d. Name of researcher(s)</li> <li>e. Contact person/number</li> <li>f. Copy of questionnaires (for data gathering, interview, photo and video shoot)</li> </ul>	Requesting party/researcher
2. Any of the following valid IDs <ul style="list-style-type: none"> <li>a. QCitizen ID</li> <li>b. Student ID</li> <li>c. Company ID</li> <li>d. Government issued ID</li> </ul>	Finance Building Quezon City Hall School/College/University Client's company/organization SSS, GSIS, LTO, Post Office, and other government issuing agency
3. Personal gadgets (to be used during interviews and documentations)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request at the QCPL Receiving Section or may send it through email at <a href="mailto:qcplibrary@quezoncity.gov.ph">qcplibrary@quezoncity.gov.ph</a>	1.1. Receive and record the copy of the request letter	None	1 Day	Clerk
	1.2. Facilitate the approved request letter for scheduling			
	1.3. Coordinate approved request letter to the requesting party	None	1 Day	Clerk
2. Verify the status of request thru email or by phone	2. Inform the client about the policies and guidelines of the library before the interview/ survey/ photo/video shoot	None	1 Day	Librarian
3. Proceed to the library for the interview/ survey/ photo/video shoot once request is approved	3. Facilitate the interview/survey/ photo/video shoot	None	1 Day	Librarian
<b>TOTAL:</b>		<b>None</b>	<b>4 Days</b>	

## 8. Signing of Library Clearance Form

Provide assistance to QC employees in accomplishing their office clearance.

<b>Office or Division:</b>	Readers Services Division (RSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All employees under QC government.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Clearance Form			Human Resource Management Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present office clearance form to the Information Desk	1.1. Verify and check the employee's library record.	None	10 Min.	<i>Clerk II</i>
	1.2. Release the clearance form signed by the librarian.	None	10 Min.	<i>Head Librarian</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.</b>	

## 9. Issuance of Gadget Pass

Provide assistance in obtaining a gadget pass by clients.

<b>Office or Division:</b>	Readers Services Division (RSD)			
<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 ID or Library Pass			Finance Bldg. Quezon City Hall or Quezon City Public Library	
<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 Baggage Counter	1. Issue the gadget pass form	None	1 Min.	<i>Utility Worker</i>
2. Fill out the gadget pass form and submit it to the Baggage Counter before proceeding to the reading area	2. Verify the declared gadgets listed in the gadget pass form	None	15 Min.	<i>Utility Worker</i>
3. Present the gadget pass together with their devices to the Baggage Desk before leaving the library	3. Check the gadget pass and ensure that the devices declared are correct	None	10 Min.	<i>Security Guard</i>
<b>TOTAL:</b>		<b>None</b>	<b>26 Min.</b>	

## 10. e-Government Services

Provide assistance to clients for online registration to various government portals and online services such as NBI, DFA, Pag-IBIG, Philhealth, PRC, etc.

<b>Office or Division:</b>	Readers' Services Division / District Libraries Division (E-Government Unit)			
<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 ID/Library Pass		Finance Bldg. Quezon City Hall/ Registration Area located at the Entrance of the Quezon City Public Library		
2. One valid government issued ID		Government issuing agencies (SSS, GSIS, Pag-IBIG, LTO)		
3. Email account		Yahoo or Gmail		
<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 eGovernment Section	1. Issues the application form	None	1 Min.	<i>Clerk</i>
2. Fill-out and submit duly accomplished application form	2. Receive and check submitted application form	None	10 Min.	<i>Clerk</i>
3. Wait for the processing of eGovernment registration and Reference Number	3.1. Register client's personal information (name, gender and age) using eGov portal	None	15 Min.	<i>Clerk</i>
	3.2. Register client's information to the requested eGovernment website			
4. Receive Reference Number for payment	4.1. Provide client's Reference Number	None	9 Min.	<i>Clerk</i>
	4.2. Advise clients to copy, capture, or print reference number and information details			
	4.3. Advise the client on how and where to settle the payment for the reference number.			
<b>TOTAL:</b>		<b>None</b>	<b>21 Min.</b>	

## 11. 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 or Division:</b>		Library Extension Division (EGovernment Section)		
<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 ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Library Pass	1. Checks Library Pass	None	1 Min.	<i>eGovernment Section Head</i>
2. Tap Library Pass on the bar code scanner	2. Guides client towards the bar code scanner	None	1 Min.	<i>eGovernment Section Head</i>
3. Wait to be accommodated	3. Checks availability of computers	None	1 Min.	<i>eGovernment Section Head</i>
4. Browse / open / encode applications / sites to be usedr	4. Assists client if requested or when the need arises-ment service	None	45 Min.	<i>eGovernment Section Head</i>
5. Close all tabs / applications used.	5. Checks and disinfects computer used by the client.	None	4 Min.	<i>eGovernment Section Head</i>
6. Signs on logbook	6. Check if the client signed the logbook.	None	1 Min.	<i>eGovernment Section Head</i>
7. Tap Library Pass on the bar code scanner	7.Guides/instructs client to tap Library Pass on the bar code scanner	None	1 Min.	<i>eGovernment Section Head</i>
<b>TOTAL:</b>		<b>None</b>	<b>54 Min.</b>	

## 12. Donation of Book / Reading Material

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 or Division:</b>	Technical Services 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>	
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 ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Inquire how to donate books/ reading materials thru phone/FB messenger/ Ask-a-Librarian	1.1. Check the system, accept the donation and contact the donor or decline depending on the description and condition of the books.  for pickup: schedule the pickup date  for dropoff: instruct the donor to drop anytime	None	1 Day	Clerk
1.2. Fill out and submit the book donation form for walk-in donors	1.2. Receive the donation form the client and provide a copy of the policy			
1.3. Email or phone call the donation details	1.3. Check email or accept phone calls for responses			
2.1. Drop donated books to main or branch libraries for walk-in donors	2.1. Receive the donated library material/s or book/s	None	1 Day	Clerk
2.2. Ask for a schedule for the pick-up of books to be donated	2.2. Confirm schedule of pickup and coordinate to the assigned pickup staff			
3. Upon pickup Sign the Book/ Reading Material Donation Policy Form.	3.1. Receive the donated book and the Book/ Material Donation Policy Form	None	1 Day	Librarian
	3.2. Photo opportunity for documentation			
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	

### 13. Request for Bookmobile, Puppet Shows, and Library Tours

The Bookmobile Services of the City Library travel to public and private schools in Quezon City, as well as to communities without access to nearby barangay reading centers or libraries. The bookmobile is equipped with shelves filled with books for readers of all ages. In addition to providing books, it offers activities such as storytelling, puppet shows, and other library-related programs. The primary goal of this service is to promote the use of the public library and increase awareness of the library's services.

<b>Office or Division:</b>	Library Extension Division (Recreational Educational Social Section)			
<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			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Submit a Letter of request address to the City Librarian via email: <a href="mailto:gcplibrary@quezoncity.gov.ph">gcplibrary@quezoncity.gov.ph</a> a month before the requested schedule	1.1. Receive and record the copy of the request letter	None	1 Day	Clerk
1.2 Verify the status of request thru email or by phone	1.2. Facilitate the approved request letter for scheduling			
2. Verify the status of request thru email or by phone	2.1. Coordinate with the requesting party for the date, time & place of activities	None	1 Day	Librarian
	2.2. Confirm/ finalize details of the activity.			
<b>TOTAL:</b>		<b>None</b>	<b>2 Days</b>	



# QUEZON CITY TOURISM DEPARTMENT

## External Services

### 1. Issuance of Tourism Certificate of Registration

*(Ipagbibigay Ng Tourism Certificate of Registration)*

The Tourism Certificate of Registration is issued to tourism enterprises that submitted the minimum requirements and paid the corresponding registration fee. The certification contains basic information about the tourism enterprises and certifies that the enterprises is registered with QC Tourism Department.

*(Ang Tourism Certificate of Registration ay ibinibigay sa mga negosyo ng turismo na nakapagpasa ng mga minimum na kahingian at nakapagbayad ng kaukulang fee. Naglalaman ang sertipikasyon ng mga pangunahing impormasyon tungkol sa negosyo ng turismo at pinatutunayang nakarehistro sa Kagawaran ng Turismo ng QC.)*

Office or Division:	Q.C. Tourism Department (Kagawaran ng Turismo ng Lungsod Quezon)	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business (G2B – Gobyerno sa Entidad Pangnegosyo)	
Who may avail:	QC Tourism Enterprises/ Owners/ Operators (Mga May-ari/Operator ng mga Negosyo ng Turismo sa QC)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For New Applicant – Tourism Establishments (As submitted to BPLD) (Para sa mga Bagong Aplikant-Mga negosyo ng Turismo (Gaya ng isinumite sa BPLD))		
1. Unified Business Permit Application Form (1 photocopy, present original copy/ecopy ) (Unified Business Permit Application Form (1 photocopy, kasalukuyang orihinal na kopya/ecopy))	Business Permits and Licensing Dept., QC Hall (Departamento ng Permit ng Negosyo at Paglilisensiya, QC Hall)	
2. Department of Trade and Industry/ Securities and Exchange Commission Registration (1 photocopy, present original copy/ecopy) (Kagawaran ng Kalakalan at Industriya (DTI)/Komisyon sa mga Panagot at Palitan (SEC) (1 photocopy, kasalukuyang orihinal na kopya/ecopy))	Department of Trade and Industry / Securities and Exchange Commission (Kagawaran ng Kalakalan at Industriya/Komisyon sa mga Panagot at Palitan (SEC))	
3. Barangay Clearance (1 photocopy, present original copy/ecopy) (Barangay Clearance (1 photocopy, kasalukuyang orihinal na kopya/ecopy))	Barangay Hall where the business address is located (Barangay Hall kung saan matatagpuan ang adres ng negosyo)	
4. Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy /ecopy) (Tax Bill at Opisyal na Resibo para sa Kasalukuyang Taon na kasama ang Tourism Registration Fee (1 photocopy, kasalukuyang orihinal na kopya/ecopy))	QC Treasurer’s Department Assessment Windows and Cashier (QC Treasurer’s Department Assessment Windows and Cashier)	
Additional Requirement for Travel Agency Only		Bonding Agencies/Companies

5. Surety Bond (1 Original Copy) (Insurance Coverage: PHP 500,000.00) (Dagdag na Kahingian para sa mga Travel Agency lamang Surety Bond (1 Orihinal na Kopya) (Insurance Coverage: P500,000.00))	(Bonding Agencies/Companies)
<b>B. For Renewal of Certificate of Registration – Tourism Establishments (As submitted to BPLD)</b> (Para sa Renewal ng Certificate of Registration – Mga Establisimyento ng Turismo (Gaya ng isinumite sa BPLD))	
1. Unified Business Permit Application Form (1 photocopy, present original copy/ecopy) (Unified Business Permit Application Form (1 photocopy, kasalukuyang orihinal na kopya/ecopy))	Business Permits and Licensing Dept., QC Hall (Departamento ng Permit ng Negosyo at Paglilisensiya, QC Hall)
2. Current/Previous Business Permit (1 photocopy, present original copy/ecopy) (Kasalukuyan/Dating Business Permit (1 photocopy, kasalukuyang orihinal na kopya/ecopy))	Business Permits and Licensing Dept., QC Hall (Departamento ng Permit ng Negosyo at Paglilisensiya, QC Hall)
3. Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy/ecopy) (Tax Bill at Opisyal na Resibo para sa Kasalukuyang Taon na kasama ang Tourism Registration Fee (1 photocopy, kasalukuyang orihinal na kopya/ecopy))	QC Treasurer's Department Assessment Windows and Cashier (QC Treasurer's Department Assessment Windows and Cashier)
<b>Additional Requirement for Travel Agency Only</b> 1. Surety Bond (1 Original Copy) (Insurance Coverage: PHP 500,000.00) (Dagdag na Kahingian para sa mga Travel Agency Surety Bond (1 Orihinal na Kopya) (Insurance Coverage: P500,000.00))	Bonding Agencies/Companies (Bonding Agencies/Companies)

CLIENT STEPS	AGENCY ACTIONS	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.  (Mag-log on sa <a href="https://qceservices.quezoncity.gov.ph/bpld/">https://qceservices.quezoncity.gov.ph/bpld/</a> at isumite ang sinagutang Unified	1. The BPLD forwards the same to the ancillary departments and evaluate completeness of requirements.  (Ipapasa ng BPLD ang parehong dokumento sa mga kaukulang tanggapan at susuriin ang pagiging kompleto ng mga kahingian.)	None  (Wala)	10 Min.  (10 Minuto)	Tourism Receptionist/ Tourism Assistant Tourism Services Division  (Tourism Receptionist/ Tourism Assistant (Dibisyon ng mga Serbisyong Panturismo))

<i>Business Permit Application Form nang online, kasama ang mga kinakailangang dokumentong pansuporta, depende sa uri ng iyang aplikasyon.)</i>				
2. Wait for email reply  <i>(Hintayin ang tugon sa email.)</i>	2. Acknowledge receipt of complete documents/ application or ask for lacking document through email  <i>(Ipababatid sa pamamagitan ng email ang pagkakatanggap ng mga kompletong dokumento/aplikasyon o hihingin ang mga kulang na dokumento.)</i>	None  <i>(Wala)</i>	10 Min.  <i>(10 Minuto)</i>	<i>Tourism Receptionist/ Tourism Assistant</i> Tourism Services Division  <i>(Tourism Receptionist/ Tourism Assistant</i> <i>(Dibisyon ng mga Serbisyong Panturismo))</i>
3. Wait for email on details of release of Certificate of Registration  <i>(Hintayin sa email ang mga detalye ng pagpapalabas ng Certificate of Registration)</i>	3.1. Process the application for Tourism Certificate of Registration/ (may conduct inspection of enterprise and/or verification of submitted records)  <i>(Ipoproseso ang aplikasyon para Sertipiko ng Tourism Certificate of Registration/ (maaaring magsagawa ng inspeksiyon ng establisimyento at/o beripikasyon ng mga isinumiteng rekord))</i>	None  <i>(Wala)</i>	4 Days and 7 Hours  <i>(4 na Araw at 7 Oras)</i>	<i>Tourism Assistant, Tourism Officer and Division Head</i> Tourism Services Division  <i>(Tourism Assistant, Tourism Officer, at Puno ng Dibisyon</i> <i>(Dibisyon ng mga Serbisyong Panturismo))</i>
	3.2. Approve/ sign the requested Certificate of Registration  <i>(Aaprobahan/ lalagdaan ang hiniling na Certificate of Registration)</i>	None  <i>(Wala)</i>	1 Day  <i>(1 Araw)</i>	<i>City Mayor; Department Head; Division Head</i> Tourism Services Division  <i>(Alkalde ng Lungsod, Puno ng Departamento, at Puno ng Dibisyon</i> <i>(Dibisyon ng mga Serbisyong Panturismo))</i>
	3.3. Email/ text message the client that Tourism	None	30 Min.	<i>Tourism Receptionist;</i>

	<p>Certificate of Registration is ready for pick-up or can be endorse to BPLD for door to door delivery.</p> <p><i>(Mag email/ magpadala ng mensahe sa kliyente na ang Tourism Certificate of registration ay maari ng kunin o maaring i-endorso sa BPLD para sa door to door na paghatid)</i></p>	(Wala)	(30 Minuto)	<p>Tourism Assistant Tourism Services Division</p> <p><i>(Tourism Receptionist / Kawaksing Panturismo (Dibisyon ng mga Serbisyong Panturismo))</i></p>
<p>4. Inform QCTD if Tourism Certificate of Registration will be picked-up or endorse to BPLD for door to door delivery</p> <p><i>(Ipabatid sa QCTD kung ang Tourism Certificate of Registration ay kukunin sa opisina o i-endorso sa BPLD para sa door to door na paghatid.)</i></p>	<p>4. Wait for the client to pick-up or process the delivery of Tourism Certificate of Registration/ Endorsement</p> <p><i>(Hihintayin ang kliyente na makuha o maiproseso ang delivery ng Tourism Certificate of Registration/ Endorsement)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 Day</p> <p><i>(1 Araw)</i></p>	<p>Tourism Receptionist; Tourism Assistant Tourism Services Division</p> <p><i>(Tourism Receptionist/ Tourism Assistant (Dibisyon ng mga Serbisyong Panturismo))</i></p>
<p>5. Wait/ claim Tourism Certificate of Registration</p> <p><i>(Hintayin/ Kunin ang Tourism Certificate of Registration/ Endorsement)</i></p>	<p>5. Release Tourism Certificate of Registration/ through pick-up or door to door delivery ng BPLD</p> <p><i>(Ibibigay ang Tourism Certificate of Registration sa pamamagitan ng delivery o pick up)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>10 Min.</p> <p><i>(30 Minuto)</i></p>	<p>Tourism Receptionist; Tourism Assistant Tourism Services Division</p> <p><i>(Tourism Receptionist/ Tourism Assistant (Dibisyon ng mga Serbisyong Panturismo))</i></p>
<b>TOTAL:</b>		<p>None</p> <p><i>(Wala)</i></p>	<p><b>7 Days</b></p> <p><i>(7 Araw)</i></p>	

**Note:**

- Processing time starts upon acceptance of application with complete requirements.  
*(Nagsisimula ang oras ng pagproseso kapag natanggap na ang aplikasyon na kasama ang kompletong kahingian.)*
- Senior citizens, pregnant women, persons with disabilities and liaison officers with multiple transactions (10 branches/companies and above) maybe entertain as “walk-in applicants”  
*(Ang mga senior citizen, buntis, may kapansanan, at mga opisyal sa liason na mayroong maramihang transaksyon (10 branch/kompanya at higit pa) ay maaaring asikasuhin bilang mga “walk-in applicant.”)*

## 2. Implementation of Programs / Activities / Projects

(Implementasyon ng mga Programa / Gawain / Proyekto)

The Quezon City Tourism Department implements/coordinates tourism, historical, culture and arts programs, activities and projects.

(Ang Kagawaran ng Turismo ng Lungsod Quezon ay nagpapatupad/nag-uugnay ng mga programa, gawain, at proyekto sa turismo, kasaysayan, kultura, at sining.)

<b>Office or Division:</b>	Q.C. Tourism Department (Kagawaran ng Turismo ng Lungsod Quezon)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government (G2C – Gobyerno sa Mamamayan G2B – Gobyerno sa Entidad Pangnegosyo G2B – Gobyerno sa Gobyerno)
<b>Who may avail:</b>	Government Agencies/Organizations Non-Government Organization/Associations Civic Organizations All (Mga Ahensiya/Organisasyon ng Pamahalaan Mga Organisasyon/Samahang Di-Pamahalaan Organisasyong Sibiko Lahat)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Communication/Letter from concerned Party (1 original copy/ecopy) (letter/ Transmittal/ Endorsement/ Referral) (Komunikasyon/Liham mula sa kinauukulang partido (1 orihinal na kopya/ecopy) (liham/ Transmittal/ Endoso/ Referral))	Written by concerned party/ requesting party (Isinulat ng kinauukulang partido/ humihiling)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Request and Referral</b>				
1. Forward/ email the letter/ communication/ endorsement/ referral/ request/ transmittal to Receiving Desk/ <a href="mailto:gctd@quezoncity.gov.ph">gctd@quezoncity.gov.ph</a>  (If forward/i-email ang liham/ komunikasyon/ endoso/referral/ transmittal sa Receiving Desk/ <a href="mailto:gctd@quezoncity.gov.ph">gctd@quezoncity.gov.ph</a> )	1. Welcome the client and receives/ evaluates communication/ endorsement/ referral/request/ transmittal Acknowledge the Email  (Haharapin ang kliyente at tatanggapin/ susuriin ang komunikasyon/ endorsement/ referral/transmittal. Tumugon sa email)	None  (Wala)	2 Day  (2 Araw)	Receiving Clerk Administrative Support Group  (Receiving Clerk Administrative Support Group)

<a href="http://.gov.ph">.gov.ph</a> )				
2. Leave the Office/ Wait for the action on the Request  (Lisanin ang Opisina/ Hintayin ang magiging tugon sa hiling)	2. Forward the endorsement/ referral/ request to the Head of Office/ Action Officer  (Ipo-forward ang endorsement/ hiling sa Puno ng Opisina/ Action Officer)	None  (Wala)	5 Day  (5 Araw)	Receiving Clerk Administrative Support Group  (Receiving Clerk Administrative Support Group)
<b>TOTAL:</b>		<b>None</b>  (Wala)	<b>7 Days</b>  (7 Araw)	
<b>2. Coordination and Planning</b>				
3. None  (Wala)	3. Head of Office/Action Officer will refer the matter to the concerned division head/s  (Puno ng Opisina/ Action Officer ay Ipadadala ang komunikasyon/ endorsement/ referral/ transmittal sa kinaauukulang puno/ mga puno ng dibisyon)	None  (Wala)	3 Day  (3 Araw)	Head of Office/ Action Officer  (Pinuno ng Opisina/ Action Officer)
4. Attend to the queries or coordination meetings.  (Sagutin ang mga tanong o dumalo sa mga pulong para sa koordinasyon)	4.1. Process the request/ referral etc. (which may include communicating with the requesting party)  (Ipoproseso ang hiling/ referral, atbp (maaaring kabilang ang pakikipag-usap sa humihiling))	None  (Wala)	9 Day  (9 Araw)	Concerned Division Heads  (Mga Kinaauukulang Puno ng Dibisyon)
	4.2. Give evaluation/ recommendation to the Head of Office  (Magbibigay ng ebalwasyon/ rekomendasyon sa Pinuno ng Opisina)			
5. None  (Wala)	5. Head of Office/ Action Officer act on the recommendation and inform the concerned division head  (Aaksiyunan ng Pinuno ng Opisina/ Action Officer ang rekomendasyon at ipababatid sa mga kinaauukulang puno ng dibisyon)	None  (Wala)	3 Day  (3 Araw)	Head of Office/ Action Officer  (Pinuno ng Opisina/ Action Officer)
6. Wait for	6. Inform the requesting	None	5 Day	Concerned

coordination/ feedback  (Maghintay para sa koordinasyon/ feedback)	party of the action taken  (Ipababatid sa humihiling ang naging aksiyon)	(Wala)	(5 Araw)	Division Head  (Mga Kinauukulang Puno ng Dibisyon)
<b>TOTAL:</b>		<b>None</b>  (Wala)	<b>20 Days</b>  (20 Araw)	
<b>3. Implementation and Monitoring</b>				
7. Participate in Preparation of Event/ Activity/ Projects  (Lumahok sa Paghahanda ng Event/Aktibidad/ Proyekto)	7. Start preparation of event/ activity Coordinate with concerned agencies/offices/ individuals Holds Meetings Conducts Dry-Runs/ Rehearsals, etc.  (Sisimulan ang paghahanda ng event/ aktibidad Makikipag-ugnay sa mga kinauukulang ahensiya/ opisina/ indibidwal Magdaraos ng mga pulong Magsasagawa ng mga Dry Run/ Rehearsal, atbp.)	None  (Wala)	12 Days  (12 Araw)	Concerned Division Head  (Mga Kinauukulang Puno ng Dibisyon)
8. Participates / implements event  (Lumahok/ isagawa ang event)	8. Implementation / Execution of Event/ Activity/ Project  (Ipatutupad/ Isasagawa ang event/ gawain/ proyekto)	None  (Wala)	3 Days  (3 Araw)	Concerned Division Head  (Mga Kinauukulang Puno ng Dibisyon)
9. None  (Wala)	9. Post-event task  (Isasagawa ang mga gawaing post-event)	None  (Wala)	5 Day  (5 Araw)	Concerned Division Head  (Mga Kinauukulang Puno ng Dibisyon)
<b>TOTAL:</b>		<b>None</b>  (Wala)	<b>20 days</b>  (20 Araw)	

**Note:**

- (Implementation of Program/ Activity/ Project) qualified for multi-stage processing.  
(Implementasyon ng Programa/Aktibidad/Proyekto) kwalipikado para sa multi-stage na pagpoproseso.)
- Total days dependent on date, type and magnitude of program/activity/project and the requesting party  
(Ang Kabuoang araw ay depende sa petsa, uri at laki/saklaw ng programa/aktibidad/proyekto, at humihiling)



# QUEZON CITY UNIVERSITY

## University Registrar Division

### 1. QCU College Admission Test Application and Admission Procedure

This procedure applies to all applicants of the Quezon City University College Admission Test (QCUCAT).

<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>	
1. Fully Accomplished QCU Admission Application Form			QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>	
2. Latest School ID			Present School	
<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 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> or <a href="mailto:lastname.firstname.middlename1@gmail.com">lastname.firstname.middlename1@gmail.com</a>	1. Evaluate the submitted documents	None	10 Min.  <i>Applicants are evaluated based on their date and time of registration</i>	<i>Admission Staff</i>
2. Submit to the Admissions Office the accomplished QCUCAT Application Form and the consent form which may be downloaded at the official website <a href="https://qcu.edu.ph">https://qcu.edu.ph</a>	2. Receive and verify the accomplished QCUCAT Application Form and the consent form	None	2 Min.	<i>Admission Staff</i>
3. Receive the test permit from the Guidance and Counseling Unit Office	3. Give the test permit to examinee	None	2 Min.	<i>Guidance and Counseling Unit Staff</i>
4. Appear on the schedule date of examination	4.1. Facilitate the QCU Admission Test	None	1 Hour	<i>Guidance and Counseling Unit Staff</i>



	4.2. Evaluate and forward the list of QCUCAT passers to the Admissions Office	None	5 Working Days/Batch	<i>Guidance and Counseling Unit Staff</i>
5. Bring SF9/Report Card and TOR/Certified True Copy of Grades issued by the registrar of the previous school to the Admissions office upon receiving the email for QCUCAT passers	5. Issue a transaction slip for interview	None	2 Min.	<i>Admission Staff</i>
6.1. Go to the College Dean for an interview	6.1. Interview the applicant	None	15 Min.	<i>College Dean/Program Chair</i>
6.2. Return the transaction slip to the admissions office	6.2. Forward a list of qualified students for the Psychological Test	None	2 Min.	<i>College Dean/Program Chair</i>
7. Submit the documentary requirements for Admission	7. Post names and schedule of the submission of documentary requirements of qualified applicants for Admission	None	5 Working Days	<i>Admissions Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Working Days, 1 Hour, and 33 Min.</b>	

**Note:**

\*Might vary depending on the bulk of applicants to be evaluated.

## 2. Re-admission (Returnee) Procedure

This service is given to approved returning students (old students of QCU who were Officially Dropped (OD) in the previous semester, those who were not enrolled last semester, and those who wish to return this coming semester) who have submitted complete re-admission 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>	Old students of QCU who were Officially Dropped (OD) in the previous semester. Old students who were not enrolled in the previous semester.			
<b>CHECKLIST OF REQUIREMENTS</b> <i>Digital and Hard Copy</i>			<b>WHERE TO SECURE</b>	
1. Fully Accomplished Re-Admission Form			QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>	
2. Clearance from Accounting, Student Affairs Services Division (SASD), and Guidance			Visit the website for the Email or contact number of the respective offices	
3. Program of Study			Registrar's Office	
4. Original Philippine Statistics Authority Birth Certificate (if you entered QCU in or before 2017)			Philippine Statistics Authority	
5. Original and recent Barangay Certificate Residency			Barangay Hall of your place of Residence	
6. One (1) colored 2x2 picture (white background with name)			Any Photo Studio	
7. 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>
1. Register in the Re-admission Link posted at <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a> using your Gmail account intended for QCU concerns only  Follow this format: <a href="mailto:(lastname.firstname.middlename1@gmail.com)">(lastname.firstname.middlename1@gmail.com)</a> .  You may use your previously registered Gmail account with the same format if it is still active	1. Verify and evaluate student applications for the printing of the program of study	None	10 Min.  <i>Applicants are evaluated based on their date and time of registration</i>	<i>Admission Staff</i>
2. Submit the requirements (except Medical Clearance) at the Admissions Office	2. Receive returnee form and issue program of study	None	5 Min.	<i>Admission Staff</i>

3. Proceed to the concerned department/college for advising	3. Evaluate and approve or disapprove the application	None	5 Min.	<i>College Dean/Program Chair</i>
4. Return the re-admission form at the admissions office	4. Notify the student of the status of the application and schedule of the submission of requirements	None	1 Min.	<i>Admission Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>21 Min.</b>	

### 3. Enrollment of Freshmen Students

This service is given to freshmen students who passed the QCUCAT, have successfully undergone the interview of their respective College Deans, and have submitted complete admission requirements.

Office or Division:	Registrar and Admission Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Freshmen students who passed QCUCAT, departmental interview, and have submitted complete admission requirements	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For SHS Students		
1. Original SF9 (Grade 11 & 12 1st – to 4th Quarter)	Previous school attended	
2. Photocopy of SHS Diploma (original copy should be presented)		
For High School Graduates (Old Curriculum)		
1. Form 138- High School Report Card	Previous school attended	
2. Photocopy of HS Diploma (original copy should be presented)		
For ALS Passer for College		
1. Alternative Learning System Certificate	Previous school attended	
2. ALS Diploma		
For All Students		
1. Original Certificate of Good Moral Character	Previous school attended	
2. Original PSA Birth Certificate	Philippine Statistics Authority	
3. Original and recent Barangay Certificate of Residency	Barangay Hall of your place of residence	
4. One (1) colored 2x2 picture (White background with name tag)	Any photo studio	
5. Medical Clearance	University physician	
6. Long brown envelope in a plastic envelope with student's Last Name, First Name, Middle Name	Post Office	
7. Mailing stamp chosen based on the graduate's last school or university attended: <ul style="list-style-type: none"><li>• Luzon P70.00;</li><li>• Visayas P90.00;</li><li>• Mindanao P100.00</li></ul>		
Additional Requirements for the following Applicants:		
Applicants who stopped for 1 year or more		
1. Affidavit of Non-Enrollment from other Universities	Notary Public	
If with discrepancy between PSA Birth Certificate and School Record		
1. Affidavit of One and the Same Person	Notary Public	
If currently employed		
1. Original Latest Certificate of Employment	Present employer	
If married female student		
1. Original Marriage Certificate	Philippine Statistics Authority	
Applicants from schools with non-numerical (Pass/Fail) grades		
1. Certificate of Non-issuance of Numerical Grades (Issued by the School Registrar)	Previous school or university	
In cases where the student-applicant cannot reasonably secure his/ her school credentials for reasons beyond their control, such as: Closure of the school last attended and Damage of documents due to fire or natural calamities		

1. Certificate of eligibility for admission to college from the Commission on Higher Education (CHED)			Commission on Higher Education	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>ONSITE</b>				
1. Submit before the enrollment schedule. Successful applicants eligible for admission will receive their scheduled date of enrollment	1. Post Enrollment Schedule (Website and Registrar FB Page)	None	5 Days before the Enrollment Schedule	<i>Registrar</i>
2. Receive Enrollment Slip and Student Number	2. Issue Enrollment Slip and assign Student Number	None	2 Min.	<i>Registrar Staff</i>
3. Receive printed registration form	3. Print the registration form	None	5 Min.	<i>Registrar Staff</i>
4. Fill out the registration form for stamping	4. Stamp "Officially Enrolled" on the Registration Form	None	1 Min.	<i>Registrar Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Min.</b>	
<b>ONLINE</b>				
1. Successful applicants eligible for admission to receive confirmation via email of their scheduled date of enrollment	1.1. Verify documents submitted in the drop-off area. Admission Office to forward List of students for enrollment to the Registration Officer	None	5 Working Days	<i>Admission Staff</i>
	1.2. Enlist and officially enroll students	None	2 Working Days	<i>Registrar Officer</i>
	1.3. Send Registration Forms to officially enrolled students	None	5 Working Days	<i>ICTO</i>
2. Receive the Registration Form via the registered Gmail account and resend the signed Registration Form	2. None	None		
<b>TOTAL:</b>		<b>None</b>	<b>12 Working Days</b>	

## 4. Enrollment for Transfer Students

This service is given to transfer students who passed the interview of their respective College Deans and have submitted the complete admission requirements.

Office or Division:	Registrar and Admission Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Transfer students who passed departmental interview, and have submitted the complete admission requirements	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Transcript of Records (For evaluation purposes) with TOR GWA of the last semester attended duly signed by the Registrar.		Previous university
2. Original Certificate of Transfer Credentials (CTC)		
3. Original Subject Course Description (for accreditation of subjects)		
4. Original Certificate of Good Moral Character		
5. Original PSA Birth Certificate		Philippine Statistics Authority
6. Original and recent Barangay Certificate of Residency		Barangay Hall of your place of residence
7. One (1) colored 2x2 picture (White background with name tag)		Any photo studio
8. Medical Clearance		University physician
9. Long brown envelope in a plastic envelope with student's Last Name, First Name, Middle Name		
10. Mailing stamp chosen based on the graduate's last school or university attended: <ul style="list-style-type: none"><li>• Luzon P70.00;</li><li>• Visayas P90.00;</li><li>• Mindanao P100.00</li></ul>		Post Office
Additional Requirements for the following Applicants:		
Applicants who stopped for 1 year or more		
1. Affidavit of Non-Enrollment from other Universities		Notary Public
If with discrepancy between PSA Birth Certificate and School Record		
1. Affidavit of One and the Same Person		Notary Public
If currently employed		
1. Original Latest Certificate of Employment		Present employer
If married female student		
1. Original Marriage Certificate		Philippine Statistics Authority
Applicants from schools with non-numerical (Pass/Fail) grades		
1. Certificate of Non-issuance of Numerical Grades (Issued by the School Registrar)		Previous school or university
In cases where the student-applicant cannot reasonably secure his/ her school credentials for reasons beyond their control, such as: Closure of the school last attended and Damage of documents due to fire or natural calamities		
1. Certificate of eligibility for admission to college from the Commission on Higher Education (CHED)		Commission on Higher Education

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request crediting form for accreditation of subjects and submit the needed requirements	1.1. Issue crediting form and verify TOR and subjects' course description with the College Dean for Accreditation of Subjects	None	10 Min.	<i>Admission Staff</i>
	1.2. Evaluate and sign crediting form	None	5 Min.	<i>College Dean/Program Chair</i>
2. Return to the admissions office for the issuance of student number	2. Issue Enrollment Slip and assign Student Number	None	5 Min.	<i>College Dean/Program Chair</i>
3. Present enrollment slip at the enlistment area	3.1. Evaluate and enlist subjects to be enrolled	None	15 Min.	<i>College Enlistment Officer</i>
	3.2. Officially enroll student	None	5 Min.	<i>Registrar Officer</i>
4. Receive printed registration form	4. Print registration form	None	5 Min.	<i>Registrar Staff</i>
5. Fill out the registration form for stamping	5. Stamp Officially Enrolled on the Registration Form	None	1 Min.	<i>Registrar Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>46 Min.</b>	

## 5. Enrollment For Returning 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>	
1. 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. Proceed to the Admissions Office for the activation of the old student number	1. Activate Student Number	None	2 Min.	<i>Admission Staff</i>
2. Present enrollment slip at the enlistment area	2.1. Evaluate and enlist subjects to be enrolled	None	10 Min.	<i>College Enlistment Officer</i>
	2.2. Officially enroll student	None	5 Min.	<i>Registration Officer</i>
3. Receive printed registration form	3. Print registration form	None	3 Min.	<i>Registrar Staff</i>
4. Fill out the registration form for stamping	4. Officially Enrolled on the Registration Form	None	1 Min.	<i>Registrar Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>21 Min.</b>	



## 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.

Office or Division:	Registrar and Admission Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Old students who were enrolled in the previous semester			
ONSITE ENROLLMENT				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance from Accounting, OSAS, and Guidance			Respective Offices	
2. Follow enrollment schedule			FB Page QCU Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tap ID for validation	1.1. Evaluate registered student if Regular or Irregular	None	1 Min.	Registrar Staff
	1.2. Enroll Regular Student	None	2 Min.	College Advising officer/ Registration Officer
	1.3. Enlist Irregular Student of subjects to be enrolled	None	3 Min.	College Advising/ Enlistment Officer
	1.4. Print Registration Form	None	2 Min.	Registration Officer
2. Receive Officially Enrolled Registration Form	2. Stamp Officially Enrolled on Registration Form	None	2 Min.	Registration Officer
TOTAL:		None	10 Min.	
ONLINE ENROLLMENT				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Registration at the pre-enrollment link			QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>	
2. Clearance from Accounting, OSAS, and Guidance			Respective Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Send registration form	None	2 Working Days	<i>ICTO</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Working Days</b>	

## 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance from all accountabilities (Clearance Request Form)			Registrar and Admission Division QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>	
2. One (1) Valid Identification Card with Signature			Government Agency	
3. Special Power of Attorney (SPA) and ID card with picture of requestor and representative			Notary Public	
4. Proof of payment for TOR			Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request form and send it to the assigned email address for the specific courses:  • 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> • BS Entrepreneurship - <a href="mailto:urd.bsentrep@qcu.edu.ph">urd.bsentrep@qcu.edu.ph</a> • BS Information Technology - <a href="mailto:urd.bsit@qcu.edu.ph">urd.bsit@qcu.edu.ph</a> • BS Accountancy and BS Management Accounting - <a href="mailto:urd.bsa@qcu.edu.ph">urd.bsa@qcu.edu.ph</a> • General Education Units (phased-out) - <a href="mailto:urd.gened@qcu.edu.ph">urd.gened@qcu.edu.ph</a> • Technical Vocational (phased-out) - <a href="mailto:techvoc.urd@qcu.edu.ph">techvoc.urd@qcu.edu.ph</a> • Senior High School (phased-out) - <a href="mailto:urd.shs@qcu.edu.ph">urd.shs@qcu.edu.ph</a>	1.1. Acknowledge receipt of the request and verify clearance	None	5 Min.  <i>Processing time may vary depending on the bulk of emails</i>  <i>Emails beyond office hours will be attended on the next office hour</i>	<i>Registrar's Staff</i>
	1.2. Send order of payment to the students via email	None	5 Min.	<i>Registrar's Staff</i>
2. Receive and	2.1. Send email	PHP	5 Min.	<i>Registrar's Staff</i>

print Order of Payment and pay TOR Fee  Pay at the City Treasurer's Office window on Monday, Wednesday, and Friday, or at the Talipapa Branch (located within Talipapa Brgy. Hall, Quezon City) Monday through Friday, 9 a.m. to 3 p.m	confirmation to requesting applicant of the received proof of payment	300.00		
	2.2. Consolidate proof of payment and endorse to student accounts	None	4 Working Days (Friday-Wednesday)	<i>Registrar's Staff</i>
	2.3. 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)	<i>Student Account Staff/City Treasurer's Office Collector</i>
	2.4. Endorse issued Official Receipt to Registrar's Office	None	1 Working Day	<i>Student Account Staff</i>
	2.5. Process the document and notify the student through email of their appointment schedule to claim their requested document	None	30 Min. if document is in the database  5 Working Days if document requires manual searching	<i>Registrar's Staff</i>
3. Claim the requested credential on the scheduled date of appointment (in-person)	3. Verify identification of the requester and release requested documents	None	10 Min.	<i>Registrar's Staff</i>
<b>TOTAL:</b>		<b>PHP 300.00</b>	<b>7 Working Days</b>	Regular Period
			<b>14 Working Days (Not Applicable to fresh graduates)</b>	Peak Period

**Note:**

\*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 Student 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance Request Form			Registrar and Admission Division QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>	
2. One (1) Valid Identification Card with Signature			Government Agency	
3. SPA and ID card with picture of requestor and representative			Notary Public	
4. Proof of payment for TOR			Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request form and send it to the assigned email address of the specific courses:  ●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> ●BS Entrepreneurship- <a href="mailto:urd.bsentrep@qcu.edu.ph">urd.bsentrep@qcu.edu.ph</a> ●BS Information Technology - <a href="mailto:urd.bsit@qcu.edu.ph">urd.bsit@qcu.edu.ph</a> ●BS Accountancy and BS Management Accounting - <a href="mailto:urd.bsa@qcu.edu.ph">urd.bsa@qcu.edu.ph</a> ●General Education Units (phased-out) - <a href="mailto:urd.gened@qcu.edu.ph">urd.gened@qcu.edu.ph</a> ●Technical Vocational (phased-out) - <a href="mailto:techvoc.urd@qcu.edu.ph">techvoc.urd@qcu.edu.ph</a> ●Senior High School (phased- out) -	1. Process the document and notify the student through email of the appointment schedule to claim the requested document	None	Regular Period: 2 Working Days  Peak Period: 5 Working Days  <i>Processing time may vary depending on the bulk of emails.</i>  <i>Emails beyond office hours will be attended on the next office hour</i>	<i>Registrar's Staff</i>

<a href="mailto:urd.shs@qcu.edu.ph">urd.shs@qcu.edu.ph</a>				
2. Claim the requested credential on the scheduled date of appointment	2. Verify identification of the requestor and release requested documents	None	10 Min.	<i>Registrar's Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Working Days and 10 Min.</b>	Regular Period
			<b>5 Working Days and 10 Min.</b>	Peak Period

**Note:**

\*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. The 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 1. Dropping Form			Registrar and Admission Division QCU Website: <a href="http://qcu.edu.ph">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. 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 Min.  <i>Processing time may vary depending on the bulk of emails</i>  <i>Emails beyond office hours will be attended on the next office hour</i>	<i>Registrar's Staff</i>
2. Receive thru email the processed dropping form	2. None	None		
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.</b> <b>3 Working Days</b>	Regular Period Peak Period

### Note:

\*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			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application for Graduation			QCU Website: <a href="http://qcu.edu.ph">qcu.edu.ph</a> Registrar and Admission Division	
2. Form Clearance				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download application for graduation form and fill out the link for application for graduation posted at QCU Website: <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a>	1.1. Evaluate the student's record	None	3 Working Days	<i>Registrar's Staff</i>
	1.2. Notify the student through email of his application status		10 Min.	<i>Registrar's Staff</i>
	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	<i>Registrar's Staff /College Dean/Program Chair</i>
	1.4. Post the tentative list of graduating students		30 Working Days	<i>Registrar's Staff</i>
2. Visit <a href="http://www.qcu.edu.ph">www.qcu.edu.ph</a> for the tentative list of graduating students	2. None			
<b>TOTAL:</b>		<b>None</b>	<b>63 Working Days and 10 Min.</b>	



## 11. Payment For Tuition And Miscellaneous Fees

<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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Name		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Order of Payment at the accounting Office window 8 & 9 2nd floor admin bldg.	1.1. Verify Students billing	Necessary fees (varies from courses and subjects enrolled. See index of fees)	5 Min.	Accounting Staff
	1.2. Generate order of payment			
2. Direct payment to City Treasurer's Office Collecting Officer at the accounting office window 11 2nd floor admin bldg.	2.1. Generate official receipt	Necessary fees (varies from courses and subjects enrolled. See index of fees)	5 Min.	Accounting Staff/ City Treasurer's Office Collector
	2.2. Issued O.R. by CTO posted at Students Account System		5 Min.	Accounting Staff
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

## 12. Payment For Transcript Of Records (after first copy)

The office accepts payments for requests of issuance of Transcript of Records (TOR).

Office or Division:	Revenue Management Division (RMD), Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University Registrar Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		University Registrar Division		
2. Proof of Payment				
3. Checklist of Payees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse printed order of payment	1.1. Issue Official Receipt	PHP 300.00 per TOR	5 Min.	City Treasurer's Official Collector
	1.2. Issue O.R. from CTO to be posted in the students Account System	Additional PHP 125.00 per page in excess of a 2-page TOR	5 Min.	Accounting Staff
TOTAL:		PHP 300.00 per TOR	10 Min.	

### 13. 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>		
1. Registration Form		Student		
2. Original Official Receipt		Student		
3. 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 Min.	<i>Accounting Staff</i>
	1.2. Evaluate documents submitted for request of refund		5 Min.	<i>Accounting Staff</i>
	1.3. Prepare Assessment Form		5 Min.	<i>Accounting Staff</i>
	1.4. Prepare the Disbursement Voucher (DV)		10 Min.	<i>Accounting Staff</i>
	1.5. Verify and sign (DV)		5 Min.	<i>Head Accounting Division</i>
	1.6. Submit DV to City Accounting Department		5 Days	<i>City Accounting Department Staff</i>
	1.7. Advice the student of release of check		5 Min.	<i>Accounting Staff</i>
2. Claim check at the QC Cash Division / City Treasurer's Office	2. None		5 Min.	<i>Cash Division/ CTO</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days and 40 Min.</b>	

**a. TABLE OF FEES: MISCELLANEOUS FEES AND CHARGES SEMESTRAL FEES /  
SUMMER PAID DURING ENROLLMENT**

<b>DEGREE COURSES</b>	
	<b>AMOUNT</b>
<b>TUITION FEE</b>	P 303.34
Amount per unit	
<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	

## 14. CHED - UNIFAST Free Higher Education (FHE)

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.

Office or Division:	Scholarship, Placement, and Alumni Relations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants Qualifications: 1. Pass/meet the admission and retention policies of the institution (no age or financial requirements); 2. No previous undergraduate degree; and 3. Not overstaying at the college level (e.g., maximum residency rule plus one-year grace period as provided by law).			
CHECKLIST OF HEI COMPLIANCE BILLING DOCUMENTS			WHERE TO SECURE	
Every Semester				
Hardcopy:				
1. Endorsement Letter by University President			Registrar and Admission Division (RAD)	
2. Consolidated Billing Statement - Form 1			Student Accounts Unit (SAU)	
3. Consolidated Billing Details - Form 2 (TOSF)			Scholarship, Placement and Alumni Relations Division (SPARD)	
4. Consolidated Billing Details - Form 3 (Admission Fees)				
Softcopy:				
1. Endorsement Letter by University President				
2. Consolidated Billing Statement - Form 1				
3. Consolidated Billing Details - Form 2 (TOSF)				
4. Registration Form per Students				
5. Consolidated Billing Details - Form 3 (Admission Fees)				
6. Google Form QCUCAT Application				
Local University or College (LUC) / Higher Education Institute (HEI) STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assess the Consolidated Billing Details Form 2 of Officially Enrolled qualified in the QCU retention polices of Registrar under the Guidelines of UNIFAST-FHE  Prepare the Registration Form of Students for the attachment	1.1. Produce Form 2 for Consolidated Billing Details and Transmit to Student Accounts Unit thru email	Tuition and Other School Fees	2 to 3 Working Days	Registrar Office
	1.2. Provide Registration Form of QCU Students and Transmit to Scholarship Office thru email			
2. Assess the Consolidated Billing Details Form 3 of	2.1. Produce Form 3 for Consolidated Billing Details and	Admission Fee	2 to 3 Working Days	Admission Office

<p>QCU College Admission Test Fees based on the QCU retention policies of Admission under the Guidelines of UNIFAST-FHE</p> <p>Prepare the Google Form QCUCAT Application for the attachment</p>	<p>Transmitted to Student Accounts Unit thru Email</p>			
	<p>2.2. Provide Google Form for QCUCAT Application and Transmit to Scholarship Office thru email</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>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>2 to 3 Working Days</p>	<p><i>Accounting Office</i></p>
	<p>3.2. Provide Consolidated Billing Details in Form 2 and Form 3 and Transmitted to Scholarship Office thru Email</p>			
<p>4. Prepare the endorsement letter for the QCU UniFAST-FHE Scholars by University President</p> <p>Prepare the billing documents (formatting, editing, printing, and compiling) for quality assurance</p> <p>Process the billing documents for the signature of QCU Official (scanned and photocopy)</p>	<p>4.1. Email the softcopy of billing documents to UniFAST for the submission of QCU compliance</p>	<p>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>2 to 3 Working Days</p>	<p><i>Scholarship Office</i></p>
	<p>4.2. Deliver the hardcopy billing documents to the Office of UNIFAST for the submission of QCU Compliance</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>QCU</p> <p>Tuition and Other School Fees</p> <p>Admission Fee</p>	<p>2 to 3 Weeks</p>	<p><i>UniFAST Focal Person</i></p>
	<p>5.2. Notify the QCU for the process of the payment in CHED</p>			
<p>6. Settle the payment of QCU TOSF and Admission Fee</p>	<p>6. Transfer the payment to QCU</p>	<p>QCU</p> <p>Tuition and</p>	<p>6 Months or More</p>	<p><i>CHED Accounting</i></p>

		Other School Fees		
		Admission Fee		
7. Verify the payment of CHED	7.1. Email the LDAP to Scholarship	None	Within the Day	<i>Accounting Office</i>
Request copy of LDAP to CHED and copy furnished for the Scholarship Office	7.2. Notify the Scholarship Office for the process of the clearing financial obligation			
8. Prepare the Endorsement letter for the approval of the Clearing Financial Obligation	8. Endorse to the Director of ICT thru email the list of students for the clearing of the financial obligation in the system along with the approved letter from the QCU President	None	2 to 3 Days	<i>Accounting Office</i>  <i>Scholarship Office</i>  <i>ICT Director</i>
Endorse to ICT the Clearing of Financial Obligation in the system				
<b>TOTAL:</b>		<b>Tuition and Other School Fees, Admission Fee</b>	<b>6 Months, 2 Weeks, and 10 Days to 6 Months, 3 Weeks, and 18 Days</b>	

## 15. 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.

Office or Division:	Scholarship, Placement, and Alumni Relations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	The Applicants Qualifications: 1. Filipino citizen and officially enrolled at the Higher Education Institution (HEI); 2. Has not been expelled from any HEI; 3. Qualified under the existing admission and retention requirements of the HEIs and does not exceed the maximum residency rule; 4. Taking Undergraduate courses with Certificates of Program Compliance (COPCs) in CHED-recognized Local University or College (LUC); 5. Qualified under, or any other future, qualification policies that the UniFAST Board may mandate.			
CHECKLIST OF HEI TES APPLICATION COMPLIANCE			WHERE TO SECURE	
Accomplished UniFAST – TES Application Form Templates				
1. UniFAST HEIs Partner’s Portal Account			The portal account will be given by the UniFAST Secretariat to the partnered HEI’s	
2. UniFAST – TES Application Form Template			The UniFAST – TES Application Form will be provided by the UniFAST Secretariat focal person to the HEIs or can be downloaded from the UniFAST HEIs portal	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the UniFAST - TES Application Form Template with correct and complete student applicant’s details	1.1. Download the latest UniFAST-TES Application Form Template from UniFAST	None	5 to 10 Min.	Scholarship, Placement, and Alumni Relations Division
	1.2. Forward the Template to the concerned office to fill out the correct details and to accurately complete all required fields provided by the UniFAST	None	5 to 10 Min.	Scholarship, Placement, and Alumni Relations Division
	1.3. Fill-out all the required fields in the UniFAST - TES Application Form	None	2 Working Days	Registrar’s Office  Information, Communication, and Technology office

2. Check and verify the UniFAST - TES Application Form to confirm the completeness of the provided student applicant's information	2.1. Receive the accomplished form from the Registrar's office thru email	None	10 to 15 Min.	<i>Scholarship, Placement, and Alumni Relations Division</i>
	2.2. Check the completeness and details of the accomplished form to avoid common errors in the TES Applicant uploads in the portal	None	2 Working Days	<i>Scholarship, Placement, and Alumni Relations Division</i>
	2.3. If errors are identified, communicate with the concerned offices to rectify the inaccuracies in the student applicant's information	None	2 Working Days	<i>Scholarship, Placement and Alumni Relations Division</i>  <i>Registrar's Office</i>  <i>Information, Communication, and Technology Office</i>
3. Upload the final UniFAST - TES Application Form to the UniFAST HEIs portal	3.1. Visit <a href="https://tes.unifast.gov.ph">tes.unifast.gov.ph</a> to access the login page	None		<i>Scholarship, Placement and Alumni Relations Division</i>
	3.2. Ensure to input the correct login credentials given by the UniFAST Secretariat coordinator	None		
	3.3. Select the "TES" link from the sidebar menu, then choose "Manage TES Applicants" from the options displayed	None		
	3.4. After selecting "Manage TES Applicants", choose the right Academic Year and Semester, then click "Manage Applications"	None		
	3.5. Choose your application form file, and click "Import"	None		
<b>TOTAL:</b>		<b>None</b>	<b>6 Working Days and 20 Min. to 6 Working Days and 35 Min.</b>	



## 16. Quezon City Youth Development Office (QCYDO) Financial Assistance

The Quezon City Youth Development Office (QCYDO) provides financial assistance programs specifically designated to support QCU students, aiming to alleviate financial burdens and promote educational opportunities for the youth in the community.

Office or Division:	Scholarship, Placement, and Alumni Relations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	<b>The eligibility requirements for applicants across all scholarship categories are as follows:</b> 1. Must be a Quezon City resident 2. Must be enrolled / registered / accepted at a recognized educational institution at the time of scholarship application 3. Must apply with/maintain a General Weighted Average of at least 3.0 or its equivalent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Every Semester</b>				
1. QC-YDO Financial Assistance Compliance		Cover letter will be provided by the SPAR Division and will be forwarded to the Office of the President for signing		
<b>Hardcopy:</b>				
1. Cover Letter signed by the University President		The QCYDO Application Form will be supplied by the designated YDO focal person, tailored to meet specific requirements and gather necessary details from student applicants		
2. QC-YDO Application Form Template (in excel file)				
3. A notarized and signed Registrar's Certification		Registrar's Certification will be signed and issued by the University Registrar.		
<b>Softcopy:</b>				
1. Cover Letter signed by the University President				
2. Accomplished Application Form Template (in excel file)				
3. Scanned copy of notarized and signed Registrar's Certification				
<b>Important documents needed to upload:</b>				
1. QC E-services account with approved & verified QCitizen ID		All QCU students <i>To access the QC E-services Portal, they can use this link:</i> <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
2. 1x1 ID picture with white background in JPEG format				
3. 3 specimen handwritten signatures				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the QCYDO Application Form supplied by the designated YDO focal person, tailored to meet specific requirements and gather necessary	1.1. Initiate the preparation of the application form as directed by the designated YDO focal person	None	20 to 30 Min.	Scholarship, Placement, and Alumni Relations Division
	1.2. Forward the application form to the concerned offices for the inclusion of fields	None	10 to 15 Min.	Scholarship, Placement, and Alumni Relations Division

details from student applicants	necessary for gathering pertinent details of the student applicants through email			
	1.3. Fill-out all the required fields necessary for the details of the student applicants in the QC-YDO Application Form	None	2 Working Days	<i>Registrar's office</i>  <i>Information, Communication, and Technology office</i>
	1.4. Receive the accomplished form from the Registrar's office thru email	None	5 to 10 Min.	<i>Scholarship, Placement, and Alumni Relations Division</i>
	1.5. Check the completeness and details of the accomplished form to avoid errors	None	4 to 5 Working Days	<i>Scholarship, Placement, and Alumni Relations Division</i>
	1.6. Filter the form based on YDO's specified criteria, such as kinship or QC residence to ensure that applications meet the required YDO standards and eligibility	None		<i>Registrar's office</i>  <i>Information, Communication, and Technology office</i>
	1.7. If errors are identified, communicate with the concerned offices to rectify the inaccuracies in the student applicant's information	None	2 Working Days	<i>Scholarship, Placement, and Alumni Relations Division</i>  <i>Registrar's office</i>  <i>Information, Communication, and Technology office</i>
	2. Submit the final list/ application form of eligible student applicants, cover letter, and notarized Registrar's Certification for the QCYDO financial assistance to the QCYDO designated focal person			
	2.1. Print the list/application form of qualified student applicants	None	2 to 3 Hours	<i>Scholarship, Placement, and Alumni Relations Division</i>
	2.2. Forward the printed list of qualified student applicants to the concerned person for necessary signatures	None	1 Working Day	<i>Scholarship, Placement, and Alumni Relations Division</i>
	2.3. Generate a copy of signed list/application form of the student applicants as a receiving copy after the submission to QC-YDO	None	30 Min. to 1 Hour	<i>Scholarship, Placement, and Alumni Relations Division</i>
	2.4. Gather all the	None	1 Working Day	<i>Scholarship,</i>

	hardcopies and softcopies for the compliance of QCYDO financial assistance application			<i>Placement, and Alumni Relations Division</i>
	2.5. Submit both hardcopies and softcopies of the compliance to the QCYDO designated focal person on/or before the given deadline	None	1 Working Day	<i>Scholarship, Placement, and Alumni Relations Division</i>
3. Inquire about the status of the submitted documents and check if any additional requirements or follow up submissions are needed	3. Communicate with the QCYDO focal person to inquire about the status of the submitted compliance for financial assistance application	None	10 to 15 Min.	<i>Scholarship, Placement, and Alumni Relations Division</i>
4. Announce the application and renewal for QCYDO financial assistance, along with the list of required documents to be uploaded on the QCU E-services portal	4. Post an announcement for the opening of the application and renewal of QCYDO financial assistance on the Scholarship Facebook Page	None	10 to 15 Min.	<i>Scholarship, Placement, and Alumni Relations Division</i>
5. Submit the necessary documents set by the QCYDO to the QC E-services portal for the evaluation and screening process by the QCYDO Team	5.1. Fill out Scholarship Application or Renewal information via QC services	None	3 to 4 Days	<i>ALL QCU student applicants</i>
	5.2. Answer the one-way interview questions			
	5.3. Upload documentary requirements			
<b>TOTAL:</b>		None	<b>14 Days, 3 Hours, and 25 Min. to 16 Days, 5 Hours, and 25 Min.</b>	

## 17. 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 to Citizen			
<b>Who may avail:</b>	Everyone; Students of QCU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Current Registration Form stamped officially enrolled			Office of the Registrar / Applicant	
2. 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	1. Issue lost and found form for fill out	None	2 Min.	<i>SAU Staff</i>
2. Fill out lost and found form	2.1. Check the form if filled out properly 2.2. Post the item through the designated SASD FB page	None	5 Min.	<i>SAU Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Min.</b>	

## 18. 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>	
1. 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 Min.	<i>SAU staff</i>
2. Data Encoding • Signature • Photo Capture	2. Verify student information		3 to 5 Min.	<i>SAU Staff</i>
3. Printing of Student ID	3. None			
4. Release of ID	4. Record transaction in the log book		2 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>8 to 11 Min.</b>	

### Note:

Same process on the following transactions:

1. Re-Issuance of Lost ID
2. For updating Information (for student shifted their course)

## 19. 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>		
1. Current Registration Form stamped officially enrolled		Office of the Registrar/Applicant		
2. 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 Min.	<i>SAU Staff</i>
	1.2. Verify records on the database		1 Min.	<i>SAU Staff</i>
	1.3. Prepare Certification for signature of the Head of SASD		2 Min.	<i>SAU staff and Head of SASD</i>
2. Receive/Claim	2. None	None		
<b>TOTAL:</b>		<b>None</b>	<b>4 Min.</b>	

## 20. Exemption From Wearing of Uniform

Students may be given exemption on wearing the prescribed uniform provided their reasons are valid and acceptable.

Office or Division:	Student Affairs and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pregnant Women/Students with employment/Accident or Force majeure victim students/Students with religion, ethnicity or cultural background issue			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Exemption address to the Head of the Student Affairs and Services Division		Applicant		
2. Registration Form		Registrar’s Office		
3. Document(s) that proves the student reason(s)		Applicant		
4. University Issued Identification Card		Office of the Student Affairs and Services Division (OSASD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter indicating the reason why the student is requesting for an exemption with attached document(s) to the Office of Student Affairs and Services Division (OSASD) either personally or via online (email or any platform)  For online submission, applicant must fill out the online application form and attach the picture of all the documents • Registration form, Medical Certificate, and ultrasound (for Pregnant Women) • Registration form and Certificate of Employment (for Working Students) • Registration form and Medical Certificate (for Accident victim) • Registration form and Barangay Certification (for	For walk-in submission			
	1.1. Receives and records the letter with attachments in the logbook	None	15 Min.	SAU staff
	1.2. Provide and ask the applicant to fill out the application form			
	1.3. Check applicant’s responses and verify attachments before forwarding to OSAD Head			
	1.4. Evaluates the merit of the documents for approval and disapproval			SASD Head
	1.5. Give back the letter, attachments and application with decision to the assigned administrative staff			SAU staff
	For online submission			
	1.1. Check online applicant’s information and verify attachments before sending to OSASD Head	None	15 Min.	SASD Head
	1.2. Evaluate the merit of the documents for			

Force majeure victim) • Registration form and Certification from Priest/ Pastor/ Minister/ Leader (for students with religion, ethnicity or cultural background issue) • Note: Attachments submitted via walk-in shall be photocopied with original while via online shall be in picture	approval or disapproval of the request			
2. Receives the Exemption Slip for approved student exemption request	<b>For walk-in submission</b>			
	2.1. Release the Exemption Slip for approved student exemption request	None	2 Min.	<i>SAU Staff</i>
	<b>For online submission</b>			
	2.1. Send a notification email to the applicant asking him/her to print the Exemption Slip	None	2 Min.	<i>SAU Staff</i>
3. Forward the list of approved students to the Physical Facilities Division	3.1. Verify the names of the students if included in the list of exemption upon entry	None	3 Min.	<i>Security Guard</i>
	<b>TOTAL:</b>	<b>None</b>	<b>37 Min.</b>	

## 21. University Organization Accreditation and Re-accreditation

This serves as a guide for creation of new student organizations (Please 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>	
1. Letter of Intent signed by the Student Organization President with attachments: <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> <li>• Student Organization Application Form</li> <li>• Mission &amp; Vision</li> <li>• By-Laws</li> <li>• Proposed Plans and Activities</li> </ul>			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 the letter of intent signed by the student organization President  Fill out application form	1. SASD Office receives and records the letters and documentary requirements in the logbook.	None	2 Min.	<i>SSC Office staff</i>
2. Submit the documentary requirements	2.1. Check and review the responses of the student organizations in the application form 2.2. Review the documentary attachments submitted 2.3. Feedback	None	1 Working Day	<i>SAU staff</i>
3. Review and evaluate the requirements	3.1. Evaluate the documents 3.2. Approve or disapprove the Student organization 3.3. Makes a final list of approved student organizations for registration	None	3 Working Days	<i>SASD Head</i>
4. Screen/ Interview	4. Evaluate officers	None	10 to 15 Min.	<i>SASD Head</i>
5. Inform accredited and reaccredited organizations	5. SASD staff notifies the student organization	None	5 Min.	<i>SAU staff</i>



regarding the registration decision	president through email or phone call on the feedback. Approved student organization receives a "Statement of Approval"			
<b>TOTAL:</b>		<b>None</b>	<b>4 Working Days and 17 Min. to 4 Working Days and 22 Min.</b>	

## 22. Request To Conduct In-Campus Activity

Office or Division:	Student Affairs and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students of QCU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Student/Client	
2. University ID				
3. Current registration form stamped officially enrolled				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.1. Review request	None	2 Min.	SAU Staff
	1.2. Check the calendar of activities of SASD		2 Min.	
	1.3. Check PF for venue availability		3 Min.	
	1.4. Secure final approval from the Office of the President		2 to 3 days	
2. Follow up to SASD within 3 days or the next day a. By phone b. Email c. Personal	2. Give feedback regarding your request	None	2 Min.	SAU Staff
TOTAL:		None	2 Days and 9 Min. to 3 Days and 9 Min.	

## 23. Laptop and Pocket Wifi for Return

This serves as a guide in returning borrowed laptop and pocket Wi-Fi (for students included in 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 to Citizen			
<b>Who may avail:</b>	Students of QCU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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. Check filled- out Laptop & Pocket WI-FI Clearance Form	None	4 Min.	<i>SAU Staff</i>
2. Proceed to MIS	2. Check the unit if it is working or in good condition		10 Min.	<i>MIS Staff</i>
3. Proceed to Property Office to surrender the unit	3. Receive the unit in good working condition		5 Min.	<i>Property Office Staff</i>
4. Proceed to OSAS	4. Secure database clearance and signature of the Head of SASD		2 Min.	<i>SAU Staff and Head of SASD</i>
5. Secure student copy of clearance	5. Issue copy of clearance to student		1 Min.	<i>SAU Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>22 Min.</b>	

## 24. 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 to Citizen			
<b>Who may avail:</b>	All; students of QCU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laptop Repair Form			SASD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out laptop repair form	1. Check filled-out Laptop Repair Form	None	5 Min.	<i>SAU Staff</i>
2. Proceed to MIS to surrender laptop for repair	2.1. Receive the defective laptop and examine the unit	None	1 to 3 Days Depending on the damage/condition of the laptop	<i>MIS Technician</i>
	2.2. Contact/email the client/ students on the status of laptop			
	2.3. If ok for release, inform the SASD to schedule the appointment of student to claim the repaired laptop			
3. Wait for the email from the SASD office and confirm the appointment for schedule of laptop for pick up.	3.1. Schedule with the student for pick up/claim of the repaired laptop	None	5 Min.	<i>SAU Staff</i>
	3.2. Confirm appointment			
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 10 Min. to 3 Days and 10 Min.</b>	

## 25. Issuance Of Laptop And Pocket Wifi

This serves as a guide for laptop and pocket WIFI issuance for currently enrolled students of QCU.

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Pocket Wifi				
1. Current QCU Registration Form		Student		
2. Pocket Wifi Borrowers Form		Download Forms – SASD FB Page		
For Laptop				
1. Processing Slip		Download Forms – SASD FB Page		
2. Application Form				
3. Notarized Usufruct Agreement				
4. Copy of Depreciated Value of Laptop				
5. Copy of Registration Form		Student		
6. Barangay Certificate of Residency				
7. Student University ID				
8. 2x2 picture of student and parent				
9. Valid ID of parent				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open QCU Website and click on the link of your request. Fill-out the google form with complete information	1. None	None		
2. Wait for reply of SASD through email or message	2. Contact the student to give schedule of releasing of laptop within 3 days	None	Up to 3 Days	SAU staff
3. Download Forms and Fill out all necessary information. Complete all other requirements needed	3. Downloadable forms available at Student Affairs FB page	None		
4. Fill out the forms completely and submit all documents/ requirements needed in borrowing a laptop from the SASD personnel in-charge on designated date/ time/ schedule  Please be reminded that incomplete	4.1. Verification/ validation of documents Validation on database record	None	2 Min.	SAU staff
	4.2. Encode of Serial No. of unit to be released on the System database		3 Min.	Property Office Staff in Charge
	4.3. Check/ demonstrate unit if in		4 Min.	MIS technician

requirements will not be entertained  <b>Step 1</b> Verification/ validation  <b>Step 2</b> Encoding  <b>Step 3</b> Checking  <b>Step 4</b> Picture taking  <b>Sign in logbook</b>	good condition			
	4.4. Take picture of the student with the unit received by the student		1 Min.	<i>SAU staff</i>
	4.5. Sign on the logbook for documentation			
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 10 Min.</b>	

## 26. Administering 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 to Citizen		
<b>Who may avail:</b>		QCU Employees and students		
<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. QCU employees, and student seeks consultation in any form: a. Walk In b. Online c. Phone	1. Conduct interview	None	3 to 5 Min.	<i>Nurses Medical and Dental Services</i>
2. Assessment	2. Assess the client and provide medical management  Refer to Medical Doctor if necessary	None		
3. Fill out Medical logbook	3. Document	None		
<b>TOTAL:</b>		<b>None</b>	<b>3 to 5 Min.</b>	

## 27. 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 to Citizen			
<b>Who may avail:</b>	QCU Employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Medical Results (CBC, URINALYSIS, XRAY)			Diagnostic Clinic/Hospitals	
2. Medical Certificate				
3. 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	1. Give referral form	None	3 to 5 Min.	<i>Nurses Medical and Dental Services</i>
2. Accomplish Medical requirements from any hospital, clinic or diagnostic center	2. None	Rate varies per clinic/ hospital	2 to 5 Days	<i>Diagnostic Clinic/ Hospital where medical laboratory procedure accomplished.</i>
3. Submit original copy of Medical results to the Clinic	3. Interview, collect, and sign the accomplished Medical History Form	None	10 Min.	<i>Nurses Medical and Dental Services</i>
4. Fill out the Medical History and Clearance form	4. Issue medical clearance form	None		
<b>TOTAL:</b>			<b>5 Days and 10 Min. to 10 Days and 10 Min.</b>	




## 28. Oral Examination/Oral Prophylaxis Treatment / Dental Fillings / Tooth Extraction

This serves as dental management/ treatment/ procedures to address the oral health needs of students and employees.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	QCU Employees and students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Consent form			QCU Clinic	
2. Photocopy of vaccination card				
3. Dental Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student may seek oral consultation; a. Walk In b. Online	1. Assist client and provide dental form for new patient. For old patient, look for dental records	None	3 Min.	Nurses Medical and Dental Services
2. Accomplish Dental Form and submit photocopy of vaccination card for new patient	2. None	None		
3. Assessment and Treatment	3.1. Assess client and perform necessary oral treatment needed	None	10 to 45 Min.	Dentist Medical and Dental Services
	3.2. Document			
TOTAL:		None	13 to 48 Min.	


## 29. Registration & Assistance For Library Access For QCU / Non-QCU Clients

This serves as a guide to assist QCU/Non-QCU clients in registering for and accessing library services.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library card / Valid ID			Library	
2. 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. Seek assistance at the information desk	1. Conduct an interview	None	10 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	
<b>New Normal Setup (Online)</b>				
1. Fill out the Google Form <a href="https://bit.ly/QCULibrariesOnlineReferenceService">https://bit.ly/QCULibrariesOnlineReferenceService</a> or send a message through the Facebook Page	1.1. Verify and reviews the student information and requests	None	2 Min.	<i>Library Staff</i>
Online Reference Service QR Code	1.2. Sends the link/QR code access to all library resources	None	2 Min.	<i>Library Staff</i>
				
<b>TOTAL:</b>		<b>None</b>	<b>4 Min.</b>	

## a. Attendance To Queries Of Library Patrons

This serves as a guide for attending queries from 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 to Citizen			
<b>Who may avail:</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library card/Valid ID			Library	
2. 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 librarian-in-charge of the appropriate section and request assistance	1.1. Conduct interview	None	15 Min.	<i>Library Staff</i>
	1.2. Direct students to the resources available	None	20 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	
<b>New Normal Setup (Online)</b>				
1. Fill out the Google Form <a href="https://bit.ly/QCULibrariesOnlineReferenceService">https://bit.ly/QCULibrariesOnlineReferenceService</a> or send a message through the Facebook Page  Online Reference Service QR Code 	1.1. Verifies and review student inquiries	None	2 Min.	<i>Library Staff</i>
	1.2. Respond to students through email or messenger	None	2 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Min.</b>	

### 30. Re-Issuance Of Lost / Damage Library Card

This serves as a guide for the reissuance of lost or damaged library cards to enrolled and returning students.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Enrolled & Returnee student			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Receipt			Library, Finance Department	
<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 reissuance of lost or damaged library cards through: a. Telephone b. online (email and social media account) c. Walk-in	1. Check student records in the database system	None	5 Min.	<i>Library Staff</i>
2. Pay the required amount at the Accounting Office.	2. Receive payment	PHP 200.00	5 Min.	<i>Library Staff</i>
3. Present an official receipt	3. Receive the documents and process	None	5 Min.	<i>Library Staff</i>
4. Claim the library card.	4. Release the library card	None	1 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>PHP 200.00</b>	<b>16 Min.</b>	

### 31. Borrowing And Returning Of Books (In-House)

This serves as a guide for borrowing and returning books.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching & Non-Teaching Personnel, Students & Non-QCU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Card / Valid ID			Library	
2. Book/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library patrons search book/s at the shelves	1. Assist when needed	None	15 Min.	Library Staff
2. Return the book at the designated book cart	2. Encode information on the daily statistics form for shelving	None	5 Min.	Library Staff
TOTAL:		None	20 Min.	

## a. Borrowing Of Books (Overnight)

This serves as a guide for borrowing books overnight by students, teaching personnel, and non-teaching personnel.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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. Present your library card at the circulation desk	1. Check accountability	None	5 Min.	<i>Library Staff</i>
2. Fill out the book card and present it at the counter for checkout	2. Check and encode for documentations	None	5 Min.	<i>Library Staff</i>
3. Claim the book/s	3. Release the Book/s	None	2 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>12 Min.</b>	
<b>New Normal Setup (Online)</b>				
1. Send an inquiry to <a href="https://bit.ly/online_referenceser">https://bit.ly/online_referenceser</a>	1.1. Review the student's concern and look for the requested material	None	10 Min.	<i>Library Staff</i>
	1.2. Electronic resources will be emailed to patrons, while for printed materials, students will be advised to fill out the form through <a href="https://bit.ly/qculibraryappointmentrequest">https://bit.ly/qculibraryappointmentrequest</a>		2 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>12 Min.</b>	

## b. Returning Of Books (Overnight)

This serves as a guide for returning books borrowed overnight by students, teaching personnel, and non-teaching personnel.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Book/s borrowed			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. Present the books at the circulation desk for return	1.1. Receive and check the condition of the book/s	None	5 Min.	<i>Library Staff</i>
	1.2. Clear it from the borrower's account		2 Min.	<i>Library Staff</i>
2. Claim Library card	2. Release Library card	None	1 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Min.</b>	

## c. Renewal Of Books (Overnight)

This serves as a guide in renewing books borrowed overnight by students, teaching, and non-teaching personnel.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Book/s borrowed			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. Present the borrowed books at the circulation desk for renewal	1.1. Receive and check the book/s	None	10 Min.	<i>Library Staff</i>
	1.2. Retrieve the Book Card of the book/s for renewal and clear it from the borrower's account		5 Min.	<i>Library Staff</i>
2. Fill out the Book Card and hand it in the counter	2. Stamp "return" on the old and new due date and countersign the Book Card under the borrower's account for check out	None	10 Min.	<i>Library Staff</i>
3. Receive book/s renewed	3. Issue renewed book/s	None	1 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>26 Min.</b>	

### d. Payment Of Fines Beyond Due Date (Overnight)

This serves as a guide for paying fines for books borrowed beyond their due date by students, teaching, and non-teaching personnel.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Teaching & Non-Teaching Personnel, Students & Non-QCU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Book/s borrowed			Library	
<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 book/s borrowed at the circulation desk	1.1. Check the due date of the book/s	None	5 Min.	<i>Library Staff</i>
	1.2. Immediately compute the accumulated fine of the book/s to be returned	PHP 5.00 per day	5 Min.	<i>Library Staff</i>
2. Sign and pay the accumulated fines	2. Receives the fine and clears it from the borrower's account	None	5 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>PHP 5.00 per day</b>	<b>15 Min.</b>	

## e. Replacement Of Lost Book/s


If applicable, include a description of the service. This body of text should be justified.

<b>Office or Division:</b>		Library Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Students, Teaching & Non-Teaching Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Book/s			Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request this service through a. Walk - in b. Telephone c. online (email and social media account)	1. Conduct interview	None	10 Min.	<i>Library Staff</i>
2. Provide books with the same author, title, current copyright date, and physical description  If a book is out of stock/print, it should be replaced with a similar subject, physical description, value of the book and current copyright date	2. Discuss, and provide information, and recommendations to the patron' concern	Book replacement	2 to 3 Working Days	<i>Library Staff</i>
3. Submit the book replacement for the lost book/s to the librarian for documentation	3. Receives and records the lost book/s for documentation	None	10 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>Book Replacement</b>	<b>2 Working Days and 20 Min to 3 Working Days and 20 Min.</b>	



## 32. Request To Access Periodicals (Print and Non-Print)

This serves as a guide for requesting access to periodicals (Print and Non-Print) by students, teaching personnel, 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>		
1. Library Card		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. Seek assistance in any form of transaction: a. Walk –in b. Telephone c. Online (email and social media)	1.1. Conducts an interview	None	20 Min.	<i>Library Staff</i>
	1.2. Verify the information of the patrons	None	5 Min.	<i>Library Staff</i>
	2. Receive and process the Request Form	None		<i>Library Staff</i>
2. Fill out the Request Form and submit	2. Access periodicals	None		<i>Library Staff</i>
3. Verify the request				
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	
<b>New Normal Setup (Online)</b>				
1. Request access to online periodicals and clippings, <a href="https://bit.ly/QCULibrariesOnlineReferenceService">https://bit.ly/QCULibrariesOnlineReferenceService</a> 	1.1. Verify and review the request	None	5 Min.	<i>Library Staff</i>
	1.2. Send the link for accessing the online periodical	None	2 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Min.</b>	

### 33. Signing of Student's Clearance

This serves as a guide for signing the students' clearance.

<b>Office or Division:</b>		Library Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Graduates, Transferees, and Returnee		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library Card			Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present a library card at the information desk	1. Verify the accountability in the system	None	5 Min.	<i>Library Staff</i>
2. If not approved, please present the necessary requirements to clear	2. Receive requirements and accountability	None	5 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	

#### a. Signing of Faculty & Administrative Clearance (Renewal of Contract, Travel, Leave, Resignation)

This serves as a guide for signing the clearance of the teaching and non-teaching personnel.

<b>Office or Division:</b>		Library Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Teaching and non-teaching personnel		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Clearance Form			Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present a duly accomplished clearance form	1.1. Check and verify their account/ records	None	5 Min.	<i>Library Staff</i>
	1.2. Affix the signature when approved		1 Min.	
2. If not approved, please present the necessary requirements to be clear	2. Receive and affix the signature	None	5 Min.	<i>Library Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>11 Min.</b>	

## 34. 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>	Guidance and Counseling Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City University Students and Graduate Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School Clearance		Registrar's Office		
2. Student's Identification Card				
3. Good Moral Character Request Form		Guidance Office		
4. 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	1. Verify the student's information and status	None	15 Min.	<i>Guidance Staff</i>
2. Fill-out all the information on the Good Moral Character Request Form	2.1. Collect and check the filled-out Good Moral Character Request Form	None	15 Min.	<i>Guidance Staff</i>
	2.2. The GCU Staff will process the request			
3. Claiming of the good moral character certificate. Student will sign on the Good Moral Log Sheet  For the representative, present valid identification card and the student's identification card with an authorization letter	3. The Good Moral Character Certificate will be released 2 to 3 days after requested	None	2 to 3 Days	<i>Guidance Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 30 Min. to 3 Days and 30 Min.</b>	
1. Fill-out all the information needed on the Good Moral	1.1. Receive Good Moral Certificate Request Form	None	2 to 3 days	<i>Guidance Staff</i>

Character Online Request Form	1.2. 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	None	2 to 3 Days	<i>Guidance Staff</i>
	1.3. Notify the client through their given email address about the claiming date			
2. The student can request to claim the Good Moral Character certificate via email or thru scheduled appointment	2. Release the Certificate	None	1 Min.	<i>Guidance Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 1 Min. to 3 Days and 1 Min.</b>	

## 35. 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.

Office or Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Guidance slip		Guidance Office		
2. Counselor Conference Form				
3. Academic Self-Assessment Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students under Academic probation will need to proceed to guidance office and filed out the Counselor Conference Form	1. Guidance staff will collect the Counselor Form and will verify the student's academic status	None	10 Min.	Guidance Staff/Guidance Counselor
2. Students will have a conference with the guidance staff/guidance counselor and accomplish the Academic Self-Assessment Form	2.1. Conduct conference with the student	None	15 to 30 Min.	Guidance Staff/Guidance Counselor
	2.2. 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			
3. Student will proceed to their respective colleges/Registrar's Office for enrollment and present the guidance slip	3. None	None		
4. After the enrollment, student will return to the guidance office to present the signed guidance slip/proof of academic advising	4. None	None	10 Min.	Guidance Staff/Guidance Counselor
TOTAL:		None	35 to 50 Min.	

## 36. Counseling

The Guidance and Counseling Unit aims to promote mental health awareness and well-being by providing counseling services.

Office or Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City University Employees			
	<ul style="list-style-type: none"><li>• Faculty</li><li>• Administrative Officials and Staffs</li></ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Conference Form		Guidance Office		
For Online Counseling Appointment				
1. Referral Link		GCU Official Email Address <a href="mailto:guidance.unit@qcu.edu.ph">guidance.unit@qcu.edu.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Referral Form from the Guidance Office	1. Collect the Form and verify the information written	None	10 to 15 Min.	Guidance Staff
2. Wait for the schedule of the counseling session	2. Guidance counselor will contact students for the schedule of session	None	1 Day	Guidance Counselor
For Online Counseling Appointment				
1. Set an appointment via the online counseling link, GCU official email address	1. Contact the student via email for confirmation and schedule of session	None	1 Day	Guidance Counselor
TOTAL:		None	2 Days and 10 Min. to 2 Days and 15 Min.	

# QUEZON CITY YOUTH DEVELOPMENT OFFICE

## External Services

### 1. 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 Continuing Education/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
<b>Who may avail:</b>	<p><b>Eligibility:</b></p> <ul style="list-style-type: none"><li>• Be a Quezon City resident</li><li>• Not be a scholar of another Local Government Unit</li><li>• Be enrolled/registered/accepted at, OR, be certified as a scholar by an educational institution recognized by the city.</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> <p><b>a. Academic Scholarship</b></p> <ul style="list-style-type: none"><li>• Must graduate from junior high school with Academic Honors 1-10 or with top 10 highest overall GWA</li><li>• Must have a General Weighted Average of at least 89% or its equivalent</li></ul> <p><b>b. Specialized Track Scholarship</b></p> <ul style="list-style-type: none"><li>• Must be enrolled at a Specialized Public Senior High School</li><li>• Must have a General Weighted Average of at least 89% or its equivalent</li></ul> <p><b>c. Athletic and Arts Scholarship</b></p> <ul style="list-style-type: none"><li>• Must be a recent recipient of a major award for sports or arts, or, be a current member of a sports or arts program recognized by the city</li><li>• Must have a General Weighted Average of at least 85% or its equivalent</li></ul> <p><b>d. Youth Leaders Scholarship</b></p> <ul style="list-style-type: none"><li>• Must be a recent recipient of a leadership award recognized by the city, or, be a current official of the Sangguniang Kabataan, Supreme Student Government</li></ul>

or its equivalent, and Quezon City-registered Youth Organizations

- Must have a General Weighted Average of at least 85% or its equivalent

## **2. SCHOLARSHIP FOR TERTIARY STUDENTS**

### **a. QC Excel Scholarship**

- Must be a freshman/first-year tertiary student at the time of application
- Must be enrolled/ registered/ accepted in any of the priority courses/ programs/ fields/ areas of specialization deemed necessary by the city.
- Must pass interviews and aptitude/ psychological tests to be administered by QCYDO
- Must show proof of leadership/ volunteer work/ socio-civic engagements
- Must have a GWA of at least 1.75 or its equivalent

### **b. Academic Scholarship**

- Must graduate from senior high school with Academic Honors 1-10 or with top 10 highest overall GWA
- Must have a General Weighted Average of at least 1.75 or its equivalent

### **c. Athletic and Arts Scholarship**

- Must be a recent recipient of a major award for sports or arts or be a current member of a sports program recognized by the city
- Must have a General Weighted Average of at least 2.5 or its equivalent

### **d. Youth Leaders Scholarship**

- Must be a recent recipient of a leadership award recognized by the city, or, be a current official of the Sangguniang Kabataan, Supreme Student Government or its equivalent, and Quezon City-registered Youth Organizations
- Must have a General Weighted Average of at least 2.5 or its equivalent

### **e. Economic Scholarship**

- Must belong to a household with a combined annual income within the low middle income to poverty threshold levels or belong to any of the following groups: displaced/relocated families within Quezon City, PWDs, household helpers/kasambahays, Alternative Learning System (ALS) graduates, solo parents, children whose parent(s) was/were found guilty with finality in criminal cases, family members of tricycle drivers and operators, and other vulnerable or marginalized sectors
- Must maintain a General Weighted Average of at least 3.0 (PASS) or its equivalent.



	<b>3. SCHOLARSHIP FOR POST-GRADUATE STUDENTS</b> <ul style="list-style-type: none"> <li>• Must be employed with the Quezon City Government or with other offices/units working with the Quezon City Government for at least 1 year</li> <li>• Must have a GWA of at least 2.5 or its equivalent</li> </ul>	
	<b>4. SCHOLARSHIP FOR VOCATIONAL COURSES</b> <ul style="list-style-type: none"> <li>• Must be enrolled in short courses or licensure/board/bar exam review courses taken by an applicant or a scholar from a training institution recognized by the city</li> </ul>	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>General Requirements:</b>	
	1. Copy of Grades / Transcript of Records / Form 137/ Form 138 for the last school year or term attended	School
	2. Proof of school enrollment/registration/acceptance for the current school year/term, OR, certification indicating that the applicant is a scholar from an educational institution recognized by the city	School
	<b>Additional Requirements per Category</b>	
	<b>1. Scholarship for Senior High School Students</b>	
	<b>a. Academic Scholarship</b>	
	<ul style="list-style-type: none"> <li>• Proof of academic honors received or proof that GWA is within the top 10 highest overall</li> </ul>	School
	<b>b. Specialized Track Scholarship</b>	
	<b>c. Athletic and Arts Scholarship</b>	
	Any of the following:	
	<ul style="list-style-type: none"> <li>• Proof of recent major award/recognition received.</li> </ul>	Recognized award-giving bodies
	<ul style="list-style-type: none"> <li>• Proof of membership in a sports/ arts program recognized by the city</li> </ul>	Recognized Institution
	<b>d. Youth Leaders Scholarship</b>	
	Any of the following:	
	<ul style="list-style-type: none"> <li>• Proof of leadership awards received</li> </ul>	Recognized award-giving bodies; School
	<ul style="list-style-type: none"> <li>• Proof of leadership position held</li> </ul>	DILG (Sangguniang Kabataan); School (Supreme Student Council); Organization (Youth Organizations/ Youth-Serving Organizations)
	<b>2. Scholarship for Tertiary Students:</b>	
	<b>a. QC Excel Scholarship</b>	
	<ul style="list-style-type: none"> <li>• Proof of leadership position held/volunteer work/social engagement</li> </ul>	
	<ul style="list-style-type: none"> <li>• At least two (2) endorsement letters</li> </ul>	
	<b>b. Academic Scholarship</b>	
	<ul style="list-style-type: none"> <li>• Proof of academic honors received or proof that GWA is within the top 10 highest overall</li> </ul>	School
	<b>c. Athletic and Arts Scholarship</b>	
	Any of the following:	

<ul style="list-style-type: none"><li>• Proof of recent major award/recognition received</li></ul>	Recognized institution/ client			
<ul style="list-style-type: none"><li>• Proof of membership in a recognized sports/ arts program recognized by the city</li></ul>				
<b>d. Youth Leaders Scholarship</b>				
Any of the following:				
<ul style="list-style-type: none"><li>• Proof of leadership award received</li></ul>	Recognized award-giving bodies; School			
<ul style="list-style-type: none"><li>• Proof of leadership position held</li></ul>	DILG (Sangguniang Kabataan); School (Supreme Student Council); Organization (Youth Organizations/ Youth-Serving Organizations)			
<b>e. Economic Scholarship</b>				
Any of the following:				
<ul style="list-style-type: none"><li>• Certificate of Indigency</li></ul>	Barangay/ QC Social Services Development Department			
<ul style="list-style-type: none"><li>• Proof that the person is registered with SSS as Kasambahay</li></ul>	Social Security System			
<ul style="list-style-type: none"><li>• DepEd Certification of Equivalency for ALS Graduate</li></ul>	School/Department of Education			
<ul style="list-style-type: none"><li>• Solo Parent ID issued by QC/Certificate from SSDD</li></ul>	QC Social Services Development Department/ Department of Social Welfare and Development			
<ul style="list-style-type: none"><li>• Court Certification confirming that the parent(s) of the applicant has/have been 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>	Employer			
Any of the following may be required in addition to the documents listed above:				
<ul style="list-style-type: none"><li>• Proof of Income</li></ul>				
<ul style="list-style-type: none"><li>• Latest ITR of parents</li></ul>	Bureau of Internal Revenue			
<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>	Bureau of Internal Revenue			
<b>3. Scholarship for Post-Graduate Students</b>				
<ul style="list-style-type: none"><li>• Proof of Employment (indicating salary grade level and position held)</li></ul>	Employer			
<ul style="list-style-type: none"><li>• Recommendation from Unit/Dept/Office Head</li></ul>	Unit/Dept/Office Head			
<ul style="list-style-type: none"><li>• Other proof stating duties and responsibilities</li></ul>				
<b>4. Scholarship for Vocational Courses</b>				
<ul style="list-style-type: none"><li>• Course / Training Curriculum</li></ul>	School			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a QCitizen ID through <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	1. None		None	<i>Client</i>
2. Log in at QCeServices using the email address registered upon securing the	2. None		None	<i>Client</i>

QCitizen ID.				
3. Fill out online application form and upload scanned copies of the following general documentary requirements mentioned above.	3. Review and validate the completeness and correctness of scholarship application information, and documents	None	2 Days	<i>Scholarship Coordinator; Youth Welfare Programs and Operations Division</i>
4. Submit to an interview to be conducted by QCYDO. Other modes to validate an applicant's identity may also be employed.	4. Assess the submitted video interview	None	1 Day	<i>Scholarship Coordinator; Youth Welfare Programs and Operations Division</i>
5. Receive notification to upload scanned copies of any additional documents related to the scholarship category being applied for.	5. Validate uploaded additional requirements	None	3 Days	<i>Scholarship Coordinator; Youth Welfare Programs and Operations Division</i>
6. Receive notification on approval of scholarship application.	6. Submit a recommendation for endorsement to the Scholarship Screening Committee (SSC)	None	10 Days	<i>Scholarship Screening Committee (SSC)</i>
7. Download a copy of the Certificate of Scholarship through QCeServices.	7. Generate/Issue Certificate of Scholarship via QCeServices	None	2 Days	<i>Section Head; Youth Welfare Programs and Operations Division</i>
8. Receive notification on signing and claiming of the Sworn Attestation and Undertaking and Scholarship Contract at QCYDO.	8. Prepare Sworn Attestation and Undertaking, Scholarship Contract, and set schedule for the scholarship orientation	None	None	<i>Scholarship Coordinator; Youth Welfare Programs and Operations Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>18 Days</b>	

## b. Scholarship Renewal

All scholars (except Continuing Education/Vocational Courses scholars) must renew their scholarship every school year (for Senior High School students) or school term or semester (for Tertiary and Postgraduate students) 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>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Scholars (except scholars from Vocational Courses)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Grades / Transcript of Records / Form 137/ Form 138 for the last school year /term attended			School	
2. Proof of school enrollment/ registration/ acceptance for the current school year/school term or certification indicating that the applicant is a scholar from an educational institution recognized by the city			School	
3. Appeal form, for scholars who failed to meet the qualification to renew based on the scholarship guidelines (if applicable)			QC Youth Development Office - QC eservices portal	
4. Leave of Absence/Notice of Non-Renewal (for a scholar who will not be able to renew for the coming term / school year)			School	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at QCeServices using the email address registered upon securing the Citizen ID	1. None	None	None	<i>Client</i>
2. Fill out the online renewal application form and upload scanned copies of the following documents through QCeServices.	2. Review and validate the completeness and correctness of renewal application information and documents	None	3 Days	<i>Scholarship Coordinator; Youth Welfare Programs and Operations Division</i>
3. Receive notification on approval of scholarship renewal application.	3. Submit a recommendation for endorsement to the Scholarship Screening Committee (SSC)	None	10 Days	<i>Scholarship Screening Committee (SSC)</i>
4. Download a copy of the Certificate of Scholarship through QCeServices.	4. Generate/ Issue Certificate of Scholarship via QCeServices	None	2 Days	<i>Section Head; Youth Welfare Programs and Operations Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Days</b>	

### c. Scholarship Grants

All Quezon City Scholars, whether enrolled in private or state/public universities, must submit their Official Registration Forms to process their stipends. Additionally, scholars enrolled in private institutions are required to submit their Statement of Account (SOA) to facilitate the processing of their tuition fee grant.

<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 G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All Quezon City Scholars			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Registration form for the current school year or school term (for scholars enrolled in state/public universities)			School	
2. Registration form and Statement of Account for the current school year or school term (for scholars enrolled in private universities/ colleges)			School	
<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 <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> . Log in using the email registered at QC eServices. Choose “QC Scholarship Program” from the list of services. Click the “Scholarship Dashboard” button.	1. None	None	None	<i>Client</i>
2. Upload the scanned copy of Statement of Account and updated registration form, then click “submit”.	2. Review and validate the completeness and accuracy of the submitted documents.	None	7 Days	<i>Administrative Assistant</i>
3. Receive an email notification confirming that their submitted documents have been approved.	3.1. Create a payroll based on validated documents and transmit it to the concerned offices.	None	5 Days	<i>Payroll Officer</i>
	3.2. Notify the scholar regarding the status of scholarship grants via QCeServices.			
4. Receive a notification regarding the release of scholarship grants.	4. Prepare and upload approved disbursement vouchers to the disbursement portal	None	5 Days	<i>Budget Officer/ Administrative Staff Head</i>
<b>TOTAL:</b>		<b>None</b>	<b>17 Days</b>	

## 2. 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 the Department of Interior and Local Government Memorandum Circular No. 2019-151 and QC Government- DILG QC Field Office- Sangguniang Kabataan Pederasyon QC Chapter Joint Memorandum Circular (JMC) No. 2024-01, s-2024.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of Transmittal Letter addressed to the Head of Office		Sangguniang Kabataan Council		
2. Three (3) signed copies of the Comprehensive Barangay Youth Development Plan (CBYDP)  If amended, duly signed Comprehensive Barangay Youth Development Plan of the previous year and current year				
3. Three (3) copies of duly approved Resolution adopting/approving the CBYDP				
One (1) copy of each:				
4. Duly approved Resolution adopting the Annual Budget		Sangguniang Kabataan Barangay		
5. Project Procurement Management Plan (PPMP)				
6. Annual Procurement Plan (APP)				
7. SK Plantilla				
8. Duly approved Resolution approving the SK Plantilla				
9. Inventory of Supplies and Movable Assets				
10. Updated Youth Database				
11. Utilization Report of the previous year				
12. Duly approved SK Internal Rules of Procedures				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the current year's Comprehensive Barangay Youth Development Plan and its corresponding resolution in the form of a physical or electronic copy. If any amendments have been made, submit the copy of the signed Comprehensive	1.1. Receive the requirement	None	5 Min.	Planning Officer/ Project Development Officer
	1.2. Review the submitted document(s) and provide comment / feedback through the official email address of the Policy Research, Program Development and Planning Division ( <a href="mailto:prpdp.QCYDO@quezoncity.gov.ph">prpdp.QCYDO@quezoncity.gov.ph</a> )		3 Days	
	1.3. Schedule an alignment meeting to discuss comments/		1 Day	Planning Officer/ Project Development

Barangay Youth Development Plan from the previous year.	feedback on the submitted plans.  If changes are to be made based on the review and discussion on alignment, return to the concerned SK Council for revision.			<i>Officer</i>
	1.4. Sign the Comprehensive Barangay Youth Development Plan		1 Day	<i>Office Head</i>
	1.5. Transmit the signed Comprehensive Barangay Youth Development Plan to the Office of Sangguniang Kabataan Pederasyon)		10 Min.	<i>Liaison Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days and 15 Min.</b>	

## b. Review of Annual Barangay Youth Investment Program (ABYIP)

All Sangguniang Kabataan Councils must submit their Annual Barangay Youth Investment Program (ABYIP) as mandated by the Department of Interior and Local Government Memorandum Circular No. 2019-151 and QC Government- DILG QC Field Office- Sangguniang Kabataan Pederasyon QC Chapter Joint Memorandum Circular (JMC) No. 2024-01, s-2024.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Two (2) copies of Transmittal Letter addressed to the Head of Office			Sangguniang Kabataan Council	
2. Three (3) signed copies of the Comprehensive Barangay Youth Development Plan (CBYDP)  If amended, duly signed Comprehensive Barangay Youth Development Plan of the previous year and current year				
3. Three (3) copies of duly approved Resolution adopting/approving the CBYDP				
One (1) copy of each:				
4. Duly approved Resolution adopting the Annual Budget			Sangguniang Kabataan Barangay	
5. Project Procurement Management Plan (PPMP)				
6. Annual Procurement Plan (APP)				
7. SK Plantilla				
8. Duly approved Resolution approving the SK Plantilla				
9. Inventory of Supplies and Movable Assets				
10. Updated Youth Database				
11. Utilization Report of the previous year				
12. Duly approved SK Internal Rules of Procedures				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		
1. Submit the current year's Annual Barangay Youth Investment Program and its corresponding resolution in the form of a physical or electronic copy.	1.1 Receive the requirements.	None	5 Min.	Planning Officer/ Project Development Officer
	1.2. Review the submitted document(s) and provide comment / feedback through the official email address of the Policy Research, Program Development and Planning Division ( <a href="mailto:prpdp.QCYDO@quezoncity.gov.ph">prpdp.QCYDO@quezoncity.gov.ph</a> )		3 Days	
	1.3. Schedule an alignment meeting to discuss comments/f eedback on the		1 Day	Planning Officer/ Project Development Officer



	submitted plans.  If changes are to be made based on the review and discussion on alignment, return to the concerned SK Council for revision.			
	1.4. Sign the Annual Barangay Youth Investment Program.		1 Day	<i>Office Head</i>
	1.5. Transmit the signed Annual Barangay Youth Investment Program to the Office of Sangguniang Kabataan Pederasyon)		10 Min.	<i>Liaison Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days and 15 Min.</b>	

### 3. Services for Youth and Youth Serving Organizations

#### a. Youth Organization Registration Program

The Quezon City Youth Development Office (QCYDO) provides a local registration and renewal process for Quezon City-based youth and youth-serving organizations, in accordance with the 2017 Revitalized National Youth Commission Youth Organization Registration Program Guidelines.

<b>Office or Division:</b>	Quezon City Youth Development Office (QCYDO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Quezon City-based Youth Organizations/ and Youth-Serving Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QC Youth Organization Registration Program (QC YORP) Form (1) Original Copy			QC Youth Development Office - Youth Welfare Programs and Operations Division	
2. National Youth Commission Youth Organization Registration Program (NYC YORP) Form (1) Original Copy				
3. Directory of Officers and Advisers (1) Original Copy (1) Valid ID of the organization's president/ head				
4. List of Members in Good Standing (1) Original Copy				
5. Constitution and By-Laws (1) Original Copy			Client	
6. Endorsement/Certification from Appropriate Authority:				
a. For Community-Based Organizations: (any of the following) <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>			Barangay Office - Office of the Sangguniang Kabataan / Punong Barangay and/or Sangguniang Kabataan	
b. For School-Based Organizations: <ul style="list-style-type: none"><li>• Certificate of Registration or Recognition</li></ul>			School/ College/ University/ Institution - School Authority Supervising Student Affairs	
c. For Faith-based organizations: <ul style="list-style-type: none"><li>• Certificate of Registration or Recognition</li></ul>			Religious Institution - Head/pastor of a congregation or parish priest	
d. For Chapters of Multi-level organizations: <ul style="list-style-type: none"><li>• Certificate of Registration or Recognition</li></ul>			Organization's Institution - President of Governing Body	
e. For Consortium Organizations: <ul style="list-style-type: none"><li>• Certification of Organization's Membership</li></ul>			Organization's Institution - Secretariat/Board of Organization	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of Requirements				
For Online Submission	1.A.1. Send an acknowledgment	None	5 Min.	Youth Development Assistant

1.A. Fill-out the form and upload the required documents	receipt via email			Youth Welfare Programs and Operations Division
	1.A.2. Evaluate the completeness and accuracy of the information and documents.		15 Min.	
For Walk-in / Physical Submission	1.B.1 Receive and issue submission slip to the client.	None	5 Min.	<i>Youth Development Assistant</i> Youth Welfare Programs and Operations Division
1.B. Submit the required documents and obtain the submission slip from the QCYDO staff.	1.B.2. Evaluate the completeness and accuracy of the information and documents before.		15 Min.	
2. Answer QCYDO's incoming phone calls and respond to the verification inquiries.	2.1. Confirm the organization's existence via phone call and verify the accuracy of the information and details in the registration documents.	None	3 Days	<i>Youth Development Assistant</i> Youth Welfare Programs and Operations Division
	2.2. Endorse the organization to the Department Head for the signing of the Certificate of Registration.		1 Day	<i>Youth Development Officer</i> Youth Welfare Programs and Operations Division  <i>Project Development Officer</i> Quezon City Youth Development Office
3. Claim the Certificate of Registration	3.1. Issue the Certificate of Registration to the client	None	1 Day	<i>Youth Development Officer or Assistant</i> Youth Welfare Programs and Operations Division
	3.2. Upload the organization's registration documents to the National Youth Commission Youth Organization Registration Program (NYC YORP) Portal.	None	1 Day	<i>Project Development Officer</i> Quezon City Youth Development Office
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 20 Min.</b>	

# ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL

## Ancillary and Medical Allied Division

### 1. Dental Services

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 need Oral Care.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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For New Patients:

1. Photocopy of any Government Issued identification card <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>	Any Government Agency
2. Hospital Card (1 original copy)	Any Government Agency
3. Charge Slip <i>Remarks: Charge slip will be given after the procedure</i>	Dental Unit
4. Present Official Receipt	Cashier Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Dental Clinic	1. Receives the OPD record and will call the patient for his/ her consultation or treatment turn	None	5 Min.	<i>Dental Aide</i> Dental Section
2. Present self for the Dental	2.1 Assess and Evaluates patient medical history	None	30 Min.	<i>Dentist II</i> Dental Section

Assessment and Evaluation	and vital signs and complete oral dental record of patient and formulate treatment			
	2.2 Explain to patient about the process and procedure		10 Min.	<i>Dentist II</i> Dental Section
	2.3 Ask patient to sign a consent form while preparing the patient before the operation		10 Min.	<i>Dental Aide</i> Dental Section
3. Present self for Dental procedure	3. Perform Dental operation procedure	None	90 Min.	<i>Dentist II</i> Dental Section
4. Receiving of Charge slip and other instructions	4.1 Home instructions given after the procedure	None	5 Min.	<i>Dentist II</i> <i>Dental Section</i>
	4.2 Issue Charge Slip to the patient		3 Min.	<i>Dental Aide</i> Dental Section
5. Present the charge slip and Pay or Settle the bill to receive the Official Receipt	5. Receives payment and issue Official Receipt	Please refer to the price list	5 Min.	<i>Administrative Officer I</i> <i>(Cashier I)</i> Cashier Section
<i>Note: City Ordinance No. SP 2349 S-2014 / SP 2891, S-2019 /SP 3226, S-2023 for Prices and other fees.</i>				
6. Return to the dental clinic and present official receipt	6.1. Present official receipt to dental aide and return hospital card and issued medical prescription if any.	None	3 Min.	<i>Dental aide</i> Dental Section
	6.2. Schedule a follow-up visit if needed		5 Min.	<i>Dental aide</i> Dental Section  <i>Dentist II</i> Dental Section
<b>TOTAL:</b>		<b>Please refer to pricelist table</b>	<b>2 Hours and 46 Min.</b>	

<b>Dental Services Price List</b>	
<b>1. Tooth Extraction:</b>	
a. Simple (per tooth)	PHP 150.00
b. Complicated (per tooth)	PHP 200.00
c. Additional Dental Anesthesia Carpule	PHP 50.00
<b>2. Tooth Restoration:</b>	
a. Temporary Filling	PHP 75.00
b. Permanent Filling	PHP 175.00
<b>3. Oral Prophylaxis:</b>	
a. Mild to Moderate	PHP 125.00
b. Severe	PHP 200.00
<b>4. Oral Prophylaxis with Fluoride Treatment</b>	PHP 200.00
<b>5. Oral Examination</b>	PHP 40.00
<b>6. Odontectomy</b>	
a. Simple	PHP 1,000 with PhilHealth
b. Complicated	PHP 1,500 with PhilHealth
<b>7. Multiple Extraction with Suturing with Alveoplasty</b>	PHP 500.00 w/ PhilHealth
<b>8. Periodontal Treatment:</b>	
a. Mild to Moderate	PHP 250.00/Quadrant
b. Severe	PHP 350.00/Quadrant
<b>9. Pit and Fissure Sealant</b>	PHP 300.00
<b>10. Dental X-Ray – Periapical</b>	PHP 200.00
<b>11. Splint/Mouth Guard</b>	PHP 750.00
<i>Note: City Ordinance No. SP 2349 S-2014 / SP 2891, S-2019 /SP 3226, S-2023 for Prices and other fees</i>	

## 2. Processing of Birth Certificate

This service is to record and provide official documents of all live births.

<b>Office or Division:</b>	Health Information Management Department			
<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.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of any Government Issued Identification card for the Parents or Authorized Representative: <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. If the parents of the patients are of a minor age: <ol style="list-style-type: none"> <li>a. Birth Certificate</li> <li>b. School ID</li> </ol>			Philippine Statistics Authority School or University Enrolled	
3. If the father of the patient is a foreign national: <ol style="list-style-type: none"> <li>a. Passport or Visa</li> </ol>			Embassy or Consulate of Origin Country	
4. In the absence of any Government Issued Identification Card: <ol style="list-style-type: none"> <li>a. Community Tax Certificate</li> </ol>			Barangay Hall or City Hall	
5. <u>For Authorized Representative</u> <ol style="list-style-type: none"> <li>a. Present Letter of Authorization (1 Original copy)</li> </ol>			Parents of the Patient	
6. Marriage contract (1 Photocopy)			Philippine Statistics Authority	
7. <u>If not married:</u> <ol style="list-style-type: none"> <li>a. Affidavit to use Surname of the Father (AUSF) (1 Photocopy)</li> </ol>			Notary Public	
8. For minor patient who gave birth: <ol style="list-style-type: none"> <li>a. Affidavit of Guardianship (1 Original copy)</li> </ol>			Notary Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSIN	PERSON

		BE PAID	G TIME	RESPONSIBLE
1. Fill out the Preliminary Birth Certificate Form.  <i>Note: The parents will fill up the form and either be collected or the father will bring the duly accomplished form to Health information Management Department</i>	1.1. Check for the correctness of information.	None	2 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
	1.2. Validate the documents required.		3 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
<i>Note: Documents required are the following:</i> <i>a. Marriage certificate for legitimate birth.</i> <i>b. Two (2) valid government issued ID's for both parents of illegitimate birth.</i> <i>c. Birth Certificate of both minor parents, if without any valid government issued ID's.</i> <i>d. Residence Certificate for a separated mother reflecting maiden name.</i> <i>***Other documents deemed necessary.</i>				
2. Submit required documents for processing of Birth Certificate to the Medical Records Section.	2.1. Receive required documents submitted for processing of Birth Certificate.	None	5 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
	2.2. Transfer Information to the official Birth Certificate Form.		5 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
3. Check and approve the correctness of the entries in the Birth Certificate Form.	3. Print 4 copies of the official Birth Certificate Form.	None	10 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
4. Sign and submit the printed official Birth Certificate Forms to the Medical Records.	4. Receive and register to the Civil Registry.	None	5 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
<i>Notes:</i> <i>1. The registration process may take one (1) month for the City Civil Registry to issue the registered Birth Certificate.</i> <i>2. Notarization of birth certificate is required to all illegitimate births.</i> <i>3. Proceed to Step 5 to receive the registered birth certificate.</i> <i>4. City Ordinance No. SP-3226, S-2023 for charges and other fees.</i>				
TOTAL:		None	30 Min.	



### 3. Processing of Death Certificate

This service aims to prepare the Death Certificate form for registration at the City Civil Registry.

<b>Office or Division:</b>	Health Information Management Department			
<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>	
1. Photocopy of any Government Issued identification card <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. Police or Incident Report (1 Original Copy)			Police Station	
3. Order of Payment			Hospital Information Management Department	
4. Present Official Receipt			Cashier Section	
<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>	1.1. Receives validated Preliminary Death Certificate.	None	5 Min.	Administrative Officer / Hospital Information and Management Department
	1.2. Transfer the data from the Preliminary Death Certificate to the official Death Certificate Form.			
2. Signs and submits	2.1. Check all the	None	7 Min.	

the 4-copies of the official death certificates.	4-copies of the death certificates for the signatures of the informant.			<i>Administrative Officer I</i> Hospital Information and Management Department
	2.2. Prepare order of payment for the death certificate fee.		3 Min.	
3. Proceed to the Cashier Office for payment of death certificate.	3. Receives payment and issues official receipt to the patient	PHP 50.00	5 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
<i>Note: City Ordinance No. SP-3226, S-2023 for charges and other fees.</i>				
4. Present the Official Receipt of payment to the Medical Records Section.	4. Release 3 copies of official Death Certificates to the informant.	None	10 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
5. Sign the death certificate logbook upon receipt of the death certificates.	5. File a copy of the official Death Certificate for records keeping.	None	5 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
<b>TOTAL:</b>		<b>PHP 50.00</b>	<b>45 Min.</b>	

## 4. Request For Medical Records

Patients requesting Medical Records (Medical Abstract, Medical Certificate, Operating Room Record, Certificate of Confinement and other related Medical Records).

<b>Office or Division:</b>	Health Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All RMBGH Patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of any Government Issued identification card <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. Hospital Card (1 original copy)			Medical Records Section	
3. Present Official Receipt			Cashier Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records receiving area and fill up the Medical Record request form.	1.1. Provide request form to the patient/ relative.	None	5 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
	1.2. Check and verify the correctness of data and request		10 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
2. Receiving of Order of Payment	2. Issue Order of payment to the patient	None	3 Min.	<i>Nursing Aide I</i> Hospital Information and Management Department

3. Pay and settle the bill at the Cashier	3. Receives payment and issues official receipt to the patient	Please refer to the pricelist below	15 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
<i>Note: City Ordinance No. SP-3226, S-2023 for charges and other fees.</i>				
4. Proceed to the Medical Records section and present the Official Receipt	4. Inform the patient of the date of release of the Requested Medical Records	None	10 Min.	<i>Administrative Officer I</i> Hospital Information and Management Department
<b>TOTAL:</b>		<b>Please refer to the pricelist below</b>	<b>43 Min.</b>	

**REQUEST FOR MEDICAL RECORDS PRICELIST:**

- Certificate of Confinement PHP 50.00
- Medical Certificate PHP 30.00
- Clinical Abstract PHP 50.00
- Discharge Summary PHP 50.00
- CTC Laboratory/Radiology Reports per page PHP 50.00
- Medico-Legal Certificate PHP 30.00
- Birth Certificate PHP 50.00

## 5. Patient Admission From Emergency Room

Patients for Admission and Confinement from Emergency Room

<b>Office or Division:</b>	Admitting Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All RMBGH Patient for admission			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of any Government Issued identification card <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. Hospital Card (1 original copy)			Admitting Section – Emergency Room	
3. PhilHealth I.D/ Members Data Record (MDR) (1 photocopy)			Billing and Claim Section	
4. Admitting Order (1 copy)			Emergency Room	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ER Admitting Section and present the Hospital Card, or any Valid Government ID and Admitting Order and fill out the Patient Data Sheet	1. Validate completeness and correctness of Patient Information thru the Government Issued I.D and verifies Doctors Order with duly signed attending physician. <ul style="list-style-type: none"> <li>• For old patient: Validate Hospital Card</li> </ul>	None	5 Min.	Admitting Staff Admitting Section – Emergency Room

	<ul style="list-style-type: none"><li>Encode patient's data at HIS and assign Hospital Number</li></ul>			
Note: In case of Minor, the Guardian will fill out the Patient data Sheet.				
2. Sign the Consent Form for admission.	2.1. Secure signature of the patient/ relative	None	2 Min.	Nurse Emergency Room Department
	2.2. Verifies and double checks the Consent Form		2 Min.	Admitting Staff Admitting Section – Emergency Room
	2.3. Inform patient of hospital rules and regulations, patients' rights and obligation during confinement		2 Min.	Admitting Staff Admitting Section – Emergency Room
	2.4 Give a copy of Philhealth Forms and instructs to proceed Billing		2 Min.	Admitting Staff Admitting Section – Emergency Room
Note: Philhealth forms will be attached to patient chart after Office hours (8:00am-5:00pm)				
3. Proceed to PhilHealth Section for Membership verification	3.1. Verifies if patient is a member or not	None	15 Min.	PhilHealth Staff Billing and Claims Section
	3.2 Instructs the relative of patient to return the Philhealth forms to the Admitting Emergency Room			
4. Proceed to ward admission	4. Designate Room/Bed assignment and transfer the patient to ward	None	15 Min.	Admitting Staff ER Admitting Section  Nursing Aide Nursing Service Division
TOTAL:		None	43 Min.	

## 6. Request For Medical Social Service Assistance For ER-Patients

For indigent and financially incapacitated ER-patients needing medical assistance.

<b>Office or Division:</b>	Medical Social Service Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All indigent and financially incapacitated Emergency Room Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Statement of Account			Cash Operations Department	
2. Photocopy of any Government Issued identification card <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
3. Medical Social Service Card (MSS Card)			Medical Social Service Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to social service department for submission of requirements and assessment or interview	1.1. Receives the statement of account and Valid ID or MSS Card	None	5 Min.	<i>Social Welfare Officer I</i> Medical Social Service Department
	1.2. Conducts interview and accomplish assessment tool form		25 Min.	<i>Social Welfare Officer I</i> Medical Social Service Department
	1.3. Grant the assistance based on the patient's assessment and classification		10 Min.	<i>Social Welfare Officer I</i> Medical Social Service Department
	1.4. Issuance of Medical Social Service Card		10 Min.	<i>Social Welfare Officer I</i>

				Medical Social Service Department
For Old Patients: 2. Present Social Service Card and Statement of Account	2.1. Receives the statement of account and the MSS Card of the patient	None	5 Min.	Social Welfare Officer I Medical Social Service Department
	2.2. Grant discount based on patient's classification and advise the patient to proceed to the cashier to settle the bill		10 Min.	Social Welfare Officer I Medical Social Service Department
3. Proceed to the Cashier Section and present the statement of account for the settlement of the bill	3. Receive the payment and issue an Official receipt	Depending on the final bill based on the discount given	10 Min.	Administrative Officer I (Cashier I)  Cash Operation Department
<b>TOTAL:</b>		<b>Depending on the final bill based on the discount given</b>	<b>For Old Patients: 25 Min.</b>  <b>For New Patient: 60 Min.</b>	

#### Formulation for the Classification for the Discount:

Hospital Bill

CLASSIFICATION PER CAPITA INCOME

AB= Financial Capable 5, 248.47 - Above

C1= 50% 4, 294. 21 - 5, 248.46

C2= 75% 3,339.94 - 4,294.20

C3= 100% 3.339.93 - Below

MONTHLY INCOME PER CAPITA ÷ HOUSEHOLD MEMBERS = PER CAPITA INCOME

Hospital Bill\*.Classification= Patients Bill



## 7. Request For Medical Social Service Assistance For Inpatients

For indigent and financially incapacitated In-Patients needing medical and financial assistance.

<b>Office or Division:</b>	Medical Social Service Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	For indigent and financially incapacitated In- patient needing financial and medical assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any Valid Government issued ID or Barangay Clearance (1 original copy) <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. Statement of Account (3 copies)			Billing and Claims Department	
3. Medical Social Service Card (MSS Card)			Medical Social Service Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relative proceeds to social service department for submission of requirements and assessment/ interview	1.1 Receives and checks the statement of account (SOA) and requirements	None	10 Min.	Social Welfare Officer / Medical Social Service Department
	1.2 Conducts interview and accomplish assessment tool		20 Min.	
	1.3 Grant the medical assistance based on the patient's financial status		10 Min.	

	1.4 Orientation of services provided and issuance of social service card		10 Min.	
2. Proceed to the cashier for settlement of Bill	2. Instruct the patient or relative to proceed to the cashier for settlement of Bill	Depends on patients' classification	10 Min.	<i>Social Welfare Officer / Medical Social Service Department</i>
<b>TOTAL:</b>		<b>Depends on patients' classification</b>	<b>1 Hour</b>	

## 8. Request For Medical Social Service Assistance For Out-Patients

For indigent and financially incapacitated OPD-Patients needing medical assistance.

<b>Office or Division:</b>	Medical Social Service Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All indigent and financially incapacitated OPD-patient needing medical assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. Request Slip for Ancillary procedures			Ancillary Departments	
3. Accomplished Request Form and/or Prescription			Out-Patient Department Medical Clinics <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Family Medicine Department</li> <li>• Obstetrics and Gynecology Department</li> </ul>	
4. Order of Payment			From the following Department: <ul style="list-style-type: none"> <li>• Pathology Department</li> <li>• Radiology Department</li> <li>• Respiratory Therapy Department</li> <li>• Pharmacy Department</li> <li>• Heart Station</li> </ul>	
5. Medical Social Service Card (MSS Card)			Medical Social Service Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient	1.1 Receives and checks	None	10 Min.	<i>Social Welfare</i>

proceeds to Medical Social Service Department for interview and assessment	the statement of account (SOA) and requirements			<i>Officer I</i> Medical Social Service Department
	1.2 Conducts interview and accomplish assessment tool		20 Min.	
	1.3 Grant the medical assistance based on the patient's financial status		10 Min.	
	1.4 Orientation of services provided and issuance of social service card		10 Min.	
For Old Patients:  2. Present Social Service Card and Statement of Account	2.1. Receives the statement of account and the MSS Card of the patient	None	5 Min.	<i>Social Welfare Officer I</i> Medical Social Service Department
	2.2. Grant discount based on patient's classification and advise the patient to proceed to the cashier to settle the bill		10 Min.	
3. Proceed to the Cashier to settle bill	3. Instruct the patient or relative to proceed to billing for settlement of Statement of Account	Depends on the patient's classification	5 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
<b>TOTAL:</b>		<b>Depends on the patient's classification</b>	<b>For New Patient: 1 Hour</b>  <b>For Old Patient: 25 Min.</b>	

## 9. 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.

<b>Office or Division:</b>	Medical Social Service Department			
<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>	
1. Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. PSA issued Birth Certificate (1 photocopy)			Philippine Statistics Authority	
3. Marriage Contract (1 photocopy)			Philippine Statistics Authority	
4. 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>
1. Proceeds to the Medical Social Service Department for interview or assessment and submission of requirements	1.1 Receives and verify the documents or requirements of patient	None	10 Min.	Social Welfare Officer / Medical Social Service Department
	1.2 Conducts interview and accomplish assessment tool		20 Min.	
	1.3 Enrollment of patient to POS system		10 Min.	
	1.4 Orientation of services provided and issuance of assistance slip and POS certificate		10 Min.	
	1.5 Issuance of Medical Social Service card to patient		5 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>55 Min.</b>	

## 10. Out Patient-Nutrition Counseling

Nutrition and Dietetics Department caters to all ambulatory patients needing dietary consultation referred from the clinic of Internal Medicine, OB-GYN Department, Surgery Department, Pediatric Department, and Family Medicine.

<b>Office or Division:</b>		Nutrition and Dietetics 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>		
1. Request Form		Requesting Physician: <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Family Medicine Department</li> <li>• Obstetrics and Gynecology Department</li> </ul>		
2. Inter-Departmental Referral Form		Requesting Physician: <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Family Medicine Department</li> <li>• Obstetrics and Gynecology Department</li> </ul>		
3. Patient Chart		Hospital Information Management Department		
<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 designated waiting area.	1.1 Receives the patients' chart from the Outpatient department.	None	15 Min.	<i>Nursing Aide</i> Out Patient Department
	1.2 Advise the patient to proceed to the designated Nutrition Clinic for consultation.		10 Min.	<i>Nursing Aide</i> Out Patient Department
2. Present referral form for Nutrition counselling.	2. Verifies the data. Assess the nutritional needs of the patient.	None	15 Min.	<i>Dietitian II</i> Nutrition and Dietetics Department
3. Receives Dietary consultation.	3.1 Consults with the patient and performs a Nutritional Assessment based on the medical diagnosis, interviews, and the patient's food intake/preference.	None	25 Min.	<i>Dietitian II</i> Nutrition and Dietetics Department
	3.2 Computes for patient's body mass index (BMI), determines Nutritional status, and calculates recommended energy intake.		25 Min.	<i>Dietitian II</i> Nutrition and Dietetics Department
	3.3 Explain diet and provide a handout.		30 Min.	<i>Dietitian II</i> Nutrition and Dietetics Department
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours</b>	

## 11. 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 Department			
<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>	
1. Hospital Card (1 original copy)			Admitting Section – Out Patient Department	
2. Laboratory Request (1 original copy)			Out-Patient Department Medical Clinics <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Family Medicine Department</li> <li>• Obstetrics and Gynecology Department</li> </ul>	
3. Any Valid Government issued ID and Photocopy of the I.D or Barangay Clearance <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
4. Order of Payment			Pathology Department	
5. Present Official Receipt			Cashier Section	
<u>If patient is not around:</u>			Patient/Client	
6. Acknowledgement Letter (1 original copy)				
7. Present any Government Issue ID			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. Present request form	1.1 Receives request from patient and verifies patient's details	None	2 Min.	Laboratory Aide Pathology Department

				<i>Medical Technologist I</i> Pathology Department
	1.2. Encode the patient's data and laboratory examination request in LISA (Laboratory Interface Software Assistant)		3 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.3. Issue Charge Slip to the patient		5 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
2. Proceed to the extraction room and present self for the procedure	2.1. Explains the procedure	None	2 Min.	<i>Medical Technologist I</i> Pathology Department
	2.2. Proceed to extract the blood of the patient or collect the patient sample		3 Min.	<i>Medical Technologist I</i> Pathology Department
3. Present the charge slip and pay or settle the bill to receive the Official Receipt	3.1. Receive payment and issue Official Receipt	None	10 Min.	<i>Administrative Officer (Cashier I)</i> Cashier Section
	3.2. Process extracted specimen		4 Hours	<i>Medical Technologist II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	3.3. Log and encode of patient results		3 Min.	<i>Medical Technologist II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	3.4. Verification and signing of Official Result/s		4 Min.	<i>Medical Technologist II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
4. Return to the Pathology Department and present the Official Receipt	4. Encode the Official Receipt	None	2 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
5. Acknowledge the receipt of the Receipt of Result by signing in the Logbook	5.1. Document the release by letting the patient sign in the Releasing Logbook	None	3 Min.	<i>Laboratory Aide II</i> Pathology Department
	5.2 Release the Official Result/s to the patient		5 Min.	<i>Laboratory Aide II</i> Pathology Department
<b>TOTAL:</b>		<b>Please refer to the price list</b>	<b>4 Hours and 37 Min.</b>	



## 12. Laboratory Procedure On Culture And Sensitivity Test For Out-Patient

Culture and sensitivity is a laboratory test to check for bacteria or other fungus in a blood or other body fluids sample and checks to see what antibiotic will work best to treat the infection or illness.

<b>Office or Division:</b>	Pathology Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	For all OPD Patients who want to avail of laboratory services			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Hospital Card (1 original copy)			Admitting Section – Out Patient Department	
2. Laboratory Request (1 original copy)			Out-Patient Department Medical Clinics <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Family Medicine Department</li> <li>• Obstetrics and Gynecology Department</li> </ul>	
3. Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
4. Order of Payment			Pathology Department	
5. Present Official Receipt			Cashier Section	
If patient is not around:			Patient/Client	
6. Acknowledgement Letter (1 original copy)				
7. Present any Government Issue ID			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. Present request form	1.1 Receives request from patient and	None	3 Min.	Laboratory Aide Pathology Department

	verifies patient's details			<i>Medical Technologist I</i> Pathology Department
	1.2. Encode the patient's data and laboratory examination request in LISA(Laboratory Interface Software Assistant)		3 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.3 Issue Charge Slip to the patient		5 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
2. Proceed to the extraction room and present self for the procedure	2.1 Explains the procedure.	None	2 Min.	<i>Medical Technologist I</i> Pathology Department
	2.2 Proceed to extract the blood or collect the patient sample.		6 Min.	<i>Medical Technologist I</i> Pathology Department
<i>Note: Procedure depends on the type of specimen requested.</i> 1. <i>Blood c/s - blood extraction</i> 2. <i>Body Fluid/s c/s - collection by the physician</i> 3. <i>Other body fluid/s - collection by the laboratory staff</i>				
3. Present the charge slip and settle the bill to receive the Official Receipt	3.1 Receive payment and issue Official Receipt	Please refer to the price list	10 Min.	<i>Administrative Officer (Cashier I)</i> Cashier Section
	3.2 Process extracted specimen	None	5 Days	<i>Medical Technologist II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
4. Return to the Pathology Department and present the Official Receipt	4. Encode the Official Receipt	None	2 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
5. Acknowledge the receipt of the result by signing in the Logbook	5.1 Document the release by letting the patient sign in the Releasing Logbook	None	3 Min.	<i>Laboratory Aide II</i> Pathology Department
	5.2 Release the Official Result/s to the patient		5 Min.	<i>Laboratory Aide II</i> Pathology Department
TOTAL:		Refer to the price list	4 Hours and 42 Min.	

### 13. Laboratory Procedure On Culture And Sensitivity Test For Admitted Patients

Culture and sensitivity is a laboratory test to check for bacteria or other fungus in a blood or other body fluids sample and checks to see what antibiotic will work best to treat the infection or illness.

<b>Office or Division:</b>	Pathology Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	For all patients who are in need of the test and all staff of the Nursing Service Division.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory Request (1 original copy)		Requesting Physician <ul style="list-style-type: none"><li>• Internal Medicine Department</li><li>• Pediatrics Department</li><li>• Surgery Department</li><li>• Obstetrics and Gynecology Department</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. Present request form	1.1 Receives request form	None	3 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.2. Checks the laboratory examination request on LISA (Laboratory Interface Software Assistant)		3 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.3. Print the request and charge the requested test in IHOMIS (Integrated Hospital Operations and Management Information System)	Please refer to the price list	1 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.4. Proceeds to the patient's room assignment		1 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
2. Present self for the procedure	2.1 Explains the procedure.	None	2 Min.	<i>Medical Technologist I</i> Pathology Department
	2.2 Proceed to extract the blood or collect the patient sample.		6 Min.	<i>Medical Technologist I</i> Pathology Department
<i>Note: Procedure depends on the type of specimen requested.</i> 1. Blood c/s - blood extraction 2. Body Fluid/s c/s - collection by the physician 3. Other body fluid/s - collection by the laboratory staff				
	2.3. Process	None	5 Days	<i>Medical Technologist II</i>

	extracted specimen			Pathology Department <i>Medical Technologist I</i> Pathology Department
	2.4. Logging and encoding of result/s.	None	3 Min.	<i>Medical Technologist II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	2.5. Verification and signing of Official Result/s		2 Min.	<i>Medical Technologist II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
3. Acknowledge the receipt of the result by signing in the Results Receiving Sheet.	3.1 Document the release of the result through the Results Receiving Sheet which will be forwarded through Aerocom.	None	3 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	3.2 Release the Official Result/s		3 Min.	<i>Laboratory Aide II</i> Pathology Department
<b>TOTAL:</b>		<b>Please refer to the price list</b>	<b>5 Days and 37 Min.</b>	

## 14. Laboratory Service (In-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 Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		For all patients who need the test and all staff of the Nursing Service Division.		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Laboratory Request (1 original copy)			Requesting Physician	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request form	1.1 Receives request form.	None	2 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.2. Checks the laboratory examination request on LISA (Laboratory Interface Software Assistant)		3 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.3. Print the request and charge the requested test in IHOMIS (Integrated Hospital Operations and Management Information System)	Please refer to the price list below	1 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.4. Proceeds to the patient's room assignment	None	1 Min.	<i>Medical Technologist I</i> Pathology Department
2. Present self for the procedure	2.1 Explains the procedure	None	2 Min.	<i>Medical Technologist I</i> Pathology Department
	2.2 Proceed to extract the blood of the patient and or collect the specimen from the patient		6 Min.	<i>Medical Technologist I</i> Pathology Department
3. None	3.1 Process extracted specimen	None	4 Hours	<i>Medical Technologist II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	3.2 Log and encode of patient results		3 Min.	<i>Medical Technologist II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	3.4 Verification and signing of Official Result/s		4 Min.	<i>Medical Technologist II</i>

				Pathology Department  <i>Medical Technologist I</i> Pathology Department
3. Acknowledge the receipt of the result by signing in the Results Receiving Sheet.	3.1 Document the release of the result through the Results Receiving Sheet which will be forwarded through Aerocom.	None	3 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	3.2 Release the Official Result/s	None	3 Min.	<i>Laboratory Aide II</i> Pathology Department
<b>TOTAL:</b>		<b>Please refer to the price list</b>	<b>4 Hours and 28 Min.</b>	

#### **PATHOLOGY DEPARTMENT PRICE LIST:**

##### **CHEMISTRY**

FBS/RBS - ₱140.00  
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 PProtein – ₱142.00  
Albumin- ₱167.00  
Bilirubin - ₱401.00  
Lipase – ₱160.00  
Amylase – ₱160.00  
OGTT - ₱722.00  
LDH – ₱150.00  
Na -₱160.00  
K – ₱160.00  
Chloride - ₱160.00  
iCa - ₱160.00  
Mg – ₱182.00  
Phos - ₱159.00  
CBG- ₱92.00  
HbA1c – ₱909.00  
CKMB – ₱1,000.00

##### **IMMUNOLOGY**

FT3 -₱500.00  
FT4 –₱ 500.00  
TSH – ₱500.00  
CEA –₱700.00  
CA125 – ₱1,000.00  
CA 19-9 – ₱1,400.00  
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 - ₱654.00  
aHBcIgM -₱744.00  
aHBcIgG- ₱621.00  
aHAVIgG ₱1,100.00  
aHAVIgM ₱1,100.00  
aHCV- ₱1,300.00  
HIV ₱1,100.00  
HEPA B PROFILE – ₱4473.00

##### **SEROLOGY**

Dengue Duo-- ₱600.00  
Dengue NS1 Ag – ₱900.00  
HBsAg- ₱160.00  
RPR- ₱350.00  
HIV -₱310.00  
CRP – ₱350.00  
ASO – ₱250.00  
RF – ₱248.00  
C3 –₱ 500.00  
Anti HCV- ₱750.00  
RAT – ₱800.00

##### **MICROBIOLOGY**

Blood & Sterile  
Body fluids C/S - ₱4,232  
Non-Sterile Body  
Fluids C/S- ₱633.00  
AFB - ₱110.00  
G/S – ₱205.00  
KOH – ₱110.00

##### **HEMATOLOGY**

CBC - ₱180.00  
Retics - ₱70.00  
ESR - ₱70.00  
PBS - ₱100.00  
CT - ₱65.00  
BT- ₱65.00  
PT - ₱200.00  
PTT - ₱200.00

##### **CLINICAL**

##### **MICROSCOPY**

Urinalysis - ₱65.00  
Fecalysis - ₱65.00  
Ketone - ₱35.00  
FOBT - ₱143.00  
Preg Test - ₱112.00

##### **BLOOD STATION**

Blood Typing- ₱80.00  
DAT – ₱1,315.00  
IAT- ₱1,315.00

## 15. Cadaver Releasing

Facilitate immediate release of Cadaver 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. Discharge Clearance Slip			Cash Operation Section	
3. Calling card of the Funeral Service			Client	
4. Waiver in claiming the body with communicable disease or with noncommunicable disease			Pathology Department	
5. Death of a covid confirmed / probable / suspect / non-covid patient checklist			Pathology Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance slip to the Pathology Department.	1.1 Receive and check the Clearance Slip, Statement of Account (SOA) or Order of Payment	None	3 Min.	Laboratory Aide Pathology Department
	1.2 Orient the guidelines of handling and releasing of cadaver.		20 Min.	Medical Technologist I Pathology Department  Laboratory Aide Pathology Department  Medical Technologist I Pathology Department

	1.3. Asked to sign the waiver in claiming the body with communicable disease/s or waiver in claiming the body with non-communicable disease/s.		3 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
	1.4 Inform the requirements in claiming the body: a. Any Government Issue ID b. Calling Card of the Funeral Service c. ID of the Funeral Representative		4 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
<i>Note: Relatives must provide the following in claiming the body:</i> 1. Photocopy of his/her ID 2. Calling card and ID of the funeral parlor of choice 3. Signed waiver in claiming the body with communicable disease or with non-communicable disease				
<u>For Next-of-Kin:</u> 2.A. Provide an Affidavit letter and Certificate of Residency.	2.A. Orientation on the process of cadaver releasing.	None	10 Min.	<i>Laboratory Aide</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department
3. Contacts the choice of funeral parlor	3. Verify the accreditation of the Funeral Parlor	None	11 Hours	<i>Social Welfare Officer I</i> Medical Social Service Department
<i>Note: Agency Step No. 3 will depend on the relatives initiative and transaction with their funeral parlor of choice</i>				
4. Present Clearance Slip to the Guard on duty for signature	4.1 Check and validate the signed Clearance Slip and other requirements	None	5 Min.	<i>Laboratory Aide II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department <i>Security Guard</i> Engineering and Maintenance Department
	4.2 Document the release of cadaver by letting the relative and representative of funeral parlor sign in the Cadaver (Morgue) Logbook		10 Min.	<i>Laboratory Aide II</i> Pathology Department  <i>Medical Technologist I</i> Pathology Department <i>Security Guard</i> Engineering and Maintenance Department



	4.3 Assist by showing the Identification Tag and face of the Cadaver		5 Min.	<i>Laboratory Aide II</i> Pathology Department
	4.4 Release Cadaver		5 Min.	<i>Medical Technologist I</i> Pathology Department
<b>TOTAL:</b>		<b>None</b>	<b>12 Hours</b>	

## 16. Pharmacy Department Out-Patient Medication Dispensing

Caters 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 service.

<b>Office or Division:</b>	Pharmacy Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All RMBGH Out-patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Prescription (1 original copy)			Out-Patient Department Medical Clinics <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Family Medicine Department</li> <li>• Obstetrics and Gynecology Department</li> </ul>	
2. Hospital Card (1 original copy)			Admitting Section – Out Patient Department	
3. For Senior Citizen and PWD: Any valid government-issued ID (1 original copy)			Any government agency Office of the Senior Citizens Affair Persons with Disability Affairs Office	
4. Order of payment (1) Original Copy			Pharmacy Department	
5. Present Official Receipt (1) Original Copy			Cashier Section	
6. Thermal bag <i>Remark: Out-patient is required to bring their own thermal bag with ice pack for every refrigerated drug and medicine/s purchased from us. Once dispensed, pharmacy department is no longer liable to its integrity and stability of the medicine/s.</i>			Patient	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Pharmacy Department and presents Prescription Requests	1. Receives, Validate, and interpret prescription and checks the availability of medicine.	None	3 Min.	Pharmacist I Pharmacy Department
<b>Note:</b> 1. If requested medication is unavailable, inform patient/relative the available alternative medicines. 2. If available alternative medicines is considered, advise to return to prescribing physician and request for a new prescription.				
2. Receives Order of Payment	2. Issues Charge Slip/ Order of Payment and prepare the prescribed medicine/s	None	7 Min.	Pharmacist I Pharmacy Department
3. Pay or settle bill at the Cashier	3. Receives payment and issues Official Receipt to the patient	Please refer to the price list	5 Min.	Administrative Officer I (Cashier I) Cashier Section

4. Proceed to the Pharmacy Department and presents Official Receipt to the Pharmacist-on-duty to receive the prescribed medicine/s.	4. Writes the receipt number to the Pharmacy Charge Slip or Order of payment duplicate and dispense medicine/s by counter checking with the patient or relative.	None	5 Min.	<i>Pharmacist I</i> Pharmacy Department
<b>TOTAL:</b>		<b>Please refer to the price list below</b>	<b>20 Min.</b>	

## 17. Pharmacy Department 24-Hour Medication Dispensing

Aims to cater all admitted patients their 24-hour medications, an adequate high-quality supply, safe, and effective medicines at all times.

<b>Office or Division:</b>	Pharmacy Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All RMBGH staff under Nursing Service division			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete and Correct Prescription (1 original copy)			Out-Patient Department Medical Clinics <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Obstetrics and Gynecology Department</li> <li>• Anesthesiology Department</li> </ul>	
2. Order of payment (1) Original Copy			Pharmacy Department	
3. For Refrigerated Drugs and Medicine/s: Cooler with calibrated thermometer and ice pack <i>Remarks: Thermometer should be ranging from +2°C to +8°C</i>			Clinical Ward Special Care Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Pharmacy Department and presents Prescription Requests or prescription sent via Pneumatic tube.	1.1. Receives, Validate, and interpret prescription and checks the availability of medicine.	None	30 Min.	<i>Pharmacist I</i> Pharmacy Department
<b>Note:</b> 1. Upon validation and interpretation, if error in the prescription is seen, the prescription will return for correction.				
	1.2. Encode/charge to iHomis account, Prepare and double-check the prescribed medicine/s	Please refer to the price list	5 Hours	<i>Pharmacist I</i> Pharmacy Department
2. Receives Charge Slip and medicine/s	2. Issues Charge Slip, and dispense the medicine/s	None	1 Hour	<i>Pharmacist I</i> Pharmacy Department
<b>Note:</b> 1. No dispensing of 24-hour medication request will be send thru pneumatic tube. 2. Bring cooler with ice pack and calibrated thermometer for cold chain products. With cooler, calibrated thermometer and ice pack				
<b>TOTAL:</b>		Please refer to the price list below	6 Hours and 30 Min.	

**Inuuna ang mga pangangailangan ng mga Senior Citizen, Buntis, mga taong may kapansanan (PWD) at mahigpit na ipinatutupad ng tanggapang ito ang “NO NOON BREAK POLICY” at RA 11032 “EASE OF DOING BUSINESS AND EFFICIENCY IN GOVERNMENT SERVICE DELIVERY”**  
*(Priority for Senior Citizens, Pregnant Women, Persons with Disability (PWD) and this office observes the “NO NOON BREAK” policy and RA 11032 “EASE OF DOING BUSINESS AND EFFICIENCY IN GOVERNMENT SERVICE DELIVERY”)*

**Para sa inyong mga reklamo, tugon o mungkahi, maaring dumulog sa PUBLIC ASSISTANCE AND COMPLAINTS DESK (PACD) na nasa INFORMATION DESK sa oras ng opisina.**

*(For Complaints, Feedback and Suggestion, you can go to the Public Assistance and Complaints Desk (PACD) at the Information Desk during office hours.)*

8888 CITIZEN'S COMPLAINT: 8888

ARTA HOTLINE: 0969-257-7242 / 12782 (1-ARTA)

Email Address: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)

RMBGH HOTLINE: 8-835-25560

Email Address: [rmbgh@quezoncity.gov.ph](mailto:rmbgh@quezoncity.gov.ph)

## 18. Pharmacy Department In-Patient Medication Dispensing

Aims to cater admitted patient, to provide at all times an adequate high-quality supply, safe, and effective medicines with needs of the patients.

<b>Office or Division:</b>	Pharmacy Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All RMBGH staff under Nursing Service division			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Complete and Correct Prescription (1 original copy)			Out-Patient Department Medical Clinics <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Obstetrics and Gynecology Department</li> <li>• Anesthesiology Department</li> </ul>	
2. Order of payment (1) Original Copy			Pharmacy Department	
3. For Refrigerated Drugs and Medicine/s: Cooler with calibrated thermometer and ice pack <i>Remarks: Thermometer should be ranging from +2°C to +8°C</i>			Clinical Ward Special Care Department	
<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 Department and presents Prescription Requests or prescription sent via Pneumatic tube.	1.1. Receives, Validate, and interpret prescription and checks the availability of medicine	None	3 Min.	<i>Pharmacist I</i> Pharmacy Department
<i>Note: Upon validation and interpretation, if error in the prescription is seen, the prescription will return for correction.</i>				
	1.2. Encode/charge to iHomis account, Prepare and double-check the prescribed medicine/s	Please refer to the price list	5 Min.	<i>Pharmacist I</i> Pharmacy Department
2. Receives Charge Slip and medicine/s	2. Issues Charge Slip, and dispense the medicine/s	None	5 Min.	<i>Pharmacist I</i> Pharmacy Department
<i>Note:</i> 1. Dispensing of medicine/s either for pick up at the Pharmacy or via pneumatic tube 2. Dispensing of refrigerated items should be pick-up at the pharmacy with cooler, calibrated thermometer and ice pack				
<b>TOTAL:</b>		<b>Please refer to the price list below</b>	<b>13 Min.</b>	

## 19. Pharmacy Department Emergency Room Medication Dispensing

Caters Emergency Room Patients in providing high-quality, safe, and effective medicines at all times.

<b>Office or Division:</b>	Pharmacy Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Emergency Room Nurse, Nursing attendant, and companion of patients admitted			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Complete and Correct Prescription (1 original copy)			Out-Patient Department Medical Clinics <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Obstetrics and Gynecology Department</li> <li>• Anesthesiology Department</li> </ul>	
2. Order of payment (1) Original Copy			Pharmacy Department	
3. For Refrigerated Drugs and Medicine/s: Cooler with calibrated thermometer and ice pack <i>Remarks: Thermometer should be ranging from +2°C to +8°C</i>			Clinical Ward Special Care Department	
<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 Department and presents Prescription Requests or sent prescription via Pneumatic tube	1. Receives prescription and check the availability of medicine	None	3 Min.	<i>Pharmacist I</i> Pharmacy Department
<b>Note:</b> 1. If unavailable, inform Nurse, Nursing attendant, or Patients companion the available alternative medicines. 2. If available alternative medicines is considered, advise to return to prescribing physician and request for a new prescription.				
	1.2. Encode/charge to iHomis account, Prepare, double-check and packed the prescribed medicine/s	Please refer to the price list	3 Min.	<i>Pharmacist I</i> Pharmacy Department
2. Receives Charge slip, Double-check the dispensed medicine/s	2. Issues Charge Slip, Double-check and dispense the medicine/s	None	3 Min.	<i>Pharmacist I</i> Pharmacy Department
<b>Note:</b> 1. Dispensing of refrigerated items should be pick-up at the pharmacy with cooler, calibrated thermometer and ice pack				

<b>2. Thermometer ranging from +2°C to +8°</b>				
3. Clearance for discharge patient	3. Update their status to "discharged" within the automated clearance system	None	1 Min.	<i>Pharmacist / Pharmacy Department</i>
<b>TOTAL:</b>		<b>Please refer to the price list below</b>	<b>10 Min.</b>	
<p><b>Inuuna ang mga pangangailangan ng mga Senior Citizen, Buntis, mga taong may kapansanan (PWD) at mahigpit na ipinatutupad ng tanggapang ito ang “NO NOON BREAK POLICY” at RA 11032 “EASE OF DOING BUSINESS AND EFFICIENCY IN GOVERNMENT SERVICE DELIVERY”</b>  <i>(Priority for Senior Citizens, Pregnant Women, Persons with Disability (PWD) and this office observes the “NO NOON BREAK” policy and RA 11032 “EASE OF DOING BUSINESS AND EFFICIENCY IN GOVERNMENT SERVICE DELIVERY”)</i></p> <p><b>Para sa inyong mga reklamo, tugon o mungkahi, maaring dumulog sa PUBLIC ASSISTANCE AND COMPLAINTS DESK (PACD) na nasa INFORMATION DESK sa oras ng opisina.</b>  <i>(For Complaints, Feedback and Suggestion, you can go to the Public Assistance and Complaints Desk (PACD) at the Information Desk during office hours.)</i></p> <p>8888 CITIZEN'S COMPLAINT: 8888            ARTA HOTLINE: 0969-257-7242 / 12782 (1-ARTA)            Email Address: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>RMBGH HOTLINE: 8-835-25560            Email Address: <a href="mailto:rmbgh@quezoncity.gov.ph">rmbgh@quezoncity.gov.ph</a></p>				



PHARMACY MEDICATION PRICE LIST	
ITEM	PRICE
<b>Anti-Infectives</b>	
Aciclovir 200mg (TABLET)	₱100.00
Amikacin Sulfate 50 mg/mL, 2mL (IM/IV)	₱60.00
Amoxicillin (as trihydrate) 250 mg 5 mL granules powder for suspension, 60 mL	₱94.62
Amoxicillin Trihydrate 500mg	₱1.80
Amoxicillin 100mg/mL, 15mL oral drops	₱23.00
Ampicillin Sodium 1000mg + Sulbactam Sodium 500mg (IM/IV)	₱875.00
Ampicillin Sodium 500mg + Sulbactam Sodium 250mg (IM/IV)	₱450.00
Ampicillin Sodium 1g (IM/IV)	₱146.00
Ampicillin Sodium 250mg (IM/IV)	₱65.00
Azithromycin 500mg (as monohydrate/dihydrate)	₱95.00
Azithromycin 500mg powder (as base/as dihydrate) (IV infusion)	₱600.00
Baclofen 10mg tablet	₱36.00
Cefalexin (as monohydrate) 100 mg mL, granules powder for drops, 10 mL	₱24.80
Cefalexin 250mg/5 mL , 60 mL suspension	₱60.20
Cefalexin monohydrate 500mg	₱9.50
Cefazolin sodium 1g (IM/IV)	₱180.00
Cefepime Hydrochloride 1g (IM, IV)	₱950.00
Cefepime Hydrochloride 500mg vial	₱300.00
Cefixime 100 mg 5 mL granules for suspension, 60 mL	₱300.00
Cefixime 200mg capsule	₱30.00
Cefotaxime 500mg vial + 2 mL diluent (IM, IV)	₱525.00
Cefoxitin Sodium 1gm (IM,IV)	₱650.00
Ceftazidime pentahydrate 1g (IM, IV)	₱175.00
Ceftriaxone Sodium 1gm + 10ml diluent (IV)	₱100.00
Cefuroxime Na 1.5g vial	₱550.00
Cefuroxime 500 mg tablet (as axetil)	₱15.00
Cefuroxime 250mg/5mL, 60mL powder for suspension	₱195.00
Cefuroxime Sodium 750mg (IM, IV)	₱200.00
Ciprofloxacin 2 mg mL, 100 mL vial (IV infusion) (as lactate)	₱200.00
Clarithromycin 500mg	₱21.00
Ciprofloxacin hydrochloride 500mg	₱8.00
Clindamycin HCL 300mg capsule	₱30.00
Clindamycin phosphate 150mg/ml, 4ML ampule	₱130.00
Cloxacillin 500mg capsule	₱17.50
Cloxacillin Sodium 250mg/5ml, 60ml Suspension	₱220.50
Co-Amoxiclav (Amoxicillin + Potassium Clavulanate) 200mg amoxicillin (as trihydrate) + 28.5mg potassium clavulanate per 5ml granules/powder for suspension, 70ml	₱215.00
Co-Amoxiclav (Amoxicillin + Potassium Clavulanate) 400 mg amoxicillin (as trihydrate) + 57 mg potassium clavulanate per 5mL granules/powder for suspension, 70ml	₱230.00
Co-Amoxiclav ( Amoxicillin + Potassium Clavulanate) 500mg amoxicillin (as trihydrate) + 125 mg potassium clavulanate per tablet	₱15.00
Cotrimoxazole (Sulfamethoxazole + Trimethoprim) 800 mg Sulfamethoxazole + 160 mg Trimethoprim Tablet	₱4.00
Cotrimoxazole 400mg + 80mg tablet	₱1.00

Cotrimoxazole 400mg/80mg per 5ml, 60ML Suspension	₱35.20
Doxycycline 100mg (as hyclate)	₱10.00
Ertapenem (as sodium salt) 1 g powder, vial (IM IV)	₱3,670.00
Fluconazole 2mg mL, 100 mL	₱3,385.00
Fluconazole 50mg tablet	₱160.00
Gentamicin (as sulfate) 40 mg mL, 2 mL ampule vial (IM, IV)	₱30.00
Levofloxacin 500mg tablet	₱10.00
Levofloxacin 5mg/ml solution for infusion, 100ml	₱599.99
Mebendazole 500mg chewable	₱4.00
Mebendazole 100mg/5ml, 60 ml suspension	₱28.00
Meropenem trihydrate 1g powder (IV)	₱600.00
Meropenem trihydrate 500mg powder (IV)	₱450.00
Metronidazole 125mg/5ml, 60ML Suspension	₱69.00
Metronidazole 500mg tablet	₱3.85
Metronidazole 5mg/ml, 100ml (IV infusion)	₱80.00
Nitrofurantoin Macrocrystals 100mg capsule	₱5.00
Nystatin 100,000 units/ml, 30ml suspension	₱155.00
Penicillin G Benzathine (benzathine benzylpenicillin) 1,200,000 units vial (MR) (IM)	₱155.00
Vancomycin Hydrochloride 1g (IV)	₱385.00
Oxacillin sodium 500mg vial	₱130.00
Piperacillin + Tazobactam 2g + 250mg vial	₱443.00
Piperacillin + Tazobactam 4g + 500mg vial	₱450.00
<b>Cardiovascular Medicines</b>	
Adenosine 3mg/ml, 2ML (IV)	₱400.00
Amiodarone 50mg/ml, 3ml ampule	₱350.00
Amiodarone 200mg tablet	₱32.00
Amlodipine besylate 10mg tablet	₱6.75
Amlodipine besylate 5mg tablet	₱5.75
Aspirin 80mg tablet	₱1.50
Atenolol 50mg tablet	₱3.00
Atorvastatin Calcium 20 mg tablet	₱16.25
Atorvastatin Calcium 40 mg tablet	₱18.00
Atorvastatin calcium 80 mg tablet	₱26.50
Atropine Sulfate 1mg/ml, 1ml solution for injection (IM, IV, SC)	₱26.50
Carvedilol 25mg tablet	₱17.50
Carvedilol 6.25mg tablet	₱6.75
Cilostazol 50mg tablet	₱13.00
Clonidine 150mcg tablet	₱21.00
Clonidine 75micrograms tablet (as hydrochloride)	₱10.50
Clopidogrel 75mg tablet	₱12.00
Digoxin 250mcg/ml 2ML ampule	₱205.00
Digoxin 250mcg tablet	₱4.25
Dobutamine Hydrochloride 50mg/ml, 5ml (concentrate) (IV infusion)	₱350.00
Dopamine hydrochloride 40mg/ml, 5ml (IV)	₱188.50
Enalapril 5mg tablet as maleate	₱6.41
Enoxaparin sodium 100 mg mL, 0.4 mL pre-filled syringe	₱350.00
Enoxaparin sodium 100 mg mL, 0.6 mL, pre-filled syringe	₱500.00
Epinephrine (adrenaline) Hydrochloride 1mg/ml, 1ml (IM, SC)	₱50.00
Epoetin Alfa (recombinant human erythropoietin 4000IU/0.4 ml, pre-filled syringe (IV, SC)	₱750.00
Esmolol HCL 100mg/ml x 10ml vial	₱850.00
Felodipine 5mg tablet	₱7.20

Fenofibrate 160mg tablet	₱29.80
Hydralazine 20mg/ml, 1mL ampule	₱140.00
Hydrochlorothiazide 12.5mg tablet	₱4.90
Irbesartan 150mg tablet	₱16.50
Isosorbide 5 Mononitrate 30 mg MR tablet	₱13.00
Isosorbide Dinitrate 5mg (sublingual)	₱21.75
Isosorbide Dinitrate 1 mg mL, 10 mL ampule	₱696.81
Losartan 100mg (as potassium salt)	₱8.00
Losartan potassium 50mg + Hydrochlorothiazide 12.5mg tablet	₱12.00
Losartan 50mg (as potassium salt)	₱6.75
Methyldopa 250mg tablet	₱14.50
Metoprolol (as tartrate) 50mg	₱2.00
Nicardipine Hydrochloride 1mg/ml, 10ml (IV)	₱350.00
Nifedipine 10mg capsule	₱15.00
Norepinephrine bitartrate 1mg/ml, 4 mL (IV infusion)	₱700.00
Propranolol Hydrochloride 10mg	₱7.75
Propranolol 40mg tablet	₱30.00
Rosuvastatin 10mg tablet	₱8.93
Rosuvastatin 20mg tablet	₱14.86
Sacubitril/Valsartan 50mg tablet	₱55.25
Simvastatin 20mg tablet	₱16.00
Telmisartan 40mg tablet	₱22.75
Trimetazidine 35mg (as hydrochloride)	₱10.00
Verapamil 2.5mg/ml, 2ML ampule (DISCONTINUED)	₱275.00
<b>Dermatologicals</b>	
Clobetasol cream 0.05% 5g tube	₱248.00
Clotrimazole 1% (10mg/g) 3g cream	₱198.00
Hydrocortisone cream 1%, 5G tube	₱154.00
Ketoconazole 2% 15g cream	₱154.00
Miconazole oral gel 20mg, 3.5g aluminum tube	₱268.50
Miconazole topical cream 2% (20mg/g) 5g aluminum collapsible tube	₱398.75
Mupirocin 2%, 5G ointment	₱180.00
Permethrin 1% 30mL shampoo	₱126.80
Permethrin 1% lotion 125mL	₱205.80
Silver Sulfadiazine Cream 1 %, 25 g Tube	₱100.00
Silver Sulfadiazine 1% cream 500g jar	₱1,693.00
<b>Drugs acting on the Uterus</b>	
Carbetocin 100 mcg mL, 1 mL ampule vial, solution for injection	₱2,625.00
Carboprost 250 mcg/ml solution for injection, 1ml	₱550.00
Methylergometrine maleate 200mcg/ml, 1ml (IM, IV)	₱50.00
Oxytocin (Synthetic) 10 IU/ml, 1ml (IM, IV)	₱50.00
Isoxsuprine 10mg tablet	₱19.50
Isoxsuprine 10mg/2mL ampule	₱216.00
<b>Drugs affecting bloods</b>	
Tranexamic acid 500mg	₱29.00
Tranexamic acid 100 mg/mL, 5 mL Ampule	₱135.00
<b>Drugs and Medicines acting on Nervous System</b>	
Betahistine 16mg tablet	₱21.00
Betahistine hydrochloride 24mg	₱35.00
Bupivacaine HCl Heavy 0.5% 4 ml ampule with 8% dextrose	₱945.00
Bupivacaine HCl Isobaric 0.5% (5mg ml) x 10ml	₱575.00
Butorphanol (as Tartrate) 2mg/ml, 1ML ampule	₱1,091.77

Diazepam 5 mg/mL(2mL) amp	₱115.00
Diazepam 5mg tablet	₱13.05
Ephedrine sulfate 50mg/ml ampule	₱156.75
Fentanyl Citrate 100mcg/2ml ampule	₱360.00
Gabapentin 100mg capsule	₱35.25
Gabapentin 300mg capsule	₱15.00
Haloperidol 50mg/ml, 1ml ampule	₱1,038.25
Isoflurane, 100 mL Volatile Liquid for Inhalation Bottle	₱4,752.00
Ketamine Hydrochloride 50 mg/mL, 10 mL (IM, IV)	₱2,100.00
Ketorolac Trometamol 30 mg/mL, 1 mL (IM, IV)	₱75.00
Levetiracetam 500mg film coated tablet	₱32.75
Levetiracetam 500 mg 5 mL (100 mg mL) concentration solution for IV infusion , 5 mL vial	₱3,872.00
Lidocaine Hydrochloride 2% (20mg/ml) 5ml (IM/IV)	₱30.00
Lidocaine HCL 2% 20mg/ml 50ml vial	₱73.50
Lidocaine Hydrochloride 10% pump spray 50 mL	₱3,450.00
Naloxone Hydrochloride 400 mcg/ml, 1 mL (IM/IV/SC)	₱1,550.00
Magnesium Sulfate 250 mg/ml(10 mL) amp	₱124.00
Midazolam 5mg/mL, 1mL (IM/IV)	₱159.00
Morphine sulfate 10 mg/ml ampule	₱117.75
Morphine sulfate 10 mg tablet	₱16.00
Nalbuphine Hydrochloride 10mg/ml, 1ml (IM, IV, SC)	₱177.75
Paracetamol 125mg Suppository (FOR LISTING MAY 2024)	₱17.75
Paracetamol 250mg Suppository (FOR LISTING MAY 2024)	₱21.00
Paracetamol 100mg/ml drops, 15ML	₱25.00
Paracetamol 10 mg/mL, 100mL solution for infusion (IV)	₱250.00
Paracetamol 120mg/5ml, 60ML Syrup	₱22.00
Paracetamol 150 mg/mL, 2mL ampule solution for injection (IM/IV)	₱20.00
Paracetamol 250 mg/5ml syrup/suspension, 60ml (alcohol-free)	₱35.00
Paracetamol 500 mg tablet	₱3.00
Pethidine (meperidine) (as hydrochloride) 50 mg/mL, 2 mL ampul (IM, IV, SC)	₱220.00
Phenobarbital 30mg tablet	₱6.00
Phenytoin 100mg capsule	₱32.00
Phenytoin 50mg/ml, 2ml ampule	₱1,000.00
Propofol 10mg/ml, 20ml (IV)	₱450.00
Sevoflurane inhalation solution 250ml	₱19,500.00
Sodium Valproate + Valproic Acid 500 mg (333 mg sodium valproate + 145 mg valproic acid) controlled release	₱25.00
Tramadol Hydrochloride 50mg	₱7.75
Tramadol Hydrochloride 50mg/ml, 2ml (IM, IV, SC)	₱70.00
Valproic acid 250mg/5ml syrup, 120ML	₱890.00
Valproic acid 500mg/5ml IV infusion (DELISTED)	₱4,000.00
<b>Ears, Eyes, Nose and Throat Preparations</b>	
Atropine Sulfate 1% 10ml eye drops	₱427.00
Erythromycin Eye Ointment 0.5 %, 3.5 g	₱250.00
Neomycin 3.5 mg + Polymyxin B 10,000 units + fluocinolone acetonide 0.025 % , 5mL	₱235.00
Fluticasone (as propionate) 0.05%/dose x 120 doses Nasal Aqueous Solution	₱588.00
Hypromellose Ophthalmic Solution 0.3%, 10ML bottle	₱120.00
Levofloxacin eye drops 5mg/ml, 5ml drops	₱495.00
Ofloxacin ear drops 0.3% 5ml	₱420.00
Ofloxacin eye drops 0.3% 5ml	₱170.00

Oxymetazoline (as Hydrochloride) 0.05%, 15 mL Nasal Spray	₱180.00
Povidone Iodine 1%, 60ML oral solution	₱100.00
Prednisolone acetate 5mg/ml (1%) eye drops	₱175.00
Proxymetacaine (proparacaine as HCL) 0.5%, 5mL eye drops	₱850.00
Tobramycin + Dexamethasone Eye Ointment 0.3% + 0.1 %, 3.5g Tube	₱250.00
Tobramycin + Dexamethasone 0.3% + 0.1%, 5 mL Eye Drops	₱230.00
Gastrointestinal Drugs	
Aluminum hydroxide + Magnesium hydroxide 200mg/100mg tablet	₱4.24
Aluminum hydroxide + Magnesium hydroxide 225mg + 200mg/5ml, 60mL oral suspension bottle	₱100.00
Bisacodyl 5 mg suppository	₱85.00
Bisacodyl 10 mg suppository	₱25.00
Bisacodyl 5mg tablet	₱15.00
Domperidone 10mg tablet	₱20.00
Domperidone 1mg/ml, 60ml suspension	₱190.00
Hyoscine (as N-butyl bromide) 10 mg tablet	₱5.74
Hyoscine N Butyl bromide 20 mg/mL, 1 mL (IM, IV, SC)	₱35.00
Lactulose 3.3 g/5 mL (66%) syrup, 120 mL	₱200.00
Metoclopramide 10 mg tablet (as hydrochloride)	₱2.00
Metoclopramide Hydrochloride 5mg/ml, 2ml (IM, IV)	₱30.00
Monobasic sodium phosphate dibasic sodium phosphate 19g/7g solution per 133 ml bottle	₱213.00
Ondansetron (as hydrochloride) 2mg/ml 4ml ampule	₱275.00
Omeprazole 40mg capsule	₱12.00
Omeprazole 40mg powder vial + 10ml solvent ampule	₱150.00
Pantoprazole 40mg tablet	₱30.00
Ranitidine (as hydrochloride) 150 mg tablet	₱1.00
Ranitidine (as hydrochloride) 25 mg mL, 2 mL ampule (IM, IV, IV infusion)	₱20.00
<b>Hormones and Hormonal Antagonist</b>	
Bicalutamide 50mg tablet	₱400.00
Dexamethasone 4 mg/mL, 2 mL ampul/vial (IM, IV) (as sodium phosphate)	₱144.00
Etonogestrel 8mg subdermal implant	₱3,000.00
Finasteride 5mg tablet	₱25.00
Gliclazide 30mg tablet	₱6.50
Gliclazide 60mg tablet	₱12.75
Hydrocortisone 100 mg (IV) as sodium succinate)	₱125.00
Hydrocortisone 250 mg (IV) as sodium succinate)	₱215.00
Insulin, Biphasic Isophane Human 70 30, 70 % Isophane Suspension + 30 % soluble insulin in 100IU mL, 10 ml Vial	₱622.99
Insulin Glargine 100 IU/ML, 3mL Prefilled Pen	₱670.00
Insulin, Regular (Recombinant DNA, human) 100 IU mL, 10 mL vial	₱500.00
Isophane Insulin Human (recombinant DNA) 100 IU/mL, 10 mL (SC)	₱500.00
Levothyroxine Na 50mcg	₱6.25
Metformin (as hydrochloride) 500mg/film coated	₱4.75
Methimazole 5mg tablet	₱3.50
Medroxyprogesterone 50 mg/mL, 3 mL vial + syringe (IM) (as acetate)	₱250.00
Medroxyprogesterone 150 mg/mL, 1mL	₱135.75
Neostigmine 500mcg/ml, 10ml	₱100.00
Prednisone 10mg/5ml Suspension, 60mL	₱180.00
Prednisone 20 mg tablet	₱7.75
Prednisone 5 mg tablet	₱2.40
Propylthiouracil 50mg tablet	₱27.80

Lynestrenol 500mcg tablet cycle pack	₱250.00
Ursodeoxycholic Acid 250 mg Capsule	₱50.00
Tamsulosin 400mcg film coated tablet	₱20.00
<b>Immunologicals</b>	
Tetanus toxoid, 0.5 ml (IM)	₱100.00
Anti-Tetanus serum 1,500IU/0.7ml solution for injection, ampule	₱165.00
Influenza Polyvalent (quadri) Vaccine 0.5mL Pre-filled syringe IM	₱1,170.00
Purified Protein Derivatives (PPD) 5 TU/0.1ml freeze-dried powder + 2ML diluent ampule	₱500.00
Rabies vaccine, Vero Cell (Purified) 2.5 IU/mL suspension, 1mL vial	₱1,960.00
Pneumococcal polyvalent vaccine 25mcg/0.5mL solution for injection 0.5mL PFS	₱2,000.00
Serum, Anti-Rabies 200 IU/mL, 5 mL Solution for Injection Vial (Equine)	₱1,960.00
Respiratory Medicines	-
Acetylcysteine 600mg effervescent tablet	₱38.75
Acetylcysteine 100mg/5mL susp 100ml	₱138.00
Aminophylline 25mg/ml, 10ML ampule	₱70.00
Budesonide 160mcg + Formeterol 4.5mcg (as fumarate dihydrate) x 60 doses with dispenser (DPI)	₱1,476.00
Budesonide 250mcg/ml, 2ml (unit dose) for nebulization	₱105.00
Butamirate citrate 50mg Modified release	₱20.25
Ipratropium + Salbutamol (for nebulization) 500 micrograms ipratropium (as bromide anhydrous) + 2.5 mg salbutamol (as base) x 2.5 mL (unit dose)	₱25.00
Ipratropium (as bromide) (for nebulization) 250 micrograms/mL, 2 mL (unit dose)	₱105.00
Methylprednisolone 16mg tablet	₱25.30
Methylprednisolone 4mg tablet	₱9.90
Montelukast 5mg chewable tablet	₱17.50
Montelukast (as sodium salt) 10mg	₱36.00
Salbutamol 100mcg/dose, 200 actuations breath actuated metered dose inhaler	₱315.00
Salbutamol 1 mg/mL (unit dose), 2.5 mL Respiratory Solution	₱13.75
Salmeterol 25mcg + Fluticasone 250mcg x 120 actuation MDI bottle	₱498.00
Salmeterol 50mcg + Fluticasone 250mcg x 120 actuation with dose counter bottle	₱386.02
Terbutaline (as sulfate) 500mcg/ml, 1ml (IM, IV, SC)	₱155.00
Vitamins	-
Ascorbic acid 100mg/ml oral drops, 15ml	₱71.00
Ascorbic acid 100mg/5ml syrup 120ml	₱108.00
Ascorbic Acid 500mg tablet	₱2.00
Calcium carbonate 500mg tablet	₱17.00
Calcium carbonate + Vit. D3 500mg+400IU tablet	₱12.00
Ferrous sulfate 325mg tablet	₱12.00
Ferrous Salt (equiv. to 30mg elemental iron/5ml 60ml syrup	₱200.00
Ferrous Salt + Folic Acid 60 mg elemental iron + 400 microgram folic acid coated tablet capsule	₱8.00
Iron Sucrose 20mg/ml, 5ML ampule	₱250.00
Multivitamins per 15ml drops	₱65.00
Multivitamins per ml 60ml syrup	₱70.00
Multivitamins Adult Vit A: 600-700mcg or 2,000-2,500 IU, Vit B1: 1.3-1.7mg, Vit B2:0.7-3mg, Vit B6: 1.6-2mg, Vit B12: 26mcg, Vit C: 65-80mg, Vit D: 400 IU (10 mcg)	₱7.00
Vitamin B1 B6 B12 100 mg + 5 mg + 50 mcg Tablet	₱7.00
Vitamin B1 B6 B12 100 mg + 1 mg, 3mL ampule	₱150.00
Zinc Solution, (equiv. to 10mg elemental zinc mL) drops , 15mL (as sulfate monohydrate)	₱81.00

Zinc Solution, (equiv. to 20mg elemental zinc 5mL syrup, 60mL (as sulfate monohydrate)	₱86.50
Zinc chewable tablet (equiv. to 30mg elemental zinc) as gluconate	₱3.00
<b>Solutions correcting water electrolytes, acid base, and caloric disturbances</b>	
All-in-One Admixtures 1400Kcal	₱7,950.00
Calcium Gluconate 10%, 10ML ampule	₱55.00
Oral Rehydration Salts (ORS 75Replacement) 5.125g sachet	₱12.00
Potassium Chloride 2mEq/ml, 20ML vial	₱50.00
Potassium Chloride 600mg tablet	₱15.50
Potassium Chloride 750mg durules	₱23.75
Potassium Citrate 10mEq tablet	₱10.75
Sodium Bicarbonate 650mg tablet	₱2.00
Sodium bicarbonate 1mEq/ml, 50ml (adult) (IV infusion)	₱172.50
Sodium bicarbonate 1mEq/ml, 100ml (adult) (IV infusion)	₱500.00
Sodium Chloride 2.5mEq/ml, 20ML vial	₱55.00
Sevelamer carbonate 800mg tablet	₱65.00
0.9% NaCl for IV Infusion solution 1L	₱85.00
0.9% NaCl for IV Infusion solution 500ml	₱85.00
0.9% Sodium Chloride 50ml bottle/bag (IV infusion)	₱85.00
0.9% NaCl Irrigating Solution 1L	₱85.00
10% Dextrose in Water 500ML	₱75.00
5% Dextrose in 0.3% Sodium Chloride 1L	₱85.00
5% Dextrose in 0.3% Sodium Chloride 500 mL	₱75.00
5% Dextrose in 0.9% Sodium Chloride 1L	₱75.00
5% Dextrose in Water 250ML, GLASS	₱130.00
5% Dextrose in Water 500 mL	₱75.00
5% Dextrose in Balanced Multiple Maintenance Solution (IMB) 500mL	₱75.00
Glucose (Dextrose) 50%, 50ml (IV) D5050	₱60.00
5% Dextrose in Lactated Ringer's Solution 1L	₱85.00
5% Dextrose in Lactated Ringer's Solution 500ML	₱85.00
Lactated Ringer's Solution 500ML	₱75.00
Lactated Ringer's Solution 1L	₱78.00
Sterile Water for Injection 50ML bottle	₱45.00
<b>Anti-histamine</b>	
Cetirizine (as dihydrochloride) 2.5mg/ml oral drops, 10ML	₱75.00
Cetirizine 1mg/ml, 60ML bottle	₱55.00
Cetirizine (as dihydrochloride) 10 mg tablet	₱20.00
Diphenhydramine (as Hydrochloride) 50 mg capsule	₱3.48
Diphenhydramine HCL 50mg/ml, 1ML ampule	₱40.00
Loratadine 10mg tablet	₱15.00
<b>Antidotes</b>	
Heparin (unfractionated) sodium 1000iu/ml, 5ml (IV infusion, SC) (bovine origin)	₱134.22
Phytomenadione (Phytonadione, Vitamin K1) 10 mg/mL, 1 mL solution for injection	₱30.00
<b>Blood Products and Blood Substitutes</b>	
Albumin, Human 25% 50ML bottle	₱3,050.00
Albumin, Human 20% 50ML bottle	₱1,850.00
Hydroxyethyl starch 6% 500ml	₱815.00
<b>Diuretics</b>	
Acetazolamide 250mg tablet	₱20.00
Furosemide 10mg/ml, 2ML ampule	₱7.50
Furosemide 20mg tablet	₱3.79
Furosemide 40mg tablet	₱6.00

Spironolactone 25mg tablet	₱10.00
Mannitol 20% 500ml	₱207.75
<b>Drugs acting on the Musculo-Skeletal System</b>	
Allopurinol 300mg tablet	₱11.50
Atracurium Besylate 10mg/ml, 2.5ml ampule	₱300.00
Celecoxib 200mg capsule	₱3.00
Celecoxib 400mg capsule	₱15.00
Colchicine 500mg tablet	₱2.10
Eperisone Hydrochloride 50mg	₱18.50
Ibuprofen 100mg/5ml, 60ML Suspension	₱52.00
Ibuprofen 200mg tablet	₱4.00
Mefenamic acid 500mg capsule	₱0.90
Methotrexate 25mg/ml, 2ml (IM, IV)	₱420.00
Rocuronium Bromide 10 mg/mL/5mL	₱300.00
Sugammadex 100mg/ml, 2ML vial	₱3,250.00
Suxamethonium (Succinylcholine) 20mg/ml, 10ml vial	₱614.70
5% Dextrose in Water 1L	₱85.00
<b>Vaccines</b>	
Human Immunoglobulin 50mg/mL, 100 mL vial	₱12,348.70
Immunoglobulin, Hepatitis B (Human) 0.5ml	₱3,000.00
Hepatitis B Vaccine (recombinant DNA) 10mcg/0.5ml monodose (IM) (pediatric)	₱205.00
BCG Vaccine freeze-dried powder, 100mcg/1ml ampule	₱750.00
<i>Note: Discounts can be availed at the Medical Social Service or at the Cashier</i>	



## 20. CT Scan Procedures

A computed tomography scan is a medical imaging procedure that uses X-rays to create detailed images of the inside of the body. CT-Scan section caters to all ambulatory and non-ambulatory patients who needs CT - Scan services.

Office or Division:	Radiology Unit: Diagnostic Section: <b>CT SCAN</b>	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	ER, OPD and Admitted Patient that requires CT-Scan services	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Out-patient:		
1. Hospital Card (1 original copy)	Admitting Section – Out Patient Department	
2. Radiology Request Form (1 original copy)	Out-Patient Department Medical Clinics <ul style="list-style-type: none"><li>• Internal Medicine Department</li><li>• Pediatrics Department</li><li>• Surgery Department</li><li>• Family Medicine Department</li><li>• Obstetrics and Gynecology Department</li></ul>	
3. Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance <ul style="list-style-type: none"><li>• Quezon City Citizen’s Identification Card (QC ID)</li><li>• e-Card / UMID</li><li>• Employee’s ID / Office ID</li><li>• Driver’s License</li><li>• Professional Regulation Commission (PRC) ID</li><li>• Passport</li><li>• Senior Citizen ID</li><li>• SSS ID</li><li>• Voter’s ID / COMELEC Registration Form</li><li>• Philippine Identification (PhilID / ePhilID)</li><li>• NBI Clearance</li><li>• BIR (TIN)</li><li>• Pag-ibig ID</li><li>• Person’s With Disability (PWD) ID</li><li>• Solo Parent ID</li><li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li><li>• Barangay ID</li><li>• Philippine Postal ID</li><li>• Phil-health ID</li><li>• School ID</li></ul>	Any Government Agency	
4. Order of Payment (1 original copy)	Radiology Department	
5. Present Official Receipt	Cashier Section	
For Admitted-patient/ ER-patient:		
1. Present Patient’s Chart (1 original copy)	Medical Division and Nursing Service – ER and Ward Department	
2. Radiology Request Form (1 original copy)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queue number	1. Provide queue number	None	5 Min.	<i>Radiologic Technologist / Radiology Department</i> <i>Nursing Aide / Radiology Department</i>
<i>Notes: Wait for your queue number to be called</i>				
2. Present request form and secure schedule for the procedure.	2.1. Receives request form	None	10 Min.	<i>Radiologic Technologist / Radiology Department</i> <i>Nursing Aide / Radiology Department</i>
	2.2. Confirms if written instructions of the preparation are followed prior the scheduled procedure		10 Min.	<i>Radiologic Technologist / Radiology Department</i> <i>Nursing Aide / Radiology Department</i>
	2.3. Inform the Patient or nursing on duty of the schedule		10 Min.	<i>Radiologic Technologist / Radiology Department</i> <i>Nursing Aide / Radiology Department</i>
3. Proceed to CT-Scan Room	2. Performs the procedure	None	1 Hour	<i>Radiologic Technologist / Radiology Department</i>
<i>Notes: Depending on which part of your body is being scanned, you may be asked to:</i> 1. Take off some or all your clothing and wear a hospital gown. 2. Remove metal objects, such as belts, jewelry, dentures and eyeglasses, that might affect image results. 3. Bowel preparation and not eat or drink for a few hours before your scan.				
4. Receiving of Charge Slip	3. Issue Charge Slip	None	10 Min.	<i>Radiologic Technologist / Radiology Department</i> <i>Nursing Aide / Radiology Department</i>
5. Pay or settle bill at the Cashier	5. Receives payment and issue official receipt	Please refer to the price list below	15 Min.	<i>Admin officer / (Cashier 1) / Cashier Section</i>
6. Claiming of Official Result	6. Releasing of Official Result	None	Result: In-Patient & ER: within 24 Hours OPD: 3 working days	<i>Radiologic Technologist / Radiology Department</i> <i>Nursing Aide / Radiology Department</i>
<i>Notes; Claiming of official result</i> 1. Patient: Present official receipt and any valid government identification card.				

2. Relative of the patient: Present official receipt, 1 photocopy of the patient's and relative valid government identification card, authorization letter.

<b>TOTAL:</b>	<b>Please refer to the price list below</b>	<b>Procedure: 2 Hours</b> <b>Result: In-Patient &amp; ER: within 24 Hours</b> <b>OPD: 3 working days</b>	
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CT- SCAN PLAIN		CT-SCAN WITH CONTRAST	
HEAD/BRAIN	PHP 3,500.00	HEAD/BRAIN	PHP 4,000.00
HEAD WITH 3D RECONSTRUCTION	PHP 3,150.00	CHEST	PHP 4,500.00
CHEST	PHP 3,500.00	CHEST HR	PHP 5,000.00
CHEST HR	PHP 4,000.00	MANDIBLE/NECK	PHP 5,000.00
CT ADRENALS	PHP 3,240.00	ORBITS	PHP 5,000.00
MANDIBLE/NECK	PHP 4,000.00	PNS	PHP 4,000.00
MANDIBLE/NECK WITH 3D RECONSTRUCTION	PHP 3,600.00	TEMPORAL BONE	PHP 5,000.00
ORBITS	PHP 4,000.00	NASOPHARYNX	PHP 4,500.00
PNS	PHP 3,000.00	FACIAL BONE	PHP 5,500.00
TEMPORAL BONE	PHP 4,000.00	THORACIC SPINE	PHP 5,000.00
NASOPHARYNX	PHP 3,500.00	LUMBOSACRAL SPINE	PHP 5,000.00
FACIAL BONE	PHP 4,500.00	<b>WHOLE ABDOMEN</b>	
FACIAL BONE WITH 3D RECONSTRUCTION	PHP 4,050.00	A. UNIPHASIC	PHP 8,000.00
THORACIC SPINE	PHP 4,000.00	B. Bi./TRIPHASIC	PHP 10,000.00
LUMBOSACRAL SPINE	PHP 4,000.00	<b>UPPER ABDOMEN</b>	
WHOLE ABDOMEN	PHP 7,500.00	A. UNIPHASIC	PHP 5,000.00
UPPER ABDOMEN	PHP 4,000.00	B. Bi./TRIPHASIC	PHP 8,000.00
LOWER ABDOMEN	PHP 4,000.00	<b>LOWER ABDOMEN</b>	
EXTREMITIES	PHP 3,500.00	A. UNIPHASIC	PHP 5,000.00
PELVIS	PHP 4,000.00	B. Bi./TRIPHASIC	PHP 8,000.00
STONOGRAM	PHP 7,000.00	EXTREMITIES	PHP 5,500.00
		PELVIS	PHP 5,500.00
		UROGRAM	PHP 9,000.00
		PELVIS	PHP 5,500.00
		UROGRAM	PHP 9,000.00
		CTA HEAD	PHP 8,500.00
		CTA PULMONARY	PHP 8,500.00
		(CTA) THORACIC/ ABDOMINAL AORTA	PHP 10,000.00

**Note: City Ordinance No. SP 2349 S-2014 / SP 2891, S-2019 /SP 3226, S-2023 for Prices and other fees.**

## 21. Ultrasound Procedures

Diagnostic Imaging service using high-frequency sound waves to capture real-time images of the inside of the body.

Office or Division:	Radiology Unit: Diagnostic Section: <b>ULTRASOUND</b>			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ER, OPD and Admitted Patient that requires ultrasound services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Out-patient:				
1. Hospital Card (1 original copy)			Admitting Section – Out Patient Department	
2. Radiology Request Form (1 original copy)			Out-Patient Department Medical Clinics <ul style="list-style-type: none"><li>• Internal Medicine Department</li><li>• Pediatrics Department</li><li>• Surgery Department</li><li>• Family Medicine Department</li><li>• Obstetrics and Gynecology Department</li></ul>	
3. Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance <ul style="list-style-type: none"><li>• Quezon City Citizen’s Identification Card (QC ID)</li><li>• e-Card / UMID</li><li>• Employee’s ID / Office ID</li><li>• Driver’s License</li><li>• Professional Regulation Commission (PRC) ID</li><li>• Passport</li><li>• Senior Citizen ID</li><li>• SSS ID</li><li>• Voter’s ID / COMELEC Registration Form</li><li>• Philippine Identification (PhilID / ePhilID)</li><li>• NBI Clearance</li><li>• BIR (TIN)</li><li>• Pag-ibig ID</li><li>• Person’s With Disability (PWD) ID</li><li>• Solo Parent ID</li><li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li><li>• Barangay ID</li><li>• Philippine Postal ID</li><li>• Phil-health ID</li><li>• School ID</li></ul>			Any Government Agency	
4. Order of Payment (1 original copy)			Radiology Department	
5. Present Official Receipt			Cashier Section	
For Admitted-patient/ ER-patient:				
1. Present Patient’s Chart (1 original copy)			Medical Division and Nursing Service – ER and Ward Department	
2. Radiology Request Form (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Get queue number	1. Provide queue number	None	5 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
<i>Notes: Wait for your queue number to be called</i>				
2. Present request form and secure schedule for the procedure	2.1. Receives request form	None	10 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
	2.2. Confirms if written instructions of the preparation are followed prior the scheduled procedure	None	10 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
	2.3. Inform the Patient or nursing on duty of the schedule	None	10 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
3. Proceed to Ultrasound room	3. Performs the procedure	None	1 Hour	<i>Radiologic Technologist I</i> Radiology Department
<i>Notes: Depending on which part of your body is being scanned, you may be asked to:</i> 1. Take off some or all your clothing and wear a hospital gown. 2. Remove metal objects, such as belts, jewelry, dentures and eyeglasses, that might affect image results. 3. Bowel preparation and not eat or drink for a few hours before your scan.				
4. Receiving of Order of Payment	4. Issue order of payment	None	10 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
5. Pay or settle bill at the cashier	5. Receives payment and issue official receipt	Please refer to the price list	15 Min.	<i>Admin officer I (Cashier 1)</i> Cashier Section
6. Claiming of Official Result	6. Releasing of Official Result	None	Result: In-Patient & ER: within 24 Hours OPD: 3 working days	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
<i>Notes; Claiming of official result</i> 1. Patient: Present official receipt and any valid government identification card. 2. Relative of the patient: Present official receipt, 1 photocopy of the patient's and relative valid government identification card, authorization letter.				

<b>TOTAL:</b>	<b>Please refer to the price list below</b>	<b>Procedure: 2 Hours</b>  <b>Result: In-Patient &amp; ER: within 24 Hours</b> <b>OPD: 3 working Days</b>	
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<b>ULTRASOUND PROCEDURE PRICE LIST</b>	
1 ORGAN (INCLUDING RLQ)	PHP 800.00
2D ECHO	PHP 2,500.00
HBT	PHP 1,000.00
UPPER ABDOMEN	PHP 1,200.00
LOWER ABDOMEN (KUBP or KUB + PELVIC)	PHP 1,200.00
WHOLE ABDOMEN	PHP 2,400.00
TRANSRECTAL (PROSTATE or PELVIC)	PHP 1,500.00
KUB	PHP 1,000.00
BREAST (BILATERAL)	PHP 1,500.00
THYROID	PHP 1,200.00
NECK	PHP 1,500.00
CRANIAL	PHP 950.00
SCROTAL WITH DOPPLER	PHP 1,350.00
INGUINOSCROTAL WITH DOPPLER	PHP 1,500.00
FAST	PHP 1,500.00
CHEST	PHP 800.00
CHEST MAPPING UNILATERAL	PHP 1,200.00
CHEST MAPPING (BILATERAL)	PHP 1,700.00

**Note: City Ordinance No. SP 2349 S-2014 / SP 2891, S-2019 /SP 3226, S-2023 for Prices and other fees.**

## 22. X-Ray Procedures

X-ray Imaging service uses ionizing radiation to produce detailed images of the body's internal structures. X-ray is a quick, non-invasive method to evaluate bone fractures, detects abnormalities, and assist in diagnosing various medical conditions.

Office or Division:	Radiology Unit: Diagnostic Section: X-RAY			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ER, OPD and Admitted Patient that requires X-RAY services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Out-patient:				
1. Hospital Card (1 original copy)			Admitting Section – Out Patient Department	
2. Radiology Request Form (1 original copy)			Out-Patient Department Medical Clinics <ul style="list-style-type: none"><li>• Internal Medicine Department</li><li>• Pediatrics Department</li><li>• Surgery Department</li><li>• Family Medicine Department</li><li>• Obstetrics and Gynecology Department</li></ul>	
3. Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance <ul style="list-style-type: none"><li>• Quezon City Citizen’s Identification Card (QC ID)</li><li>• e-Card / UMID</li><li>• Employee’s ID / Office ID</li><li>• Driver’s License</li><li>• Professional Regulation Commission (PRC) ID</li><li>• Passport</li><li>• Senior Citizen ID</li><li>• SSS ID</li><li>• Voter’s ID / COMELEC Registration Form</li><li>• Philippine Identification (PhilID / ePhilID)</li><li>• NBI Clearance</li><li>• BIR (TIN)</li><li>• Pag-ibig ID</li><li>• Person’s With Disability (PWD) ID</li><li>• Solo Parent ID</li><li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li><li>• Barangay ID</li><li>• Philippine Postal ID</li><li>• Phil-health ID</li><li>• School ID</li></ul>			Any Government Agency	
4. Order of Payment (1 original copy)			Radiology Department	
5. Present Official Receipt			Cashier Section	
For In-patient/ER-patient:				
1. Present Patient’s Chart (1 original copy)			Medical Division and Nursing Service – ER and Ward Department	
2. Radiology Request Form (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Get queue number	1. Provide queue number	None	5 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
<i>Notes: Wait for your queue number to be called.</i>				
2. Present request form and secure schedule for the procedure	2.1 Performs the procedure	None	10 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
	2.2. Confirms if written instructions of the preparation are followed prior the scheduled procedure	None	10 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
	2.3. Inform the Patient or nursing on duty of the schedule	None	10 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
3. Proceed to X-Ray room	3. Performs the procedure	None	1 Hour	<i>Radiologic Technologist I</i> Radiology Department
<i>Notes: Depending on which part of your body is being scanned, you may be asked to:</i> 1. Take off some or all your clothing and wear a hospital gown. 2. Remove metal objects, such as belts, jewelry, dentures and eyeglasses, that might affect image results. 3. Bowel preparation and not eat or drink for a few hours before your scan.				
4. Receiving of Order of Payment	4. Issue order of payment	None	10 Min.	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
5. Pay or settle bill at the cashier	5. Receives payment and issue official receipt	Please refer to the price list	15 Min.	<i>Admin officer I (Cashier 1)</i> Cashier Section
6. Claiming of Official Result	6. Releasing of Official Result	None	Result: In-Patient & ER: within 24 Hours OPD: 3 working days	<i>Radiologic Technologist I</i> Radiology Department  <i>Nursing Aide I</i> Radiology Department
<i>Notes; Claiming of official result</i> 1. Patient: Present official receipt and any valid government identification card. 2. Relative of the patient: Present official receipt, 1 photocopy of the patient's and relative valid government identification card, authorization letter.				



<b>TOTAL:</b>	<b>Please refer to the price list</b>	<b>Procedure: 2 Hours</b> <b>Result: In-Patient &amp; ER: within 24 Hours</b> <b>OPD: 3 working days</b>	
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<b>X-RAY PROCEDURE PRICELIST</b>			
CHEST PA	PHP 300.00	THORACIC SPINE OBLIQUE	PHP 468.00
CHEST PA/L	PHP 400.00	LUMBOSACRAL SPINE	PHP 450.00
CHEST ALV/ CONED DOWN	PHP 250.00	LUMBOSACRAL SPINE + OBLIQUE VIEW	PHP 550.00
CHEST LATERAL	PHP 250.00	SCOLIOTIC STUDY	PHP 900.00
CHEST AP/ LATERAL (PEDIA)	PHP 250.00	ABDOMEN SUPINE AND UPRIGHT	PHP 500.00
CHEST LATERAL DECUBITUS	PHP 250.00	ABDOMEN (PORTABLE)	PHP 375.00
CHEST (PORTABLE)	PHP 315.00	PELVIS (AP)	PHP 300.00
RIBS/THORACIC CAGE	PHP 400.00	PELVIS + FROG LEG	PHP 600.00
SKULL (PA/L)	PHP 400.00	SHOULDER UNILATERAL	PHP 300.00
MANDIBLE	PHP 700.00	SHOULDER AP/O	PHP 450.00
MASTOID	PHP 500.00	ELBOW (UNILATERAL)	PHP 350.00
TMJ	PHP 600.00	ANKLE (UNILATERAL)	PHP 350.00
WATER'S VIEW	PHP 300.00	FOOT (UNILATERAL)	PHP 350.00
PARANASAL SINUSES	PHP 450.00	HUMERUS (UNILATERAL)	PHP 350.00
SUBMENT OVERTEX/TOWNES VIEW	PHP 250.00	FEMUR (UNILATERAL)	PHP 350.00
ORBITS	PHP 450.00	LOWER LEG (UNILATERAL)	PHP 350.00
NASAL BONES /SOFT TISSUE LATERAL	PHP 500.00	HAND (UNILATERAL)	PHP 350.00
CERVICAL SPINE (AP/L)	PHP 450.00	EXTREMITY (UNILATERAL)	PHP 750.00
CERVICAL SPINE (AP/L) + O	PHP 550.00	SKULL SERIES (ADULT)	PHP 468.00
COCCYX	PHP 234.00	SCAPULAR Y	PHP 234.00
THORACIC SPINE	PHP 450.00	FOREARM (UNILATERAL)	PHP 115.00
WRIST (UNILATERAL)	PHP 350.00		

<b>PEDIA</b>	
BABYGRAM	PHP 300.00
ABDOMEN (PEDIA)	PHP 350.00
SKULL SERIES (PEDIA)	PHP 500.00
ZYGOMA/CHEEK BONE	PHP 150.00
HIP JOINT (UNILATERAL) PEDIA	PHP 234.00
SUNRISE / SUNSET VIEW KNEE	PHP 350.00

**Note: City Ordinance No. SP 2349 S-2014 / SP 2891, S-2019 /SP 3226, S-2023 for Prices and other fees.**

## 23. Respiratory Therapy Department Services

The Respiratory Therapy Department provides invasive and non-invasive diagnostic tests related to respiratory care.

<b>Office or Division:</b>	Respiratory Therapy Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Non-Emergent Care Patients or Out Patient Department Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Request Form			Out-Patient Department Medical Clinics <ul style="list-style-type: none"> <li>• Internal Medicine Department</li> <li>• Pediatrics Department</li> <li>• Surgery Department</li> <li>• Family Medicine Department</li> <li>• Obstetrics and Gynecology Department</li> </ul>	
2. Hospital Card			Admitting Section – Out Patient Department	
3. Present any Government Issued Identification Card <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
4. Order of Payment <i>Remark: Order of Payment will be given after the procedure</i>			Respiratory Therapy Department	
5. Present Official Receipt			Cash Operation Section	
<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	None	3 Min.	<i>Respiratory Therapist I</i>

1. Present Request Form, Hospital Card, and any Available Government Issued Identification Card	request form from the patient and verify patient identification			Respiratory Therapy Department
	1.2. Gives verbal and written instruction for preparation prior the procedure		10 Min.	<i>Respiratory Therapist I</i> Respiratory Therapy Department
	1.3. Inform the patient of the schedule of the procedure		3 Min.	<i>Respiratory Therapist I</i> Respiratory Therapy Department
2. Present self for the procedure	2.1. Explain the procedure and its purpose	None	10 Min.	<i>Respiratory Therapist I</i> Respiratory Therapy Department
	2.2 Prepare the needed supplies		15 Min.	<i>Respiratory Therapist I</i> Respiratory Therapy Department
	2.3 Proceed with the procedure		2 Hours	<i>Respiratory Therapist I</i> Respiratory Therapy Department
3. Receiving of Order of Payment and other instructions	3.1 Issue Order of Payment to the patient	None	3 Min.	<i>Respiratory Therapist I</i> Respiratory Therapy Department
	3.2. Inform the patient about the schedule for the release of official results and gather the necessary information to notify the patient of the official result.		5 Min.	<i>Respiratory Therapist I</i> Respiratory Therapy Department
4. Pay or Settle the bill to receive the Official Receipt	4.1. Receives payment and issue Official Receipt	Please refer to the price list	10 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	4.2. Proceeds to forward the result to the Pulmonologist for Interpretation and Signing	None	2 Days	<i>Respiratory Therapist I</i> Respiratory Therapy Department  <i>Medical Specialist</i> Internal Medicine Department
	4.3. Inform the patient once the results are available	None	5 Min.	<i>Respiratory Therapist I</i> Respiratory Therapy Department
5. Proceed to the Respiratory Therapy Department and Present the Official Receipt to Claim the Official Result)	5.1. Verify the patient's identification and record Official Receipt Number.	None	3 Min.	<i>Respiratory Therapist I</i> Respiratory Therapy Department
	5.2. Release the official result to the patient and document the release of the patient's official result		10 Min.	<i>Respiratory Therapist</i> <i>Respiratory Therapy Department</i>

<b>TOTAL:</b>	<b>Please refer to the price list</b>	<b>2 Days, 3 Hours, and 7 Min.</b>	
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<b>RESPIRATORY THERAPY DEPARTMENT OUT-PATIENT PRICE LIST</b> <b>UPDATED AS OF FEBRUARY 5, 2024</b>	
<b>SERVICE / PROCEDURE</b>	<b>PRICE</b>
Simple Spirometry	PHP 1,300.00
Pre and Post Bronchodilator	PHP 1,500.00
Sputum Induction Fee	PHP 500.00
Nebulization	PHP 40.00
Arterial Blood Gas Test	PHP 700.00
Incentive Spirometry	PHP 250.00
Electrocardiogram (ECG)	PHP 300.00

# Medical Division

## 1. Emergency Department 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 – Government to Citizen			
<b>Who may avail:</b>	All Emergency Room Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Hospital Card			Admitting Section – Emergency Department	
2. Present any Government Issued identification card: <ul style="list-style-type: none"> <li>• Quezon City Citizen's Identification Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC)</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• COMELEC / Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
3. Clearance Slip			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 the Triage Area	1.1. Issues Registration Form	None	1 Min.	<i>Security Personnel</i> Engineering and Maintenance Department
	1.2. Issues ID lace for the relative or companion of patient		1 Min	<i>Security Personnel</i> Engineering and Maintenance Department
	1.3. Taking of Vital Signs		5 Min.	<i>Nurse Aide I</i> Emergency Department
	1.4. Classify the patient according to the		10 Min.	<i>Triage Officer</i>

	Emergency Department Triage Classification Table			Emergency Department
	1.5. Encode patient's data in the Integrated Hospital Operations and Management Information System (IHOMIS)		10 Min.	<i>Admitting Staff</i> Admitting Section – Emergency Department
	1.6 Issues Hospital Card (for new patients) and ID Tag		1 Min.	<i>Admitting Staff</i> Admitting Section – Emergency Department
	1.7 Issues Emergency Room Chart		5 Min.	<i>Admitting Staff</i> Admitting Section – Emergency Department
	1.8 Document patient at Emergency Room Triage Logbook		5 Min.	<i>Triage Officer</i> Emergency Department

**Note:**

*All Level 1 (Resuscitative) and Level 2 (Emergent) cases are attended to with priority.*

*All Level 5 (Non-Urgent) cases are transferred to the Out-Patient Department.*

2. Proceeds to the Emergency Room	2.1 Vital signs taken by nurse associate	None	5 Min.	<i>Nurse Aide I</i> Emergency Department
	<i>Note: In the absence of bed, the patient remains in the triage area</i>			
	2.2 Endorse patient chart to the Department Nurse		5 Min.	<i>Nurse I</i> Emergency Department
	2.3 Assess patient's condition and order appropriate laboratory examinations, medications, and other necessary medical management		15 Min.	<i>Medical Officer I</i> Medical Service Division
	2.4 Encode laboratory requests		10 Min.	<i>Nurse I</i> Emergency Department
	2.5 Accomplish the radiologic request form and forward it to the Radiology Department		5 Min.	<i>Medical Officer I</i> Medical Service Division
	2.6 Accompany patient to Radiology Department		15 Min.	<i>Nurse I</i> Emergency Department  <i>Nurse Aide I</i> Emergency Department

	2.7 Get informed consent and perform necessary clinical procedure (e.g., intubation, suturing, etc.)		10 Min.	Medical Officer / Medical Service Division
	2.8 Carry out doctor's orders and give medications		5 Min.	Nurse / Emergency Department
	2.9 Observation and Monitoring of the patient's condition		3 Hours	Medical Officer / Medical Service Division
	2.10 Decide patient's clinical disposition			Medical Officer / Medical Service Division
Note: The following dispositions can be made by the medical officer: 1. May Go Home (MGH) 2. Discharge Against Medical Advice (DAMA) 3. Transfer to Hospital of Choice (THOC) 4. Emergency Room Death (ER Death) 5. Dead On Arrival (DOA) 6. For Admission				
3.1. If for MGH, DAMA, THOC, ER Death, or DOA	3.1.1. Facilitates the clearance via the Hospital Information System	None	10 Min.	Nurse / Emergency Room Department
	3.1.2. Instructs patient or relative to proceed to the Cashier Section for payment		30 Min.	Nurse / Emergency Room Department
	3.1.3. Gives discharge instructions to the patient such as home medication, request of procedure (if any) and return visit to OPD		5 Min.	Medical Officer / Emergency Room Department  Nurse / Emergency Room Department
3.2. If for Admission	3.2.1. Directs relative to Emergency Room Admitting Section		5 Min.	Nurse / Emergency Room Department
Note: 1. In case the patient avails financial assistance, proceed to Medical Social Service 2. Reference of charges: Ordinance No. 3226, 2023. Unified rates and charges 3. One copy of the clearance slip is attached to the patient's chart; One is given to the Security Guard upon exit.				
TOTAL:		Please refer to the Emergency Room-Statement of Account issued by the Cashier Section	<u>If MGH, DAMA, THOC, ER Death or DOA:</u> 5 Hours and 50 Min.  <u>If For Admission:</u> 4 Hours and 53 Min.	

## 2. Heart Station Procedures

2D ECHO with Doppler, ECG, Treadmill Stress Test, 24-Hours Holter Monitoring

Office or Division:	Diagnostic Section: Heart Station			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ER-Patient, Out-Patient, and In-Patient and all staff of the Nursing Service Division			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Out-patient:				
1. Hospital Card (1 original copy)			Out-Patient Department	
2. Request Form (1 original copy)			Out-Patient Department Clinics <ul style="list-style-type: none"><li>• Internal Medicine Department</li><li>• Pediatrics Department</li><li>• Surgery Department</li><li>• Family Medicine Department</li><li>• Obstetrics and Gynecology Department</li></ul>	
3. Present any government Issued identification card <ul style="list-style-type: none"><li>• Quezon City ID</li><li>• e-Card / UMID</li><li>• Employee’s ID / Office ID</li><li>• Driver’s License</li><li>• Professional Regulation Commission (PRC) ID</li><li>• Passport</li><li>• Senior Citizen ID</li><li>• SSS ID</li><li>• Voter’s ID / COMELEC Registration Form</li><li>• Philippine Identification (PhilID / ePhilID)</li><li>• NBI Clearance</li><li>• BIR (TIN)</li><li>• Pag-ibig ID</li><li>• Person’s With Disability (PWD) ID</li><li>• Solo Parent ID</li><li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li><li>• Barangay ID</li><li>• Philippine Postal ID</li><li>• Phil-health ID</li><li>• School ID</li></ul>			Any Government Agency	
Charge slip or Order of Payment <i>Note: Charge slip or Order of Payment will be given after the procedure</i>			Heart Station	
Present Official Receipt			Cash Operation Department	
For In-patient/ ER-patient:				
1. Patient’s Chart (1 original copy)			Emergency Room General Nursing Department Special Care Unit	
2. Request Form (1 original copy)			Requesting Physician	
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSIN	PERSON



	ACTIONS	PAID	G TIME	RESPONSIBLE
1. Proceed to Diagnostic Assistance Center and present Request Form <ul style="list-style-type: none"> <li>Out-patient: Patient</li> <li>ER-Patient: NOD/NA</li> <li>In-patient: NOD/NA</li> </ul>	1.1. Receives request form	None	10 Min.	<i>Radiology Aide</i> Radiology Department
	1.2. Gives verbal and written instructions for preparation prior to the procedure		2 Min.	<i>Radiology Aide</i> Radiology Department
	1.3. Inform the Patient or Nurse on Duty of the schedule		2 Min.	<i>Radiology Aide</i> Radiology Department
2. Proceed to the Heart Station and present self for the procedure  <i>Note: Holter for admitted patient only</i>	2.1. Explain the procedure	None	3 Min.	<i>Heart Station Nurse</i> Heart Station
	2.2. Performs the procedure		1 Hour	<i>Heart Station Nurse</i> Heart Station
3. Receiving of Charge Slip and other instructions	3.1. Issue charge slip	None	3 Min.	<i>Heart Station Nurse</i> Heart Station
	3.2. Inform the patient about the schedule for releasing official results		2 Min.	<i>Heart Station Nurse</i> Heart Station
4. Present the charge slip and Pay or Settle the bill to receive the Official Receipt	4.1. Receives Payment and issue Official Receipt <ul style="list-style-type: none"> <li>ECG PHP 236.00</li> <li>2D ECHO PHP 2500.00</li> <li>HOLTER PHP</li> <li>STRESS TEST PHP</li> </ul>	<ul style="list-style-type: none"> <li>ECG PHP 236.00</li> <li>2D ECHO PHP 2500.00</li> <li>HOLTER PHP</li> <li>STRESS TEST PHP</li> </ul>	5 Min.	<i>Collecting Officer</i> Cash Operation Section
	4.2 Proceeds to forward the result to the Cardiologist for Interpretation and Signing	None	<ul style="list-style-type: none"> <li>ECG - 2 Days</li> <li>2D ECHO - 2 Days</li> <li>24-Hours Holter Monitoring - 2 Days</li> <li>Stress Test 1 – 2 Days</li> </ul>	<i>Heart Station Nurse</i> Heart Station  <i>Medical Specialist</i> Internal Medicine Department
5. Proceed to Diagnostic Assistance Center and present Official	5.1. Encode the Official Receipt	None	2 Min.	<i>Heart station Nurse/ Nurse Assistant</i> <i>Radiologic Technologist Aide</i>

Receipt	5.2. Release of Official Result; Provide a digital copy (if requested)		10 Min.	<i>Radiology Aide</i> Radiology Department
<b>TOTAL:</b>		<b>Please refer to the price list</b>	<b>Procedure:</b> <b>27 Min.</b>  <b>Result:</b> <b>ECG – 2 Days</b> <b>2D Echo – 2 Days</b> <b>Holter Test – 2 Days</b> <b>Stress Test – 1 to 2 Days</b>	

HEART STATION PRICE LIST	
ECG	PHP 300.00
2D ECHO	PHP 2,500.00
HOLTER	PHP 3,500.00
STRESS TEST	PHP 2,500.00

### 3. 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>	All Admitted, Emergency Room, and Out-Patient Department Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Form			Obstetrics and Gynecology Department	
2. Order of Payment			Diagnostic Assistance Center	
3. Present Official Receipt			Cashier Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request form and secure schedule for the procedure	1.1. Receives request form	None	10 Min.	<i>Radiology Aide</i> Radiology Department  <i>Radiologic Technologist</i> Radiology Department
	1.2. Instruct the patient on the schedule of the procedure.		10 Min.	<i>Radiology Aide</i> Radiology Department  <i>Radiologic Technologist</i> Radiology Department
2. Proceed to the ultrasound room for the procedure.	2.1. Perform the requested procedure and	None	40 Min.	<i>Medical Specialist</i> Obstetrics and Gynecology Department – Ultrasound Section  <i>Perinatologist</i> Obstetrics and Gynecology Department – Ultrasound Section
	2.2. Instructs patient to proceed to Diagnostic Assistance Center (DAC) to secure charge slip		5 Min	<i>Administrative Aide</i> Obstetrics and Gynecology Department – Ultrasound Section
	2.3. Encode data for official results.		1 Hour.	<i>Administrative Aide</i> Obstetrics and Gynecology Department – Ultrasound Section
	2.4. Verification and signing of the official result		5 Min.	<i>Medical Specialist</i> Obstetrics and Gynecology Department – Ultrasound Section  <i>Perinatologist</i> Obstetrics and Gynecology Department – Ultrasound Section

3. Receiving of Charge Slip and other instructions	3.1. Issue Charge Slip to the patient.	None	3 Min.	<i>Radiology Aide</i> Radiology Department  <i>Radiologic Technologist</i> Radiology Department
	3.2. Inform the patient about the schedule for releasing of official results		5 Min.	<i>Radiology Aide</i> Radiology Department  <i>Radiologic Technologist</i> Radiology Department
4. Pay or settle the bill to receive the Official Receipt	4. Receives payment and issues an official receipt to the patient.	None	20 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
5. Proceed to DAC and Present the Official Receipt and sign the Receiving Logbook to receive the Official Result	5.1. Encode the Official Receipt	None	5 Min.	<i>Radiology Aide</i> Radiology Department  <i>Radiologic Technologist</i> Radiology Department
	5.2. Document the release of the official result by letting the patient sign in the Receiving Logbook		5 Min	<i>Radiology Aide</i> Radiology Department  <i>Radiologic Technologist</i> Radiology Department
	5.3. Release the Official Result		10 Min.	<i>Radiology Aide</i> Radiology Department  <i>Radiologic Technologist</i> Radiology Department
<b>TOTAL</b>		<b>Please refer to the price list below</b>	<b>3 Hours and 8 Min.</b>	

<b>OBSTRETICS AND GYNECOLOGY PROCEDURE FEES</b>	
Transvaginal Ultrasound	P1,500.00
Transrectal Ultrasound	P1,500.00
Pelvic Ultrasound	P1,500.00
Biophysical Profile Scoring	P1,500.00

## 4. Out Patient Department Consultation

Caters all ambulatory patients needing primary care

<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-Emergency Care Patients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Present valid government issued ID <ul style="list-style-type: none"> <li>• e-Card / UMID</li> <li>• Employee's ID / Office Id</li> <li>• Driver's License*</li> <li>• Professional Regulation Commission (PRC) ID *</li> <li>• Passport *</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• COMELEC / Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance *</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID *</li> <li>• Barangay ID *</li> <li>• Philippine Postal ID *</li> <li>• Phil-health ID</li> <li>• School ID **</li> <li>• Other valid government-issued IDs</li> <li>• Quezon City Citizens Card (QC ID)</li> </ul>			Any Government Agency	
2. Hospital Card (1 original copy)			Admitting Section – Out Patient Department	
3. Order of Payment (1 original copy) <i>Remarks: Order of Payment will be given after the consultation</i>			Medical Clinic <ul style="list-style-type: none"> <li>• Family Medicine</li> <li>• Internal Medicine</li> <li>• Pediatrics</li> <li>• Surgery</li> <li>• OB-Gynecology</li> <li>• Dental</li> <li>• Specialty Clinics</li> </ul>	
4. Present official receipt (1 original copy)			Cashier Section	
<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 Out-Patient Department (OPD) for Triage	1. Provide Health Declaration Form	None	5 Min.	<i>Nurse I</i> Nursing Service Division  <i>Nursing Aide I</i> Nurse Service Division

2. Fill-out Health Declaration Form	2.1. Verifies patient data.	None	3 Min.	<i>Nursing Aide I</i> Nurse Service Division
	2.2. Triage the patient based on chief complaint		5 Min.	<i>Nursing Aide II</i> Nurse Service Division
	2.3. Takes the vital signs		5 Min.	<i>Nurse I</i> Nursing Service Division
3. Proceed to the designated patient waiting area.	3.1. Health Declaration will be forwarded to the Out Patient Department Admitting Section	None	5 Min.	<i>Nursing Aide I</i> Nurse Service Division
	3.2. Register patient data in iHomis. For new patients, a new chart will be issued. For existing patients, the patient record will be retrieved		30 Min.	<i>Admitting Staff</i> Admitting Section – Out Patient Department
	3.3. Receiving of the patient chart from Medical Records to the Assigned Clinic for consultation and will call the patient for consultation.		3 Hours	<i>Nursing Aide I</i> Nurse Service Division
4. Proceed to the Medical Clinic for consultation, once called. a. Family Medicine b. Internal Medicine c. Pediatrics d. Surgery e. OB-Gynecology f. Dental g. Specialty Clinics	4.1. Assess medical history, conduct a thorough examination, determine the diagnosis, and discuss the condition and treatment plan.	None	30 Min.	Medical Specialist Medical Service Division  Medical Officer Medical Service Division
	4.2. Issue an Order of Payment Slip to the patient		5 Min.	<i>Nursing Aide I</i> Nurse Service Division
<b>Note:</b> 1. The doctor issues Inter-departmental referral Form, if the patient needs to be transferred to Emergency Room or need to be seen by another specialist. 2. Medical Certificate issued upon request of the patient 3. Issuance of Certificate of Non-Apparent Disability to PWD qualified individuals.				
5. Received Order of Payment issued by the designated OPD Clinic and proceed to the	5. Receives payment and Issues Official Receipt	Please refer to the pricelist	5 Min.	<i>Administrative Officer I (Cashier I)</i> Cash Operation Department

cashier for payment of fees.				
6. Proceeds back to the designated OPD clinic and present official receipt	6.1. Verifies the official receipt and returned the Hospital card.	None	10 Min.	Nursing Attendant Nursing Service Division
	6.2. Instruct the patients or patient's relative on medical prescription, diagnostic work-ups, and follow-up checkups if needed.			
NOTE: City Ordinance No. SP-2349, S-2014/ SP-2891for charges and other fees				
TOTAL:		Please refer to the price list below	4 Hours and 43 Min.	

<b>Out-Patient Department Charges</b>	
1. OPD Consultation Fee (Old)	
- New Patient	PHP 100,00
- Old Patient	PHP 50,00
2. Hospital Card Fee	PHP 50,00
3. Lost Card Fee	PHP 50,00
4. Medical Certificate	PHP 30,00
<b>NOTE: City Ordinance No. SP-2349, S-2014/ SP-2891for charges and other fees</b>	

## 5. Elective And Emergency Procedures

This Service Refers To The Elective And Emergency Procedures At The Operating Room Complex

<b>Office or Division:</b>	Operating Room Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients for Elective and Emergency Procedures; RMBGH staff under Nursing Service Division			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Patient Chart <ul style="list-style-type: none"> <li>OR Elective/ Emergency Proposal Form</li> </ul>			Clinical Ward Special Care Area Out-Patient Department Emergency Room Department	
2. Wrist Tag			Admitting Section Out-Patient Department Admitting Section Emergency Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The patient is brought to the Operating Room Complex	1. Verifies and ensures the correct identification of the patient by cross-checking with the wristband and reviews the completeness of the chart.	None	30 Min.	<i>Medical Specialist/ Medical Officer</i> Anesthesiology Department  <i>Medical Specialist/ Medical Officer</i> Surgery Department  <i>Medical Specialist/ Medical Officer</i> Obstetrics and Gynecology Department  <i>Medical Specialist (Gastroenterologist)</i> Internal Medicine Department  <i>Nurse I</i> Operating Room Complex  <i>Nursing Aide</i> Operating Room Complex
2. In the Operating Theater	2. Intraoperative Care: Prepares the patient and hooks up the necessary monitors needed for the procedure.	None	12 Hours	<i>Medical Specialist</i> Anesthesiology Department  <i>Surgeon</i> Surgery Department



	Setting up of the sterile field. Pre-counting of sponges, needles, and instruments. Accomplish the Safety Surgical Checklist. Starts the procedure First and final counting of sponges, needles, and instruments complete and correct. The procedure has ended. Proceed with post-operative care			<i>Nurse I</i> Operating Room Complex  <i>Nursing Aide</i> Operating Room Complex
3. Transfer to Post Anesthesia Care Unit (PACU)	3. Transfer the patient safely to the PACU after completing the necessary procedures.	None	10 Min.	<i>Medical Specialist/ Medical Officer</i> Anesthesiology Department  <i>Nurse I</i> Operating Room Complex  <i>Nursing Aide</i> Operating Room Complex
4. In the PACU	4. Post-Operative Care Unit: Monitoring of Patients until transfer out	None	5 Hours	<i>Medical Specialist/ Medical Officer</i> Anesthesiology Department  <i>Nurse I</i> Operating Room Complex – PACU
<b>TOTAL:</b>		<b>None</b>	<b>17 Hours and 40 Min.</b>	

## 6. Expanded Newborn Screening

In compliance to Republic Act 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>	
1. Present valid government issued ID <ul style="list-style-type: none"> <li>• e-Card / UMID</li> <li>• Employee's ID / Office Id</li> <li>• Driver's License*</li> <li>• Professional Regulation Commission (PRC) ID *</li> <li>• Passport *</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• COMELEC / Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance *</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID *</li> <li>• Barangay ID *</li> <li>• Philippine Postal ID *</li> <li>• Phil-health ID</li> <li>• School ID **</li> <li>• Other valid government-issued IDs</li> <li>• Quezon City Citizens Card (QC ID)</li> </ul>			Newborn Screening Room	
2. Newborn Screening Registry Cards			Newborn screening Nurse	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Listen to the lecture on the step-by-step procedure of newborn screening	1. Discuss the benefits of the test and explain the step-by-step procedure to the mother.	None	10 Min.	Newborn Screening Nurse Nursing Service Division
<b>Notes:</b> <ul style="list-style-type: none"> <li>• Fees will be covered by PhilHealth for all PhilHealth members.</li> <li>• Non-PhilHealth members will be referred to the Medical Social Service for Point of Service enrolment.</li> </ul>				
2. Provide personal information and	2.1. Validates the personal information	None	5 Min.	Newborn Screening Nurse

details of birth history.	and details of birth history.			Nursing Service Division
	2.2 Registers the newborn in the Expanded Newborn Screening Logbook.		5 Min.	Newborn Screening Nurse Nursing Service Division
3. Proceed with the Newborn to the Newborn Screening room for the test.	3.1 Perform blood test thru a <i>Heel Prick</i> .	None	3 Min.	Newborn Screening Nurse Nursing Service Division
	3.2. Advise the mother to wait for 2-3 weeks for the result of the test.		3 Min.	Newborn Screening Nurse Nursing Service Division
<i>Note: The Filter Card will be sent to the Newborn Screening Center/National Institute of Health for testing.</i>				
4. Receives an SMS or text message of the available result for pick-up.	4. Inform the mother thru SMS to claim the official result at the Rosario Maclang Bautista General Hospital (RMBGH)	None	5 Min.	Newborn Screening Nurse Nursing Service Division
<b>Notes:</b> <i>1. If the result is POSITIVE, the Newborn Screening nurse will instruct the mother to bring the newborn to the appropriate Confirmatory facilities; and advise to follow up at the Out-Patient Department (OPD) once Confirmatory result is available.</i> <i>2. If the result is INVALID /INSUFFICIENT, proceed to STEP 3 (Repeat Newborn Screening test)</i>				
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

## 7. Newborn Hearing Screening

In compliance to Republic Act 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.

Office or Division:	Pediatrics Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Newborn babies delivered at RMBGH to include non-institutional deliveries admitted at RMBGH; All mothers of the Newborn babies delivered at RMBGH			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Newborn Hearing Registry Card			Newborn hearing screening Nurse	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Listens to the benefits and details of the procedure for the Newborn Hearing Screening test.	1. Discuss the benefits and explain the step-by-step procedure to the mother regarding the test.	None	5 Min.	Newborn Screening Nurse Nursing Service Division
2. Provide details of birth history and additional personal information as required.	2.1. registers the details of birth history and personal information in the Newborn Hearing Screening Reference Center (NHSRC)	None	5 Min.	Newborn Screening Nurse Nursing Service Division
	2.2 Enters the same data in the Newborn Hearing Logbook of the hospital.		5 Min.	Newborn Screening Nurse Nursing Service Division
3. Proceed to the Newborn Hearing Screening room for the test.	3. Prepare and perform the otoacoustic emission test on the newborn.	None	10 Min.	Newborn Screening Nurse Nursing Service Division
4. Claim the result of the otoacoustic emission test	4.1. Provide photocopy of the seals (otoacoustic test result)	None	5 Min.	Newborn Screening Nurse Nursing Service Division
	4.2. Logs in the test result received by the mother.			Newborn Screening Nurse Nursing Service Division
Notes: 1. If the result is “REFER”, the mother will be instructed to bring back the newborn (baby) after one month for repeat test. 2. If the result is “PASSED”, the mother is advised to monitor the hearing ability and symptoms related to hearing of the child.				
TOTAL:		None	30 Min.	

# Nursing Services Division

## 1. 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		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Present any government Issued identification card <ul style="list-style-type: none"> <li>• Quezon City Citizens Card (QC ID)</li> <li>• e-Card / UMID</li> <li>• Employee's ID / Office ID</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Passport</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID</li> <li>• Barangay ID</li> <li>• Philippine Postal ID</li> <li>• Phil-health ID</li> <li>• School ID</li> </ul>			Any Government Agency	
2. Statement of Account			Billing and Claims Department	
3. Present Official Receipt			Cashier Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire Status of patient/s for discharge	1. Inform and orient the patient for the process of discharge	None	10 Min.	Nurse / Nursing Service Division
2. Seek Clearance from different departments concerned	2. Validate and sign Discharge Clearance Slip	None	1 Hour	Nurse / Emergency Room  Medical Technologist / Pathology Department  Radiology Technologist / Radiology Department  Respiratory Therapist / Respiratory Unit

				<i>Pharmacist I</i> Pharmacy Department  <i>Administrative Officer I</i> Hospital Information Management Department  <i>Nurse I</i> Special Care Area
3. Presents Discharged Clearance Slip to Billing and Claims Department	3.1. Validate and issue Discharge Clearance Slip	None	20 Min.	<i>Billing and Claims Clerk</i> Billing and Claims Department
	3.2. Releases the Statement of Account	None	15 Min.	<i>Billing and Claims Clerk</i> Billing and Claims Department
4. Settle the bill at the cashier	4. Receives payment and issue Official Receipt	Please refer to the final bill	5 Hours	<i>Administrative Aide I (Cashier I)</i> Cashier Section
<b>Note: City Ordinance No. SP 2349 S-2014 / SP 2891, S-2019 /SP 3226, S-2023 for Prices and other fees.</b>				
5. Presents to the Nurse Station the accomplished Discharge Clearance Slip and Official Receipt	5.1. Explain and provide a copy of the Discharge instruction to patients or companion	None	15 Min.	<i>Nurse I</i> Nursing Service Division
	5.2. Provide Prescription and Ancillary Request as needed		5 Min.	<i>Nurse I</i> Nursing Service Division
	5.3. Provide Customer Feedback form		5 Min.	<i>Nurse I</i> Nursing Service Division
	5.4. Issue two (2) copies of the signed Discharged Clearance Slip		15 Min.	<i>Nurse I</i> Nursing Service Division
6. Present Discharge Clearance Slip to Lobby Guard	6.1. Receive and validate the discharge slip and get one (1) copy	None	10 Min.	<i>Security Guard</i> Engineering and Maintenance Department
	6.2. Cut Patient Identification Band	None	5 Min.	<i>Security Guard</i> Engineering and Maintenance Department
<b>TOTAL:</b>		<b>Please refer to the final bill</b>	<b>7 Hours &amp; 40 Min.</b>	

## 2. RMBGH RT-PCR Swabbing Process (Out-Patient Department)

Process for patients with COVID-19-related symptoms or COVID-19 Exposure requiring RT- PCR Swab Test as ordered by the Attending Physician.

Office or Division:	Infection, Prevention and Control			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Non-Emergent Care Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Case Investigation Form (3 original copies)			Designated Swabbing Area	
2. Case Investigation Form (3 original copies)				
3. PhilHealth PMRF (2 original copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated Swabbing Booth.	1. Instructs the patient to proceed to the swabbing booth	None	1 Min.	OPD Nursing Attendant
2. Fills out the Case Investigation Form (CIF) Part 1.1 to 1.4	2.1. Provides the Case Investigation Form (CIF) to the patient/companion	None	3 Hour	Swabber
	2.2. Checks and validates the information provided by the patient/companion in the CIF			
	2.3. Completes and validates the CIF.			
Note: 1. For Inactive PhilHealth Account: Patient fills out PMRF and submits valid ID with complete address. 2. No Payment for RT-PCR is necessary				
3. Patient will listen to the instructions on swabbing procedure.	3. Instructs the patient on proper the swabbing procedure.	None	2 Min.	Swabber
4. Present self for the swabbing procedure.	4.1. Prepares swabbing materials (VTM and kit, Sealed pouch).	None	5 Min.	Swabber
	4.2. Completes the identification of the swabbing materials			
5. Receives notification for the availability of the RT-PCR results.	5. Notifies the patient thru text message for the availability of the RT-PCR results.	None	1 Min.	IPC Nurse Nursing Service Division
Note: City Ordinance No. SP 2349 S-2014 / SP 2891, S-2019 /SP 3226, S-2023 for Prices and other fees.				
6. Proceed to the RMBGH Pathology Department to	6. Provides the official RT-PCR results to the patient.	None	3 Min.	IPC Nurse Nursing Service Division

claim the RT-PCR results.				Laboratory Staff Pathology Department
<i>Note:</i> 1. RT-PCR official results will only be released to the patient or his/her authorized representative. 2. For authorized representative bring authorization letter and one valid ID.				
<b>TOTAL:</b>		<b>None</b>	<b>Procedure:15 Min.</b>  <b>Result: 2 Days</b>	



# Hospital Operation and Patient System Service Division

## 1. Collection of Payments (Outpatient)

This service refers to the cash collection of payments from patients for hospital treatment.

<b>Office or Division:</b>		Infection, Prevention and Control		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Outpatients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Order of Payment (2 original copies)			Cost-Centers / Concerned Departments <ul style="list-style-type: none"> <li>• Out-Patient Department Medical Clinic</li> <li>• Pathology Department</li> <li>• Pharmacy Department</li> <li>• Radiology Department</li> <li>• Respiratory Therapy Department</li> <li>• Medical Records Section</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. Present the Order of Payment to the Cashier.	1.1. Receives and validates the Order of Payment.	None	1 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	1.2. Informs the patient or relative the amount to be paid.	None	1 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
2. Settle and pay the corresponding amount.	2.1. Collects payment.	Depends on the service rendered to the patient.	1 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	2.2. Issues Official Receipt.	None	2 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
<b>Notes:</b> <ol style="list-style-type: none"> <li>1. City Ordinance No. SP-3226, S-2023 / SP-2891, S-2019 / SP-2349, S-2014 as reference for hospital charges and other fees.</li> <li>2. The patient or relative may avail the Medical Social Services, if necessary.</li> </ol>				
<b>TOTAL:</b>		<b>Depends on service rendered to patient.</b>	<b>5 Min.</b>	

Hospital Charge	Price
OPD Consultation Fee (new patient)	₱100.00
OPD Consultation Fee (old patient)	₱50.00
Hospital Card	₱50.00
Lost Card	₱50.00
Medical Certificate	₱30.00
Medico-Legal Certificate	₱30.00
CTC Documents	₱50.00

## 2. Collection of Payments (Emergency Room Patient)

This service refers to the cash collection of payments from patients for hospital treatment and to clear patient accounts 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>		Emergency Room patients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Emergency Room Clearance (electronic copy)			Cost-Centers / Concerned Departments <ul style="list-style-type: none"> <li>• Emergency Room Department</li> <li>• Pathology Department</li> <li>• Pharmacy Department</li> <li>• Radiology Department</li> <li>• Central Supply and Sterilization Room Department</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. Provide patient's name.	1.1. Checks the system if the patient's clearance status is for payment.	None	1 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	1.2. Validates the patient's hospital charges encoded in Emergency Room Statement of Account.	None	2 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	1.3. Prints the Emergency Room Statement of Account and informs the patient or relative the amount to be paid.	None	2 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
2. Settle and pay the corresponding amount.	2.1. Collects payment.	Depends on the service rendered to the patient.	1 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	2.2. Issues Official Receipt.	None	2 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	2.3. Prints and provides the Emergency Room Clearance to the patient's relative.	None	2 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
<b>Notes:</b> 1. City Ordinance No. SP-3226, S-2023 / SP-2891, S-2019 / SP-2349, S-2014 as reference for hospital charges and other fees. 2. The patient or relative may avail the Medical Social Services, if necessary. 3. The Emergency Room Clearance must be surrendered to the nurse-in-charge of the patient.				
<b>TOTAL:</b>		<b>Depends on the service rendered to the patient</b>	<b>10 Min.</b>	

### 3. Collection of Payments (In-Patient)

This service refers to the cash collection of payments from patients for hospital treatment and to clear patient accounts 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-patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. In-patient Statement of Account (3 or 4 sets of carbonized copies)			Billing and Claims Section	
2. In-patient Clearance (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. Present the In-patient Statement of Account and In-patient Clearance to the Cashier	1.1. Receives and validates In-patient Statement of Account and In-patient Clearance.	None	1 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	1.2. Informs the patient's relative the amount to be paid.	None	1 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
2. Settle and pay the corresponding amount.	2.1. Collects payment.	Depends on the service rendered to the patient.	1 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	2.2. Issues Official Receipt.	None	2 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
	2.3. Signs and returns the In-patient Clearance and a copy of In-patient Statement of Account to the patient's relative.	None	5 Min.	<i>Administrative Officer I (Cashier I)</i> Cashier Section
<b>Notes:</b> 1. <i>The patient or relative may avail the Medical Social Services, if necessary.</i> 2. <i>The In-patient Clearance must be surrendered to the nurse-in-charge of the patient.</i>				
<b>TOTAL:</b>		<b>Depends on the service rendered to the patient</b>	<b>10 Min.</b>	

## 4. PHILHEALTH Benefit – Acquisition

Verification of PhilHealth status of member and dependent

<b>Office or Division:</b>	Billing and Claims Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	In-patient (PhilHealth Member)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Present any government issued ID <ul style="list-style-type: none"> <li>• e-Card / UMID</li> <li>• QCitizen Id</li> <li>• Employee's ID / Office Id</li> <li>• Driver's License*</li> <li>• Professional Regulation Commission (PRC) ID *</li> <li>• Passport *</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• COMELEC / Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance *</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID *</li> <li>• Barangay ID *</li> <li>• Philippine Postal ID *</li> <li>• Phil-health ID</li> <li>• School ID (with birth date)</li> </ul> Remarks: <ul style="list-style-type: none"> <li>• Marriage certificate (If Married)</li> <li>• Birth Certificate ( For Undeclared Dependent)</li> </ul> Affidavit of 2 disinterested Person Notarized (If no present Birth certificate/ ID)			Any Government Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any valid ID of patient or member of PhilHealth.	1.1 Verifies eligibility from PhilHealth portal.	None	1 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section
	1.2. <u>For PhilHealth Member:</u> Interview and assess the PhilHealth membership status of patient		2 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section
	1.3. <u>For Declaration:</u> Instruct the relative/ Member of Philhealth to go to Philhealth Office		2 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section

	With PMRF and Required Documents.			
	1.4. Assists the relative in completion of PhilHealth forms (CSF, CSF2)		2 Min.	<i>PhilHealth Clerk Billing and Claims Section</i>
	1.5. Issues of Philhealth Verification Form		1 Min	<i>PhilHealth Clerk Billing and Claims Section</i>
	1.6. <u>For non – Philhealth Member:</u> Instruct the Relative of the patient to proceed to Social Service for Assessment.		2 Min.	<i>PhilHealth Clerk Billing and Claims Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Min.</b>	

## 5. Processing and Release of Final Bill for In-Patient

The processing of final bills is a series of actions that validate the final financial obligation of the admitted patient.

<b>Office or Division:</b>	Billing and Claims Section			
<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>	
1. Present any government issued ID <ul style="list-style-type: none"> <li>• e-Card / UMID</li> <li>• QCitizen Id</li> <li>• Employee's ID / Office Id</li> <li>• Driver's License*</li> <li>• Professional Regulation Commission (PRC) ID *</li> <li>• Passport *</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• COMELEC / Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance *</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID *</li> <li>• Barangay ID *</li> <li>• Philippine Postal ID *</li> <li>• Phil-health ID</li> <li>• School ID (with birth date)</li> </ul> Remarks: <ul style="list-style-type: none"> <li>• Marriage certificate (If Married)</li> <li>• Birth Certificate ( For Undeclared Dependent)</li> </ul> Affidavit of 2 disinterested Person Notarized (If no present Birth certificate/ ID)			Any Government Agency	
2. Discharge Clearance Slip (1 original copy)			Clinical Wards Special Care Unit	
<u>For representative(non-relative):</u>			Patient	
3. Authorization letter from the Patient				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the discharge slip	1.1. Receives the Discharge Clearance Slip	None	5 Min.	<i>Billing Clerk</i> Billing and Claims Section
	1.2. Checks the completeness of CSF, CF2, CF3 and CF4 if applicable.		5 Min.	<i>Billing Clerk</i> Billing and Claims Section

	1.3. Deducts PhilHealth benefits and other discount such PWD, Senior Discount.		5 Min.	<i>Billing Clerk</i> Billing and Claims Section
	1.4. Compute and print the Statement of Account (SOA)		5 Min.	<i>Billing Clerk</i> Billing and Claims Section
2. Receive and sign the Statement of Account (SOA)	2. Release the Statement of Account (SOA) and advise to proceed to the Cashier Section for settlement on the day of Statement of Account release.		15 Min.	<i>Billing Clerk</i> Billing and Claims Section
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

## 6. Availment of PHILHEALTH Benefits at the OPD Ambulatory Surgery

The processing of final bills is a series of actions that validate the final financial obligation of the patient.

<b>Office or Division:</b>	Billing and Claims Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	OPD ambulatory surgery patient and dependent.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present any government issued ID <ul style="list-style-type: none"> <li>• e-Card / UMID</li> <li>• QCitizen Id</li> <li>• Employee's ID / Office Id</li> <li>• Driver's License*</li> <li>• Professional Regulation Commission (PRC) ID *</li> <li>• Passport *</li> <li>• Senior Citizen ID</li> <li>• SSS ID</li> <li>• COMELEC / Voter's ID / COMELEC Registration Form</li> <li>• Philippine Identification (PhilID / ePhilID)</li> <li>• NBI Clearance *</li> <li>• BIR (TIN)</li> <li>• Pag-ibig ID</li> <li>• Person's With Disability (PWD) ID</li> <li>• Solo Parent ID</li> <li>• Pantawid Pamilya Pilipino Program (4Ps) ID *</li> <li>• Barangay ID *</li> <li>• Philippine Postal ID *</li> <li>• Phil-health ID</li> <li>• School ID (with birth date)</li> </ul>		Any Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Billing and Claims Section and inquire about the benefits of Philhealth	1.1. Verification of the eligibility of patient to avail of PhilHealth benefits.	None	5 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section
	1.2. <u>For Philhealth Member</u> : Interview and assess the Philhealth membership status of patient		2 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section
	1.3. <u>For Declaration</u> : Instruct the relative/ Member of Philhealth to go to Philhealth Office with PMRF and Required Documents.		2 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section
	1.4. Issues Philhealth Verification Form		6 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section



**Note:**

1. All companions authorized by the patient must bring one (1) valid government ID.
2. For patients who are not PhilHealth members or not active members, please proceed to the nearest PhilHealth office near your residence for enrolment and updating of membership/dependent.

2. Fill out the PhilHealth forms given by the Claims clerk.	2.1. Instructs how to fill out the forms	None	2 Min.	<i>Billing Clerk</i> Billing and Claims Department
	2.2. Assists the patient or companion in filling -out the forms		3 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section
	3. Instruct the patient or companion to bring the forms (CSF & CF2) on the day of the procedure as scheduled.		3 Min.	<i>PhilHealth Clerk</i> Billing and Claims Section
<b>TOTAL:</b>		<b>None</b>	<b>23 Min.</b>	

# SCHOOLS DIVISION OFFICE QUEZON CITY

## External Services

### 1. Submission of Employment Application (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 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, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent addressed to the Schools Division Superintendent			Client/teacher applicant	
2. Duly Accomplished Personal Data Sheet and Work Experience Sheet			CSC Website/SDO	
3. Photocopy of Valid and Updated PRC License/ID			PRC	
4. Photocopy of Certificate of Eligibility/Report of Rating			PRC	
5. Photocopy of Transcript of Records			Emanating Graduate School	
6. Photocopy of Certificate of Employment or Contract of Service or duly signed Service Records, whichever is/are applicable			Previous Employment/Employer	
7. Photocopy of Relevant Trainings and Specialization			Client/teacher applicant	
8. Checklist of Requirements			SDO	
9. Omnibus Sworn Statement			CSC Website/SDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents	1. Receive and stamp the hard copy of the result of pre-assessment from the School as received and forward to the HR Office.	None	5 Min.	<i>HR Teaching Unit Staff</i> (for checking of documents)  <i>Records Section Staff</i> (for receiving of documents)
<b>TOTAL:</b>		<b>None</b>	<b>5 Min.</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 Licensed Public School Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Principal/Immediate Supervisor (3 Original copies)		School/Office of requestor		
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section		
3. Equivalent Record Form (4 Original)		Personnel Unit		
4. Latest Approved Appointment (5 Photocopy)		Applicant		
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School		
6. PRC License – (5 Photocopy)		PRC/Applicant		
7. PRC Board Rating/Certification – (1 Original 4 Photocopy)		Emanating Graduate School		
8. Certification of Units Earned – (1 Original 4 Photocopy)		Concerned agency		
9. Service Record/s Private and Public (1 Original 4 Photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 Days in the last 5 years (1 Original 4 Photocopy)		Applicant		
11. Latest Performance Rating (1 Original 4 Photocopy)		Applicant		
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	15 Min.	Personnel Unit HRMO
	1.2. Process ERF application and attached necessary documents		30 Min.	
	1.3. Forward to authorized signatories for signature on ERF Form		1 Hour	AOV and SDS
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2. Indorse the ERF application to Regional Office	None	5 Min.	Personnel Unit
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 50 Min.</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 Teaching Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>Vacation Leave</b> 1. 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, if necessary (1 original copy)			Personnel Unit  Client	
<b>Sick Leave</b> 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 Days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)			Personnel Unit Client  Client	
<b>Paternity Leave</b> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)			Personnel Unit Client  Client	
<b>Maternity Leave</b> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (4 original copies)			Personnel Unit Client  Front/Information desk	
<b>Solo Parent Leave</b> 1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy)			CSC website/ Front/ Information desk Client  Client	
<b>Special Privilege Leave</b> • CS Form 6 (3 original copies)			Personnel Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary	1.1. Receive the complete	None	10 Min.	

requirements within the prescribed timeline from the concerned office	documents			
	1.2. Check the received document as to completeness			<i>Records Section - Person in charge</i>
	1.3. Forward the complete document to the Personnel for appropriate Action		2 Min.	
	1.4. Review the submitted complete document and provide appropriate action		30 Min.	<i>Personnel unit</i>
	1.5. Forward to the Office of the SDS for Approval		20 Min.	
	1.6. Approve Form 6 and forward to the Personnel Section		30 Min.	<i>Records Section - Person in charge</i>
	1.7. Forward the approved Form 6 to the Records Section for release		15 Min.	
2. Receive the approved Form 6	2. Release the approved Form 6	None	10 Min.	<i>Records Section - Person in charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours and 55 Min.</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.

Office or Division:	Human Resource Teaching Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd employees that reached the retiring age requirement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement (1 Copy)		DepEd Schools Division Office		
2. Service Record (1 Original Copy)				
3. Clearance for money & property Accountabilities District & Division (4 Original Copies)				
4. Statement of Assets & Liabilities (1 Original Copy)				
5. Certificate of No Pending Administrative Case (1 Original Copy)				
6. Certificate of Last Day of Service (1 Original Copy)				
7. Certificate of Last Salary Received (1 Original Copy)				
8. Certification of Leave with or without pay (1 Original Copy)				
9. Ombudsman Clearance (1 original copy)		Concerned retiree		
10. GSIS Application for retirement benefits form (1 original copy)				
11. Provident Clearance (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource Management Officer	None	30 Min.	Human Resource Unit - Person in charge
	1.2. Check and verify the completeness of the documents		30 Min.	
	1.3. Inform the concerned person if the requirements are incomplete		1 Day	
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement		1 Hour	
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office		2 Days	
	1.6. Indorse the application for retirement to the Regional Office		2 Days	
TOTAL:		None	5 Days and 1 Hour	

## 5. Foreign Travel Authority Request on Official Time or Official Business

Processing of required documents for DepEd personnel who are going to travel outside the country for personal and official purposes.

<b>Office or 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 OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Client/Teacher		
2. Travel Authority for Official Travel Form (Annex A of DepEd Order No. 43, s. 2022)		School		
3. Signed Invitation addressed to the requesting party from a foreign host		Event Organizer		
4. Approved Activity Request and Work and Financial Plan		SDO/School		
5. Itinerary of Travel		Client/Teacher		
6. Written justification addressed to the Approving Authority and noted by the Recommending Authority, how the trip satisfies the conditions (Paragraph No. 2 of Reg. Memo No. ORD-2023-924)		Client/Teacher		
7. For Teaching Personnel, written justification shall also explain: <ul style="list-style-type: none"> <li>Why the travel has to be undertaken during school days;</li> <li>What the expected benefit are from the travel;</li> <li>How the expected benefits can compensate for the loss in instructional or supervisory time</li> </ul>		DepEd NCR (thru online)		
8. Certificate of No Pending Case				
9. Certification from the Accounting Section that the previous cash advance has been liquidated (if with cash advance)				
10. Special Order designating an Officer-in-Charge (if applicant is a Division Chief)				
<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 documentary requirements within the prescribe timeline to HR Teaching Unit	1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details <ul style="list-style-type: none"> <li>If <b>incomplete</b> submission, coordinate with concerned office/personnel to request lacking documents and/or confirm any inconsistencies.</li> </ul>	None	15 Min.	Records Section

	<ul style="list-style-type: none"> <li>If <b>complete</b> and accurate, prepare the necessary additional requirements</li> </ul>			
	1.2. Route the travel documents for signature of authorized officials		1 Day	<i>HRMO Secondary</i>  <i>Personnel In-Charge of School</i>  <i>HRMO for Elementary</i>  <i>Personnel In-Charge of School</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 15 Min.</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 Teaching Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Employee/Former Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Data sheet request form (1 Copy)		Front Desk/Information		
2. Letter request (for those personnel no longer connected in the Division)		Client		
3. Identification Card (1 Original copy)		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 Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 Min.	<i>Front Desk/Information Officer</i>
	1.2. Verify the complete documents submitted		5 Min.	<i>Human Resource Unit Concerned</i>
	1.3. Prepare and sign Certificate of Employment		5 Min.	<i>Admin Officer, Admin Service</i>
2. Receive Certificate of Employment	2. Release Certificate of Employment to Client	None	2 Min.	<i>Front Desk/Information Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>14 Min.</b>	

## 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 Teaching Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Transaction/Request Form (2 copies)		Personnel/Records		
2. Previous copy of Service Record from previous employment (2 copies)		Client		
3. Latest payroll slip (1 photocopy)		RPSU thru Cashiering Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Transaction/Request Form	1.1. Receive and review of request from client	None	30 Min. – 2 Days depending on the size of the division	<i>Personnel Unit Person-in-charge</i>
	1.2. Retrieve of documents from file			
	1.3. Process request			
2. Receive the signed service record	2. Release record	None		
<b>TOTAL:</b>		<b>None</b>	<b>30 Min. to 2 Days</b>	

## 8. Loan Approval and Verification

This service pertains to the approval and verification of Loans from GSIS and Private Lending Institutions of teaching and non-teaching employees in DepEd non-implementing units.

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For GSIS Loans			Requesting Entity Legal Unit School Head	
1. Recent Pay slip (1 photocopy)				
2. Certificate of No Pending Case (1 original copy)				
3. Certificate of No Leave of absence without pay for the next 6 months (1 original 1 photocopy)				
For Online Transaction				
4. Submit request at email address of the SDO Subject: Approval of GSIS Loan				
For Private Lending Institutions				
5. Last 3 months’ pay slip (1 original copy)				
6. Latest Appointment (1 photocopy) DepEd Email address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for loan application (walk-in/online)	1.1. Receive the complete documents (walk-in/online)	None	5 Min.	Personnel Section- Authorized employee
	1.2. Check and Evaluate loan application if eligible		20 Min.	
	1.3. Approve/ Disapprove loan application through e-confirmation of GSIS/ email		15 Min.	
	1.4. Notify the client on the action taken by the Office through email.		15 Min.	
TOTAL:		None	55 Min.	

## 9. 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 employees.

<b>Office or Division:</b>	Human Resource Teaching Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	New entrants SDO employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Acknowledgement of published Items (1 photocopy)	Personnel Unit	
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)		
3. Checklist of Common Requirements (1 original)		
4. Appointments Processing Checklist (1 original)		
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)		
6. Certificate of Availability of funds (3 original, 1 photocopy)		
7. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)		
8. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)		
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment		
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))		
11. Approved Rank list (3 photocopy) except for Reappointment as Provisional, Permanent and transfer		
12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer		
13. Duly accomplished CSC Form 212 (Revised 2017) – Personal Data Sheet (3 original)	Appointee	
14. Work Experience Sheet (3 original)		
15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School	
16. 16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional	PRC or CSC	
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional	PRC	
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment	Appointee	
19. Performance Rating (3 photocopy) – except for Original and reemployment		

20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)		Accredited Health Care Facility		
21. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer				
22. NBI Clearance (3 photocopy) – except for promotion, reappointment and transfer		NBI		
23. PSA Birth Certificate (3 photocopy) - except for promotion, reappointment and transfer		PSA		
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 Min.	<i>Personnel Unit</i>
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items		30 Min.	
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature		5 Min.	
	1.4. Forward to Accountant the Certification of availability of funds for signature		5 Min.	
	1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)		10 Min.	
	1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN		5 Min.	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2. Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledge receipt of a photocopy of said appointment	None	5 Min.	<i>Personnel Unit</i>
TOTAL:		None	1 Hour and 15 Min.	

## 10. 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.

Office or Division:	Human Resource Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		Concerned Retiree		
2. Service Record (1 original copy)		Personnel Unit		
3. GSIS Retirement Voucher (1 original copy)		Concerned Retiree		
4. GSIS Retirement Clearance (1 original copy)		Concerned Retiree		
5. Certificate of Last Payment (1 original copy)		Accounting Unit		
6. Clearances (Money & Property accountabilities (3 original copy)		School and SDO		
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)		Personnel Unit		
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)				
9. Certified Copies of Leave Cards - (1 original copy)				
10. Certification of Leave Credits Earned - (1 original copy)				
11. Fiscal Clearance (1 original Copy)				
For deceased employee:				
1. Death certificate (1 photocopy)		Municipal registrar		
2. Marriage Certificate (1 photocopy)		NSO		
3. Survivorship (If applicable) (1 photocopy)		Spouse		
4. Special Power of Attorney (1 original copy, 2 photocopies)		Attorney		
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all	1.1. Receive the complete documents	None	10 Min.	Records Section -

documentary requirements within the prescribed timeline from the concerned office				<i>Person in charge</i>
	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action		2 Hours	<i>Records Section - Person in charge</i>
	1.4. Review the submitted complete document and provide appropriate action		30 Min.	<i>Personnel Section - Person in charge</i>
	1.5. Forward to the Office of the SDS for Approval		20 Min.	<i>Personnel Section - Person in charge</i>
	1.6. Approve Form 6 and forward to the Personnel Section		30 Min.	<i>SDS/ SDS Office Person-in-Charge</i>
	1.7. Forward the approved Form 6 to the Records Section for release		15 Min.	<i>Personnel Section - Person in charge</i>
2. Receive the approved Form 6	2. Release the approved Form 6	None	10 Min.	<i>Records Section - Person in charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours and 55 Min.</b>	

## 11. 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 the provisions of Republic Act (R.A.) No. 10172 and updating or changing the marital status.

<b>Office or 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 SDO employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status) (1 original and 1 photocopy)		Employee/BIR		
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/PSA		
<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	3 Min.	<i>Personnel Unit</i>
	1.2. Preparation of updates and submission of attachments to DepEd Region Office		1 Day	
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 3 Min.</b>	

## 12. Submission of Employment Application (Non-Teaching Related)

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person who is eligible for the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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 Min.	HR Non-Teaching Unit Staff
	1.2. Stamp Validated on the applicant's pertinent documents		10 Min.	
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 Min.	Records Section staff
	2.2. Encode application details		10 Min.	HR Non-Teaching Unit Staff
TOTAL:		None	45 Min.	



### 13. Application for ERF (Equivalent Record Form)

<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 (3 originals)				
3. Service Record (2 originals)				
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 (2 copies)				
5. Endorsement Letter signed by Principal/Immediate Supervisor (3 copies)			School/Office of requestor	
6. Duly accomplished Equivalent Record Form (3 originals)			HR Non-Teaching Unit	
7. Authenticated copy of Transcript of Records – Graduate Studies (1 original & 2 photocopy)			Applicant	
8. Certificate of relevant training for the last 5 years, at least 24 Hours duration (1 copy each)				
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)				
13. Justification for the need of the Position (1 original)				
14. SF7 for the current school year (2 original)				
15. Service Record (1 copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1.1. Process ERF application and attached necessary documents	None	25 Min.	<i>HR Non-Teaching Unit Staff</i>
	1.2. Forward to authorized signatories for signature on ERF Form		30 Min.	
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2. Indorse the ERF application to Regional Office	None	5 Min.	<i>Records Section Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

## 14. Application for Leave

<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>		
4. Endorsement letter from School head/Head of agency (2 copies)	Client	
5. Certificate of No Pending Case (1 copy)	HR Non-Teaching Unit	
6. 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>		
4. Endorsement letter from School head/Head of agency (2 copies)	Client	
5. Certificate of No Pending Case (1 copy)	HR Non-Teaching Unit	
<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>		
3. PSA Marriage Contract (1 photocopy)	PSA	
4. 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>		
5. Special Order Form (3 originals)	HR Non-Teaching Unit	
6. Medical Certificate (1 copy)		
7. 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>		
3. PSA Birth Certificate of Child (1 photocopy)	PSA	
4. Photocopy of Solo Parent ID (1 photocopy)	Client	

**Special Privilege Leave**

5. CS Form 6 (3 originals)			HR Non-Teaching Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Min.	Staff, Records Section
	1.2. Forward the complete document to the HR Non-Teaching Unit for appropriate action		10 Min.	Staff, Records Section
	1.3. Review the submitted complete document and provide appropriate action		30 Min.	Staff, HR Non-Teaching Unit
	1.4. Forward to the Office of the SDS/ASDS for Approval (Administrative Section for Maternity Leave)		20 Min.	Staff, HR Non-Teaching Unit
	1.5. Forward the approved Form 6 to the Records Section for release		15 Min.	Staff, ASDS/SDS Office
2. Receive the approved Form 6	2. Release the approved Form 6	None	10 Min.	Staff, Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 35 Min.</b>	

## 15. Application for 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 Min.	Staff, Records Section
	1.2. Check and verify the completeness of the documents. If requirements are incomplete, inform the concerned person		1 Day	Staff, HR Non-Teaching Unit
	1.3. Prepare 1st endorsement, certificate of leave without pay (if		4 Hours	Staff, HR Non-Teaching Unit

	applicable), service record, and notice of salary adjustment			
	1.4. Forward retirement to Administrative section for approval		20 Min.	<i>Staff, HR Non-Teaching Unit</i>
	1.5. Forward retirement to ASDS office for approval for release in the Records Section		1 Day	<i>Staff, Administrative Section</i>
	1.6. Forward retirement to Records section for release		1 Day	<i>Staff, ASDS Office</i>
	1.7. Release to GSIS office		2 Days	<i>Staff, Records Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days and 1 Hour</b>	

## 16. Foreign Travel Authority Request on Official Time or Official Business

<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. Travel Authority/Request Form A (DO No. 43 s. 2014) (3 originals)			HR Non-Teaching Unit	
2. Certificate of No Pending Case				
3. Profile (3 Originals)				
4. Invitation (3 copies)			Requesting Party	
5. Program of Activities (3 copies)				
6. Itemized budget/Estimated cost (3 copies)				
7. Curriculum vitae (3 copies)				
8. Letter of endorsement from school head (2 copies)				
9. Letter of Intent (3 copies)				
10. Certificate of departure (3 copies)				
11. 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 copies)				
12. OIC letter/substitute teacher with conforme of designate OIC (3 copies)				
<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 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 Min.	Records Section
	1.2. If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies		1 Day	Staff, HR Non-Teaching Unit
	1.3. If complete and accurate, prepare the necessary additional requirements and provide appropriate action		15 Min.	Staff, HR Non-Teaching Unit
	1.4. Forward request to Administrative Section for approval		20 Min.	Staff, HR Non-Teaching Unit
	1.5. Forward request to ASDS Office for approval		1 Day	Staff, Administrative Section
	1.6. Forward request to SDS Office for approval		1 Day	Staff, ASDS Office
	1.7. Release the signed endorsement and documents to DepEd NCR		1 Day	Staff, Records Section

2. Receive approved travel documents	2. Release the approved travel request to client	None	2 Weeks	<i>Staff, Records Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Weeks, 4 Days, and 45 Min.</b>	

## 17. Issuance of Certificate of Employment

<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	
<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 Min.	<i>Staff, HR Non-Teaching Unit</i>
	1.2. Verify the complete documents submitted		5 Min.	<i>Staff, HR Non-Teaching Unit</i>
	1.3. Prepare and sign Certificate of Employment		5 Min.	<i>Staff, HR Non-Teaching Unit/HRMO</i>
2. Receive Certificate of Employment	2. Release Certificate of Employment to Client	None	2 Min.	<i>Staff, HR Non-Teaching Unit</i>
<b>TOTAL:</b>		<b>None</b>	<b>14 Min.</b>	

## 18. Issuance of Service Record

<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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (2 copies)		Client		
2. Previous copy of Service Record, if previously employed in other agency		Previous/Current employer		
3. (2 copies)				
4. Photocopy of present Appointment (1 copy)		Client		
5. Latest payroll slip (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with other required documents	1.1. Receive submitted complete documents	None	2 Min.	Staff, HR Non-Teaching Unit
	1.2. Retrieve of documents from file		5 Min.	
	1.3. Process request		30 Min. – 2 Days depending on the length of service	
	1.4. Forward to the administrative services		5 Min.	
2. Receive the signed service record	2. Release service record	None	2 Min.	Staff, HR Non-Teaching Unit
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 14 Min. to 2 Days and 44 Min.</b>	



## 19. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

<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 (1 photocopy)			Appointee	
2. Publication – CSC Form No. 9, Revised 2018 received by CSCFO (1 photocopy)			HR Non-Teaching Unit	
3. Plantilla (1 copy)				
4. Deliberation (1 copy)				
5. Appointment – CSC Form No. 33-A, Revised 2018 (3 original)				
6. Certificate of Assumption to Duty – CS Form No. 4, Series of 2018 (4 original)				
7. Clearance – CSC Form 7, except for original and reemployment (3 originals & 1 photocopy)				
8. Position Description Form-DBM-CSC Form No. 1, Revised version No. 1 s. 2017 (4 originals)				
9. Personal Data Sheet – Duly accomplished CSC Form 212, Revised 2017 (4 original)				
10. Work Experience Sheet (4 original)				
11. Certified true copy of original Transcript of Records (3 photocopies)				
12. CSC Eligibility, except for Reappointment as Provisional (1 original & 2 photocopies)			Emanating School	
13. Latest Payslip (1 photocopy)			CSC	
14. Statement of Assets & Liabilities (3 originals)				
15. Latest Approved Appointment, except for Original and reemployment (3 photocopy)				
16. Performance Rating, except for Original and reemployment (3 photocopy)			Appointee	
17. Medical Certificate – CSC Form No. 211, Revised 2017 (1 original & 2 photocopies)			Previous/Current employer	
18. Results of Neuropsychiatric Medical Exam and Laboratory test (1 original & 3 photocopies)				
19. NBI Clearance, except for promotion, reappointment and transfer (3 photocopy)			HR Non-Teaching Unit	
20. Results of Neuropsychiatric Medical Exam and Laboratory test (1 original & 3 photocopies)			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)				
<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 documentary requirements	1.1. Receives and check for the completeness of the	None	15 Min.	<i>HR Non-Teaching Unit</i>

	submitted requirements for appointment			
	1.2. Prepare Appointment paper (CS Form No. 33-A)		5 Min.	
	1.3. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)		10 Min.	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1. Appointment for signature of appointee in the acknowledgement at the back of the appointment and Furnish a copy of his/her appointment	None	5 Min.	<i>HR Non-Teaching Unit</i>
	2.2. Appointment and other supporting documents with Appointment Transmittal and Action Form for submission to CSCFO		5 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	

## 20. Processing of Terminal Leave Benefits

<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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 ACTIONS	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 Min.	Staff, Records Section
	1.2. Check the document as to completeness		10 Min.	
	1.3. Forward the complete document to the Personnel for appropriate action		2 Hours	
	1.4. Review the submitted complete document and inform the concerned person if the requirements are incomplete and provide appropriate action		3 Days – 1 Week depending on the length of service	HR Non-Teaching Unit Staff
	1.5. Forward to the Accounting Section for Approval		20 Min.	
	1.6. Forward to the Administrative Services for Approval		20 Min.	Staff, Accounting Section
	1.7. Forward to the ASDS for Approval		20 Min.	Staff,

				<i>Administrative Section</i>
	1.8. Forward to the SDS for Approval		20 Min.	<i>Staff, ASDS Office</i>
	1.9. Forward the approved terminal leave to the Records Section for release to DepED-NCR		15 Min.	<i>Staff, SDS Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 3 Hours, and 55 Min. to 1 Week, 3 Hours, and 55 Min.</b>	

## 21. Request for Correction of Name and Change of Status

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO,QC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Marriage Certificate, for Change of Status (1 original and 1 photocopy)		PSA		
2. PSA Birth Certificate, for Correction of Name (1 original and 1 photocopy)				
3. Request Letter (1 copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1. Receive and check the complete document	None	5 Min.	Staff, HR Non-Teaching Unit
	1.2. Updating of records		5 Min.	
	1.3. Preparation of Special Order Form, for change of name (3 original copies)		30 Min.	
TOTAL:		None	40 Min.	

## 22. 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 who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting persons if the document secured in the Records Section is not originated / created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	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 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)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1. Provide client the requisition slip form	None	5 Min.	Administrative Staff, Records Section
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 Min.	Administrative Staff, Records Section
3. Receive the requested document	3. Prepare, print and give the document to the client	None	30 Min.	Administrative Staff, Records Section
TOTAL:		None	40 Min.	

## 23. Issuance of Requested Documents (Certified True Copy and Photocopy of Documents)

CTC document copy is issued to authorized requesting persons if a 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.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	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 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)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1. Provide client the requisition slip form	None	5 Min.	Administrative Staff, Records Section
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 Min.	Administrative Staff, Records Section
3. Receive the requested document	3.1. Prepare, print and give the document to the client	None	30 Min.	Administrative Staff, Records Section
	3.2. Once the document is obtained, Records Officer will review and verify the document and certify true copy		15 Min.	Records Officer III
	3.3 Release the Document to the client		10 Min.	Records Officer III
TOTAL:		None	1 Hour and 5 Min.	

## 24. 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 Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Former and Present Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>High School/Elementary Graduates:</b>				
1. Indorsement			School attended	
2. Reconstructed Diploma				
3. PSA Birth Certificate Copy (1 Original and photocopies)			Client	
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)				
<b>Additional Requirement for Undergraduates:</b>				
12. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the school)			School attended	
<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	1.1. Receive and check all supporting documents of the client. Verify if authenticated by school principal	None	10 Min.	<i>Administrative Staff, Records Section</i>
	1.2. Encode the return indorsement and attached the reconstructed diploma and other supporting documents		10 Min.	
	1.3. Forward to the Administrative Section for AOV initial in the reconstructed diploma and signature in the indorsement		20 Min.	<i>Designated Releasing &amp; Receiving Staff, AOV</i>
	1.4. Forward to the OSDS for signature of reconstructed diploma		20 Min.	<i>Designated Releasing &amp; Receiving Staff, SDS</i>
2. Receive the requested document	2. Release the document to the client	None	5 Min.	<i>Administrative Staff, Records Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 5 Min.</b>	

## 25. 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 Min.	<i>Receiving personnel</i>
	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.		5 Min.	<i>Staff, Records Section</i>
	1.3. Read and Review communication		4 Hours	<i>SDS/ ASDS/ Division Chiefs/ Section/ Unit Heads</i>
	1.4. Route communications to the concerned office/personnel for action/initial/signature		5 Min.	<i>Staff, Functional Division</i>
	1.5. Act on the communication for ministerial transaction*		2 days	<i>Concerned Office/ Personnel</i>
	1.6. Forward the acted communication to the Office of the Superintendent for approval		5 Min.	<i>OSDS Office</i>
	1.7. Approves the communication and transmit it to the Records Section for release		5 Min.	<i>OSDS Office</i>
	1.8. Receive and check the approved communication from the Office of the Superintendent/ action units		5 Min.	<i>Staff, Records Section</i>
2. Client receives communication	2. Release the communication to school/ concerned individual	None	5 Min.	<i>Records Releasing personnel/ Records Officer IV</i>



<b>TOTAL:</b>	<b>None</b>	<b>2 Days, 4 Hours, and 35 Min.</b>	
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**Note:**

For ministerial transaction-within 3 days, complex transaction-within 7 days, and for highly Technical Transaction within 20 days.

## 26. Receiving of Complaint

Any person who has a cause of action may file an administrative complaint against teaching/teaching related personnel and non-teaching personnel of the DepEd, compliant with the requirements under Sections 4 and 5 of DepEd Order No. 49 s. 2006 or Revised Rules of Procedures of the Department of Education in Administrative Cases.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Formal Complaint under oath containing a certification/statement on non-forum shopping (3 copies and 1 additional copy per additional person complained of)		Complainant		
2. Certified True Copies of documentary evidence and affidavits of witness, if any (3 copies + 1 copy per additional person complained of)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.Receive and evaluate the formal requirements of a complaint pursuant to DO 49, s.2006  a. Non-compliant: Issue a checklist of requirements, give appropriate advice, and request client to sign the Walk-In Client Intake and Action Form  b. Compliant: Request client to proceed to the Records Section for processing	None	20 Min.	Staff, Records Section
2. Receive copy of the complaint	2. Stamp receipt in the complaint and release it to the client	None	5 Min.	Staff, Records Section
TOTAL:		None	25 Min.	

## 27. Submission of Request for Quotation

The Procurement Unit uses the Philippine Government Electronic Procurement System (PhilGEPS) as the primary portal to publish and collect Request for Quotations (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>	
1. Valid DTI Certificate/SEC Registration			Supplier	
2. Valid Mayor’s Permit (current)				
3. Valid Tax Clearance (current)				
4. Valid Certificate of PhilGEPS Registration (Platinum Membership) (current)				
5. Latest Audited Financial Statement				
6. Valid PCAB License (for Infra. Projects)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit proposal/ quotation in response to the posted RFQs (Personally, or via on-line)	1.1. Received and collect proposals/ quotations from interested suppliers	None	6 – 7 Days	<i>BAC Secretariat Alfea O. Julian Liza Galan Joyce Mahinay Rico Magalang (Officer In-Charge Procurement Unit)</i>
	1.2. Open and check the submitted and collected proposals/ quotations in reference to the posted procurement opportunities.  Preparation of Abstract of Quotations			<i>Bids and Awards Committee (SDO-BAC)  Procurement Unit Rico Magalang (Officer In-Charge Procurement Unit)</i>
	1.3. Notify the Suppliers with the Lowest Calculated Quotation and Responsive Officer thru BAC Resolution and Award			<i>BAC Secretariat: Alfea O. Julian Liza Galan Rico Magalang (Officer In-Charge Procurement Unit)</i>
	1.4. Issuance of Purchase Order/ Contract			<i>BAC Secretariat Alfea O. Julian Rico Magalang (Officer In-Charge Procurement Unit)</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 to 7 days</b>	

## 28. Invitation to Bid

The Procurement Unit uses the Philippine Government Electronic Procurement System (PhilGEPS) as the primary portal to publish Procurement Opportunities such 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>	
1. 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>PERSON RESPONSIBLE</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  27 Days	<i>BAC Secretariat Alfea O. Julian Liza Galan Rico Magalang (Officer In-Charge Procurement Unit)</i>
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		Subject to the prescribed delivery period	<i>Bids and Awards Committee (SDO- BAC)</i>
3. Submit the Bidding Documents on or before the Deadline set by the Committee	3. Submission and Opening of Bids			<i>Bids and Awards Committee (SDO- BAC)</i>
4. Submission of Post- Qualification Requirements	4.1. Bid Evaluation and Post-Qualification			<i>Committee (SDO- BAC, TWG)</i>
	4.2. Issuance of Notice of Award			<i>Bids and Awards Committee (SDO- BAC)</i>
5. Posting of Performance Bond	5.1. Preparation of Contract or Purchase Order			<i>Bids and Awards Committee (SDO- BAC)</i>
	5.2. Issuance of Notice to Proceed			
	5.3. Delivery and Monitoring			
<b>TOTAL:</b>		<b>None</b>	<b>27 Days</b>	

## 29. Division Clearance / Property Clearance

Division Clearance is issued to ensure no property accountabilities for transferring, retiring, resigning officials and employees of the Division, while the Property Clearance is a requirement for School Principals and School Property Custodians during turn-over of school buildings and other properties.

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Suppliers of Goods and Services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Division Clearance</b>				
1. School Clearance		Requesting Party		
2. Division Clearance				
<b>Property Clearance</b>				
<i>For Textbooks and Equipment Losses (3 copies)</i>				
1. Monthly Sales Report of Textbooks/Equipment		School Property Custodian		
2. Report of Losses as of School Year <i>For Turn Over of School Principals (3 copies)</i>				
3. School Inventory Report				
4. Issued Property Acknowledgement Receipt / Inventory Custodian Slip				
5. Property Transfer Report				
6. Condition of Vehicle				
7. Clearance and Financial Report signed by the Administrative Services Section				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare documents	1. Receive required documents and endorse request to in-charge personnel	None	1 to 2 Days	Maribel Vinluan (Receiving)
2. Submit required documents	2. Verify and check for property accountability	None		Menen B. Almonte (Books and Property Losses)
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 SEF/City Fund properties  *Make sure to secure Official Receipt that will be issued upon payment	3. <b>If with Property accountability</b> , issue Order of Payment and proceed to payment	None		Menen B. Almonte (Books and Property Losses)
3.1 Return to Property				

and Supply Section for the processing and release of Clearance				
	4. Once Official Receipt is presented, Property Clearance will be issued and Division Clearance will be signed	None		<i>Elizabeth A. Martin</i>  <i>Laurice M. Velasco</i> <i>(Officer-In Charge Inventory Unit)</i>  <i>James L. Lambengco</i> <i>(Signatory)</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 to 2 Days</b>	

### 30. Requisition of Supplies and Equipment

Division Section Heads and School Heads may request for additional supplies and equipment based on the availability of goods.

<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>	
1. Requisition Slip			Property and Supply Section	
<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 the Requisition Slip form	1. Receive the Requisition Slip form	None	1 – 2 Days	Ronald Allan P. Infante (Supplies)  Arnel V. Mangaring (Equipment)
2. Submit accomplished Requisition Slip	2.1. Check for availability	None		Ronald Allan P. Infante (Supplies)  Arnel V. Mangaring (Equipment)
	2.2. Submit requests to Property and Supply Section Head for approval			Archie Paolo H. Recio (Officer-In-Charge-Warehouse and Distribution Unit)  James L. Lambengco (Signatory)
3. Sign issued receipts	3. If available, prepare request and print receipts	None		Ronald Allan P. Infante (Supplies)  Arnel V. Mangaring (Equipment)
4. Receive and check issued supplies /equipment	4. Release supplies/equipment and make sure all issued receipts are signed by the Accountable Officer	None		Ronald Allan P. Infante (Supplies)  Arnel V. Mangaring (Equipment)  Archie Paolo H. Recio (Officer-In-Charge - Warehouse and Distribution Unit)  James L. Lambengco (Signatory)
5. None	5. File and safe keep the signed receipts	None		Ronald Allan P. Infante (Supplies)  Arnel V. Mangaring

				<i>(Equipment)</i>
6. None	6. If not available, advise requesting unit to prepare purchase request and submit to Procurement and Acquisition Unit	None		<i>Ronald Allan P. Infante (Supplies)</i>  <i>Arnel V. Mangaring (Equipment)</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 to 2 Days</b>	

## 31. Request for Inspection of Unserviceable Properties

To properly appraise and dispose of unserviceable properties, the Property and Supply Section must inspect the submitted inventory report of unserviceable properties before.

<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 SECURE</b>		
1. Inventory and Inspection Report of Unserviceable Properties (IIRUP) - 4 copies		Accountable Officer / Property and Supply Section		
2. Property Return Slip – 4 copies				
3. Report of Waste Material – 4 copies				
4. Photos of the property for disposal				
<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	1. Receive required documents and endorse to personnel- in-charge	None	5 – 10 days	<i>Maribel N. Vinluan (Receiving)</i>
2. Submit additional documents if needed	2. Check and verify documents	None		<i>Victor Quiday</i>
3. Prepare and organize properties for disposal at school in preparation for the inspection	3. Schedule Inspection	None		<i>Cecilia A. Pascua (Officer In-Charge – Disposal Unit)</i>
4. None	4. Visit requesting school to evaluate and prepare recommendation based on the inspection report	None		<i>Victor Quiday</i>  <i>Jorge B. Coronado</i>  <i>Cecilia A. Pascua (Officer In-Charge – Disposal Unit)</i>  <i>COA Representative</i>
5. None	5. Submit recommendation to the Head of Agency for approval	None		<i>Victor Quiday</i>  <i>Jorge B. Coronado</i>  <i>Cecilia A. Pascua (Officer In-Charge – Disposal Unit)</i>  <i>COA</i>



				<i>Representative</i>  <i>James L. Lambengco</i> <i>(Section Head, Property Section)</i>  <i>Schools Division Superintendent</i> <i>(Signatory)</i>
6. None	6. <b>National Fund:</b> Submit the approved recommendation to: Disposal Committee for appraisal ;  <b>SEF/City Fund:</b> Provide a copy of the approved recommendation to the requesting school  *Disposal Committee will decide the appropriate mode of disposal	None		<i>Victor Quiday</i>  <i>Cecilia A. Pascua</i> <i>(Officer In-Charge – Disposal Unit)</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 to 10 Days</b>	

## 32. 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. This includes, but not limited to unless specified in different 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		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ICT Account Management Form			ICT Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Min.	ICT Unit
	1.2. Evaluate the document and interview the client		10 Min.	
	1.3. Create/delete/rename account or reset password of client account		15 Min.	
	1.4. Give the credentials to the client		5 Min.	Client and ICT Unit
<b>Total:</b>		<b>None</b>	<b>21 Min.</b>	
2. Submit the accomplished ICT Account Management form to <a href="mailto:ict@depedqc.ph">ict@depedqc.ph</a> or visit our website <a href="http://www.depedqc.ph">www.depedqc.ph</a> for online ICT account management services	2.1. Checking the sent email	None	2 Min.	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, incomplete information given, return to sender. If the client has no valid ID attached, return to sender.		5 Min.	
	2.3. Create/delete/rename account or reset password of client account		15 Min.	
	2.4. Give the credentials to the sender		5 Min.	
<b>Total:</b>		<b>None</b>	<b>27 Min.</b>	

### 33. Troubleshooting of Computer Repairs and Maintenance

Evaluation, Assessment and Troubleshooting of Computer Repairs and Maintenance of ICT Equipment, Computer Laboratories of SDO proper and School-based Personnel.

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CT Technical Assistance Form			ICT Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished ICT technical assistance form	1.1. Receive the ICT technical assistance form from the client	None	1 Min.	ICT Unit
	1.2. Evaluate the document and interview the client		10 Min.	
	1.3. Evaluate and analyze the ICT equipment		30 Min. to 1 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		1 Hour	Client and ICT Unit
	1.5. Give recommendation to the client on what to do		15 Min.	
	1.6. Return the equipment to the client		5 Min.	
TOTAL:		None	2 Hours and 1 Min. to 2 Hours and 31 Min.	
2. Online or printed Request signed by the school head Send the request through <a href="mailto:ict@depedgc.ph">ict@depedgc.ph</a> (Subject: Request for Computer Repair)	2.1. The ICT Personnel in-charge in monitoring the <a href="mailto:ict@depedgc.ph">ict@depedgc.ph</a> email will forward the request to the CMT assigned in that school	None	1 Min.	ICT Unit
	2.2. The CMT assigned will coordinate with the school ICT Coordinator Regarding the scheduled virtual TA or onsite Repair		5 Min.	
TOTAL:		None	Depends upon the availability of technician <i>*Note: The School will fetch the Computer Technician</i>	

### 34. 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 Personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Smart 5g SIM Card Excel Template file				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Smart 5g SIM Card Excel Template file to <a href="mailto:sim@depedq.c.ph">sim@depedq.c.ph</a>	1.1. Checking the sent emails	None	1 Min.	<i>ICT Unit</i>
	1.2. Evaluate the document sent. If there is erroneous entry, incomplete information given, return to sender. If		10 Min.	
	1.3. Compile all approved documents to the Smart 5g excel template file and upload to the Smart biz loading system		30 Min.	<i>ICT Unit</i>
	1.4. Loading of Smart 5G SIM		10 Min.	
	1.5. Creating Reports		20 Min.	
	1.6. Give the credentials to the senders		10 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 21 Min.</b>	

### 35. 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

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi				ICT Unit
1. Google Form				
Lost				
1. Fill up and sign the Affidavit of Loss provided by ICT (the Day of visit)				
2. 1 Valid ID				
Defective				
1. The SIM Card/Pocket Wi-fi including the packaging of sim and the box of the Pocket Wi-fi				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Min.	ICT Unit
	1.2. Evaluate the document sent. If blurry or has erroneous entry, incomplete information given, return to sender. If the client has no Valid ID attached, return to sender.		1 Min.	
	1.3. all approved documents will be scheduled the date of their visit for replacement of the SIM Card or Pocket Wi-fi		5 Min.	
2. The scheduled date of the 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	2.1. Evaluate the documents provided. If blurry or has erroneous entry, incomplete information given, return to sender. If the client has no Valid ID attached, return to sender.	None	10 Min.	ICT Unit
	2.2. Approved Documents of visited clients will Replace the SIM Card or Pocket Wi-Fi		10 Min.	
TOTAL:		None	31 Min.	

## 36. Uploading of Publications

This describes the procedures in the uploading of publications on the official website, Facebook Page, Workplace group account.

Office or Division:	Information and Communications Technology (ICT) Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Printed Copy		ICT Unit		
2. Soft copy (Preferably PDF File)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Min. to 1 Hour	Administrative Assistant III / ICTU
TOTAL:		None	5 Min. to 1 Hour	

## 37. Events / Webinars Support

Giving technical assistance to events/webinars including designing banners, programs, videos and moderating the events/webinars using different platforms (Streamyard, Google Meet & etc.).

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter. Indicate the ff: <ul style="list-style-type: none"><li>Event Title, Date &amp; Time, Program, Number of Expected participants, Platform</li></ul>			ICT Unit	
2. Streamyard or Google Meet				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request at <a href="mailto:ict@depedqc.ph">ict@depedqc.ph</a> (Subject : Request for Event Webinar Support)	1.1. The ICT Personnel in-charge in monitoring the <a href="mailto:ict@depedqc.ph">ict@depedqc.ph</a> email will forward the request to the Data Encoder in-charge	None	1 Min.	ICT Unit
	1.2. The Data Encoder assigned will coordinate with the personnel request for TA Support		1 to 3 Days	
TOTAL:		None	1 Day and 1 Min. to 3 Days and 1 Min.	

### 38. 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 compensation who have not reached the compulsory retirement age, irrespective of employment status, except members of the Armed Forces of the Philippines and the Philippine National Police and contractual who have no employer and employee relationship with their agencies.

Office of Division:	GSIS - Taskforce, Loan & Remittance Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Employee			
Who may avail:	National Newly Hired Employees-SDO proper, Elementary & Secondary			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Membership Information Sheet (MIS) (1 copy)		*Downloadable at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> under Quick Link, go to downloadable Forms HR-Teaching Unit or HR-Non-Teaching Unit		
2. Copy of SDS signed appointment or copy of duly attested Appointment (1 copy)				
3. Assumption of Duty (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents	None	10 Min.	Requesting party
	<ul style="list-style-type: none"><li>If <b>deficient</b>, inform requesting party of any deficiency</li><li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li></ul>		5 Min.	Designated Agency Authorized Officer (AAO)
			7 Hours and 45 Min.	
TOTAL:		None	8 Hours	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@depedqc.ph">gsistaskforceupdating@depedqc.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client	None	8 Hours	Requesting party
	<ul style="list-style-type: none"><li>If <b>deficient</b>, inform requesting party of any deficiency</li><li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li></ul>			Designated Agency Authorized Officer (AAO)
TOTAL:		None	8 Hours	

### 39. 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 re-employment, the member/employee needs to activate his/her members profile.

<b>Office or 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			
<b>CHECKLIST OF 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> under Quick Link, go to downloadable Forms	
2. Copy of SDS signed appointment or copy of duly attested Appointment (1 copy)			HR-Teaching Unit or HR-Non-Teaching Unit	
3. Assumption of Duty (1 copy)				
4. Membership Service Profile (MSP) (1 copy)			*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 (1 copy)			*Previous employer if there is any	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents <ul style="list-style-type: none"><li>If <b>deficient</b>, inform requesting party of any deficiency</li><li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li></ul>	None	10 Min.	Requesting party
			5 Min.	Designated Agency Authorized Officer (AAO)
			7 Hours and 45 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@depedq.c.ph">gsistaskforceupdating@depedq.c.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client <ul style="list-style-type: none"><li>If <b>deficient</b>, inform requesting party of any deficiency</li><li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li></ul>	None	8 Hours	Requesting party
				Designated Agency Authorized Officer (AAO)
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	



## 40. Transfer of Office Code and/or Agency

An active member who was transferred to another agency/school shall inform the Agency Authorized Officers (AAO's) and request for updating of the station.

<b>Office or 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			
<b>CHECKLIST OF 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> under Quick Link, go to downloadable Forms		
2. Membership Service Profile (MSP) ( 1 copy)		*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 (1 copy)		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) (1 copy)		*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 (1 copy)		HR-Teaching Unit or HR-Non-Teaching Unit		
6. Assumption of Duty (1 copy)		*Previous employer if there is any		
7. Service Record from previous government agency, if there is any (1 copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	10 Min.  5 Min.  7 Hours and 45 Min.	Requesting party  Designated Agency Authorized Officer (AAO)
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@deped.gov.ph">gsistaskforceupdating@deped.gov.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	8 Hours	Requesting party  Designated Agency Authorized Officer (AAO)
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	

## 41. For Change of Name and Status Due to Marriage

These are requests for change of surname and marital status to be reflected in the Member Service Profile (MSP) of the member in lieu of marriage.

<b>Office or 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 OF 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 Link, go to downloadable Forms	
2. Original copy of PSA Marriage contract or copy from Local Civil Registry Office (1 copy)			Philippine Statistics Authority or Local Registry 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. FOR WALK-IN</b>				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	10 Min.  5 Min.  7 Hours and 45 Min.	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@depedq.c.ph">gsistaskforceupdating@depedq.c.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	8 Hours	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	

## 42. For Reversion to Maiden Name

Members formerly married but legally separated/annulled may request reversion to maiden name with complete documentary requirements.

<b>Office or 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 OF 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 Link, go to 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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	10 Min.  5 Min.  7 Hours and 45 Min.	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@depedq.c.ph">gsistaskforceupdating@depedq.c.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	8 Hours	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	

### 43. Correction of Name or Date of Birth (If record in the division office is not correct)

If the record in the division office is not correct, the member/employee may request correction subject for verification and approval from the other Government Agency e.g. Civil Service, GSIS etc.

<b>Office or 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 OF 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 Link, go to 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 Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	10 Min.  5 Min.  7 Hours and 45 Min.	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@depedq.c.ph">gsistaskforceupdating@depedq.c.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	8 Hours	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	

#### 44. Correction of Name and/or Date of Birth (Due to typographical error in the GSIS database)

If a record is incorrect due to typographical error in the GSIS Database, the member/employee may request a correction subject for verification and approval from the other Government Agency e.g. Civil Service, GSIS etc.

<b>Office or 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 OF 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 Link, go to downloadable Forms		
2. Original copy of PSA birth certificate (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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	10 Min.  5 Min.  7 Hours and 45 Min.	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@depedq.c.ph">gsistaskforceupdating@depedq.c.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	8 Hours	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	

## 45. Updating of Personal Information

These are requests for change of personal information like mailing address, cellphone numbers and email address of member/employee.

<b>Office or 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 OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplished Member's Request Form (MRF) indicating in the Details of Request indicating nature of request, e.g.: change &/or for correction of the above mentioned data (1 copy)			*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 ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	10 Min.  5 Min.  7 Hours and 45 Min.	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@depedq.c.ph">gsistaskforceupdating@depedq.c.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	8 Hours	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	

## 46. Updating of Remittance

These are requests for member's salary changes due to Tranche, step increment, promotion or demotion.

<b>Office or 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 OF 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 Link, go to downloadable Forms	
2. Service Record indicating the updated salary (1 copy)			HR Non-Teaching Unit HR Elementary HR Secondary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR WALK-IN</b>				
1. Submit hardcopy of documentary requirements to the administrative services section	1. Assess completeness of supporting documents <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	15 Min.  5 Min.  7 Hours and 45 Min.	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	
<b>B. FOR ELECTRONIC FILING</b>				
1. Email scanned copy of documentary requirements to <a href="mailto:gsistaskforceupdating@depedgc.ph">gsistaskforceupdating@depedgc.ph</a>	1. Retrieve request and scanned copy of documentary requirements sent by the client <ul style="list-style-type: none"> <li>If <b>deficient</b>, inform requesting party of any deficiency</li> <li>If <b>complete</b>, prepare ARA Form-A and upload via webMSP</li> </ul>	None	8 Hours	<i>Requesting party</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	



## 47. GSIS Loans (MPL flex, Policy, Emergency)

Loan applications like MPL Flex, Policy Loan, Emergency Loan, and Educational Loan must be verified and approved by the Authorized Agency Officer (AAO) of the Schools Division Office.

<b>Office or 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 OF 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)		<p>For <b>Teachers, Head Teachers, Principals</b>, kindly request at DepEd NCR using this link: <a href="https://forms.gle/7xhAoSjk2Jv5AzLk">https://forms.gle/7xhAoSjk2Jv5AzLk</a> using DepEd email account</p> <p>For <b>Employees or Non-Teaching</b>, email to SDO-QC Legal Section at: <a href="mailto:Depedqclegalsection@gmail.com">Depedqclegalsection@gmail.com</a></p>		
3. UMID Card/valid ID (1 copy)		LTO-Driver's License; GSIS-UMID card; SDO-QC-DepEd I.D.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR ELECTRONIC FILING</b>				
1. Secure Certificate of no pending case first before applying for loans to avoid disapproval for lack of documentary requirements	1.1. Verify applicant to GSIS GW@PS portal for existing application	None	2 Hours	<i>Loan Applicant</i>  <i>Designated Agency Authorized Officer (AAO)</i>
	1.2. Assess completeness of documentary requirements through <a href="mailto:adminutesservices@depedqc.ph">adminutesservices@depedqc.ph</a> email address		2 Hours	
2. Apply GSIS loan through GWAPS kiosk, GSIS over the counter or at <a href="http://egsismo.gov.ph">egsismo.gov.ph</a>	2.1. If <b>deficient</b> requirements, inform requesting party of any deficiency through email <ul style="list-style-type: none"> <li>Perform mathematical computation for compliance of NTHP</li> <li>Verify existing approved loans</li> </ul>	None	2 Hours	<i>Loan Applicant</i>  <i>Designated Agency Authorized Officer (AAO)</i>
3. Email documentary requirements at <a href="mailto:adminutesservices@depedqc.ph">adminutesservices@depedqc.ph</a>	3. Inform applicant for approved and disapproved loans stating the reason for disapproval of the same through email	None	2 Hours	<i>Loan Applicant</i>  <i>Designated Agency Authorized Officer (AAO)</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	



## 48. Landbank Loans (City Paid Employees)

Exclusive for Citypaid permanent employees of Schools Division Office. Applicants must be enrolled in LBP iaccess/ LBP Mobile App.

<b>Office or 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 OF REQUIREMENTS		WHERE TO SECURE		
1. Certified Photocopy of I.D. (1 copy)		Requesting Party		
2. Certified photocopy of Payslip (1 copy)		Requesting Party (SDO-QC Administrative Services Section)		
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 Section at: <a href="mailto:Depedqclegalsection@gmail.com">Depedqclegalsection@gmail.com</a>		
5. 1 USB OR CD <ul style="list-style-type: none"> <li>no pending application for retirement or not due for retirement w/in the term</li> <li>net monthly take home pay should be PHP 5,000.00</li> </ul>		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>PERSONAL FILING</b>				
1. Submit to Admin Services all documentary requirements	1.1. Send scanned/picture copy of payslip and information form to Cityhall Personnel office thru: Mr. Nath Obmerga for preparation of whitelist	None	4 Hours	<i>Loan Applicant</i>  <i>Designated Staffs</i>
	1.2. Have payslip, valid I.D, and whitelist signed by: <ul style="list-style-type: none"> <li>a) the one who prepared (LMA)</li> <li>b) City Asst. Dept. Head III or other authorized signatories</li> </ul>		4 Hours	
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours</b>	

## 49. Private Lending Institutions (PLI's) Loans

Loan applications for Private Lending Institutions (PLI's) must be forwarded to the authorized PLI verifier of the Schools Division Office (SDO) for preparation of accommodation or non-accommodation report.

<b>Office or 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 OF 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 ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR ELECTRONIC FILING ONLY</b>				
1. Secure payslip at school through school clerk (1 copy)	1.1. Check information if true and correct using payroll abstract	None	8 Hours	<i>Loan Applicant</i>  <i>PLI Verifiers</i>
2. Request SOA from previous PLI either personally or through the assistance of the loan officer (1 copy)	2. Verify if no undeducted obligations and incoming deductions by coordinating with other lending company or agency	None	8 Hours	
3. Get stoppage form (1 copy)	3. Verify if eligible or not to avail loan from PLI	None	8 Hours	
4. Fill out needed information	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)	5. Check information if true and correct by coordinating with the PLI who issued the SOA	None	8 Hours	
6. Secure a copy of duly signed stoppage form from payroll (1 copy)	6.1. Check information if true and correct by coordinating with the PLI who issued the certificate of full payment	None	8 Hours	
	6.2. Check information if true and correct by coordinating with payroll		8 Hours	
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 8 Hours</b>	

## 50. PAG-IBIG Loans

Pag-Ibig loan application form must be verified and signed by the authorized signatory of the Schools Division Office for proper action.

<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 OF 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PERSONAL FILING</b>				
1. Duly accomplish the form	1. Check if the information are true and correct	None	30 Min.	<i>Loan Applicant</i>  <i>Designated Pag-Ibig Loan Verifier</i>
2. Sign the form with two (2) witnesses	2. Counter check if there are other existing loans	None	1 Hour	
2.1. Let the Principal sign the form				
3. Bring the form together with other required documents in the administrative office for signature	3. Sign the form	None	2 Min.	
4. Bring the signed form together with other required documents to Pag-Ibig Office	4. Prepare and print authorization form	None	20 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 52 Min.</b>	

## 51. Provident Loans

The Fund aims to provide DepEd officials and employees with benefits and loans for emergency needs; for their education and that of their children; for their hospitalization and that of their immediate dependents; for minor but immediately needed repair of their houses; and for other similar purposes as determined by the Board of Trustees. The beneficiaries of the fund are the teachers as defined in the Magna Carta for Public School Teachers and administrative support staff of the Central, Regional, Division and field offices of the Department who have permanent/regular status of employment.

Office of Division:	Schools Division Office – Administrative Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Employee			
Who may avail:	National Employees – SDO proper, Elementary & Secondary			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Loan Application Form (LAF) (2 copies)			*Downloadable form through SDO, QC website. Hardcopy available at Administrative Services Office	
2. Certified true copy of Pay slips of Borrower & co-maker (by principal)			School	
3. Request Letter (1 Original Handwritten)			Loan Applicant	
4. Original Valid I.D's (Borrower & Co-maker)				
5. Certified true copy of Valid IDs (Borrower & Co-maker) (2 copies each)				
6. Authorization to deduct (1 copy)				
7. Certificate of No Pending Case (1 copy)				
8. Approved Appointment (for first time borrowers & co-terminus employees only) (1 copy)				
9. Document showing proof that the co-terminus employee has rendered at least 2 year service in DepEd (e.g: Notarized contract of service) (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PERSONAL FILING				
1. Fill out (LAF) through handwritten form and submit the same with complete documentary requirements	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	Designated Provident Loan Verifier
2. For emergency purposes, it must be signed by ASDS Engr. Marc Voltaire Padilla	2. Verify NTHP if eligible or not eligible to avail Provident loan	None	1 Hour	
3. Bring and show the original payslip of	3. Check and correct Application form and	None	3 Hours	

borrower & co-maker for authentication	other requirements completely sign with original hand written of Borrower and Co- Borrower			
3.1. Payslips must be free from undeducted obligations				
3.2. Bring all documents to the Administrative Office for Assessment and proper indorsement				
TOTAL:		None	8 Hours	

## 52. Request for Correction of Entries in School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any student whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government To Government G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application indicating the entry/entries to be corrected ( 1 original copy)		Requesting party		
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)		PSA		
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)		School		
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)		Affiants		
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application		Requesting party		
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record				
7. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act	1.1. Review and check all the requirements submitted as to completeness.  a. If complete, proceed to verification and evaluation of documents. b. If incomplete, return the documents to the applicant with an advice as how to acquire his/her deficiency	None	10 Min.	Legal Staff
	1.2. Verify the authenticity of all required documents and run the original PSA Birth Certificate to determine existence of PSA seal		5 Min.	
2. Client/ Applicant will fill out and sign the Data Privacy	2. Verify the completeness of the filled-out form	None	2 Min.	Legal Staff

Consent Form				
3. Drafting of Resolution	3.1. Prepare the resolution for correction of entries	None	30 Min.	<i>Legal Staff/ Legal Officer</i>
	3.2. Forward to SDS for Signature		1 Day	SDS
	3.3. A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to the Records Section for releasing the document.		1 Day	
4. The applicant and school will receive a copy of the Resolution	4. Release a copy of the Resolution to the applicant and to the concerned school	None	1 Day	<i>Records/ Releasing In-Charge/ Admin Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 47 Min.</b>	

### 53. Receiving of Complaints Against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "Revised Rules of Procedure of the Department of Education in Administrative Cases" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Non-Teaching Personnel.

<b>Office or Division:</b>	Records Unit Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Client G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006.			Client	
2. Certificate of Non-Forum Shopping duly notarized.				
<i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i>				
3. Supporting/ Evidentiary Document/s, if any.				
*All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.				
<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 formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit	1.1. Evaluate the complaint and attached evidentiary document/s, as to its	None	10 Min.	<i>Administrative Aide VI or Administrative Officer IV (Records)</i>
	1.2. Stamp received the documents and receiving copy with transaction number		3 Min.	
	1.3. Log the received document/s to the Incoming Logbook.		5 Min.	
2. Receive the receiving copy for reference	2. Return client's receiving copy	None	3 Min.	<i>Administrative Aide VI or Administrative Officer IV (Records)</i>
<b>TOTAL:</b>		<b>None</b>	<b>21 Min.</b>	




## 54. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "Revised Rules of Procedure of the Department of Education in Administrative Cases" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

Office or Division:	Records Unit Legal Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Client G2B - Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006.			Client	
2. Certificate of Non-Forum Shopping duly notarized.				
Note: Pro-forma or template with regard to Complaint/ Affidavit and Certificate of Non- Forum Shopping				
3. Supporting/Evidentiary Document/s, if any.				
*All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 Min.	Administrative Aide VI or Administrative Officer IV (Records Unit)
	1.2. Stamp received the documents and received a copy with transaction number.		3 Min.	
	1.3. Log the received document/s to the Incoming Logbook.		5 Min.	
2. Receive the receiving copy for reference	2.1.Return client's receiving copy	None	3 Min.	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.2. Forward the complaint to OSDS for routing.		10 Min.	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.3. Log the document, with attached referral slip, to the appropriate logbook		10 Min.	Administrative Aide VI or Administrative Assistant III (OSDS)


	2.4. Evaluate and make necessary notation and sign the routing slip.		1 Day	<i>Schools Division Superintendent (OSDS)</i>		
	2.5. Forward to Legal Unit, for appropriate action.		5 Min.	Administrative Aide VI or Administrative Assistant III (OSDS)		
	2.6. Evaluate the complaint if the same is grievable/ mediatable or not and prepare necessary Communication, copy furnished the client.		1 Day	<i>Attorney III/ Designated Legal Officer</i>		
	2.7. Forward to OSDS the initialed communication		1 Day	<i>Administrative Assistant III (Legal) or Attorney III/Division Legal Officer (ASDS)</i>  <i>Administrative Aide VI (ASDS)</i>		
	2.8. Log the document, with attachment/s to the appropriate logbook		10 Min.	<i>Administrative Aide VI or Administrative Assistant III (OSDS)</i>		
	2.9. Return signed communication to Legal Unit, for organization of documents		5 Min.			
	2.10. Arrange the documents to be forwarded to the Records Unit.		20 Min.	<i>Administrative Assistant III (Legal) or Attorney III/Division Legal Officer</i>		
	2.11. Forward to Records Unit, for releasing		5 Min.			
	2.12. Stamp Release the documents and arrange for servicing/ sending to addressed		10 Min.	<i>Administrative Aide VI or Administrative Officer IV (Records Unit)</i>		
	2.13. Coordinate with the Office/Agency and contact the client.		30 Min.			
	3. Receive and sign the Communication, if with proof of service, sign the proof of service.		3.1. Release the Communication	None	5 Min.	<i>Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)</i>
			3.2. If there is a proof of service, serve and secure a signed Proof of Service.		10 Min.	
	TOTAL:		None	3 Days, 2 Hours, and 11 Min.		

# SAMPLE TEMPLATE FOR COMPLAINT

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	<b>COMPLAINT FORM</b>	Name of Office: Legal Services Unit

Date of Filing (Petsa kailan ifilip): \_\_\_\_\_


<b>COMPLAINANT (Nagrereklamo)</b>			
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido): SURNAME (Apelyido)			
SEX / GENDER (Kasarian)	CIVIL STATUS (Kasal/Single)	AGE (Edad)	INTERNET CONTACT (E-mail & Facebook Account Name) & Viber
ADDRESS (Babay / Kalye)	SUBD. / BROY.	TOWN/CITY (Bayan/Lungsod)	PROVINCE (Lalawigan)
<b>VICTIM'S INFORMATION (Biktima) [Kung may biktima, maliban sa nagrereklamo]</b>			
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido): SURNAME (Apelyido)			
NAME OF SCHOOL (Ngalan ng Paaralan)	ADDRESS OF SCHOOL (Lokasyon ng Paaralan)	GRADE/YEAR (Antas)	AGE (Gulang)
RELATIONSHIP TO COMPLAINANT (Relasyon sa Nagrereklamo) / Pakilagyan ng Check (✓) ang angkop na sagot/		1) Father (Ama) _____ 2) Mother (Ina) _____ 3) Others (Iba pang relasyon) _____	
<b>RESPONDENT'S INFORMATION (Inirereklamo)</b>			
NAME (Pangalan): Middle Initial (Inisyal ng Panggitnang Apelyido): SURNAME (Apelyido)			
In case there are more than one respondent, please indicate details in the table (Kung higit sa isa ang ini-rereklamo, isulat sa ibaba ang kailangang detalye)			
Position (Katungkulan)	SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado)	School or Office Address (Lokasyon ng Paaralan o Opisina)	
1.	1.	1.	
2.	2.	2.	
3.	3.	3.	
4.	4.	4.	
5.	5.	5.	
<b>ACCOUNT OF INCIDENT / MATTER COMPLAINED (Kwento tungkol sa ini-rereklamang insidente)</b>			
<b>1. Basic details of Complaint (Pangunahing detalye):</b>			
Date/s of Incident (Petsa/Mga petsa Kailan nangyari ang ini-rereklamo)	Specific Time or Span of Time of Incident (ORAS/Mga ORAS naganap ang insidenteng ini-rereklamo)	Place of Incident (Saan nangyari ang ini-rereklamo)	
<b>2. Evidence for Complaint (Ebidensya):</b>			
Do you have Witness/es to the matter complained of? (Meron bang Naka-saksi/nakaluta sa bagay na ini-rereklamo?)		Do you have supporting documents? (Meron ka bang pansuportang dokumento?)	
Pakilagyan ng Check (✓) ang angkop na sagot Yes. _____ None. _____		Yes. _____ None. _____	
Witness Name (Pangalan ng Witness)	Witness Address/Office (Address o Opisina ng Witness)	Telephone Number / Landline	LIST OF DOCUMENTS REGARDING THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo)
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.
5.	5.	5.	5.

	Republic of the Philippines Department of Education Region III <b>SCHOOLS DIVISION OFFICE OF OLONGAPO CITY</b>	Document Code: _____ Revision: _____ Effectivity date: _____
	<b>COMPLAINT FORM</b>	Name of Officer: _____ Legal Services Unit

**NARRATIVE OF COMPLAINT/INCIDENT** (Kwento tungkol sa Reklamo / Pangyayari)  
 (Please use/ask for another paper if the space provided is not enough)  
 / (Gumamit/humingi ng isa pang papel kung hindi kasya sa pahinang ito)

**PRINTED NAME/s OF COMPLAINANT/s AND SIGNATURE/s**  
 (ISULAT ANG PANGALAN AT PIRMAHAN SA IBABAW NG PANGALAN)



	Republic of the Philippines Department of Education Region III <b>SCHOOLS DIVISION OFFICE OF OLONGAPO CITY</b>	Document Code: _____ Revision: _____ Effectivity date: _____
	<b>COMPLAINT FORM</b>	Name of Office: Legal Services Unit

## VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

(PAGPAPATOTOQ SA REKLAMO AT SA WALANG IBANG INIHAIN NA REKLAMO)

I/We (Ako/Kami), \_\_\_\_\_  
 Filipino, of legal age (may hustong edad) and with address (at may address na) \_\_\_\_\_,  
 after having been  
 duly sworn in accordance with law, hereby depose and state (matapos nanghimpag ayon ko batas ay nagpapatotoq at  
 nagpasaad na), THAT:

- I / we am / are the complainant/s in the above-complaint;  
(Ako / Kami ay ang / mga nagreklamo sa reklamong ito)
- I / we have caused the preparation of the foregoing complaint;  
(Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)
- I / we have read the contents thereof;  
(Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)
- All the allegations therein are true and correct of my own / our personal knowledge and/or based on authentic documents;  
(Lahat ng mga nakasaad dito ay totoo at tama mula sa aking / aming personal na kaalaman at/o base sa mga awtentikong dokumento)
- I / we hereby certify that I have not commenced a complaint/action involving similar issues before the Supreme Court or any of its Divisions; before the Court of Appeals or any Division thereof, before the Regional Trial Courts, Municipal Trial Courts or any other agency of the Government. Should learn about the pendency of similar action, I shall inform the Honorable Office within five days from knowledge thereof. ((Ako / Kami ay nagpapatotoq na hindi ako nagreklamo/kaso tungkol sa parehong issue sa Supreme Court o anumang division nito; o sa Court of Appeals o anumang division nito; sa Regional Trial Courts, Municipal Trial Courts o anumang ahensya ng gobyerno. Kung may malaman man akong tungkol sa nakahain na parehong reklamo/kaso, ipagbibigay alam ko ito sa Kagalang-galang na Opisinar ng ito sa loob ng limang araw mula sa pagka-alam ko nito))

IN WITNESS WHEREOF, I/We have signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, at \_\_\_\_\_  
 (Bilang paturay, ako/kami ay lumagda nitong ika \_\_\_\_\_ ng \_\_\_\_\_, 20\_\_\_\_, dito sa \_\_\_\_\_)

Signature over Printed Name  
 (Pirma sa ibabaw ng Pangalan)

Signature over Printed Name  
 (Pirma sa ibabaw ng Pangalan)

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by affiant/s who personally appeared before me, exhibiting his/her/their \_\_\_\_\_ as competent evidence of her identity. (NILAGDAAN AT SINUMPAAN sa harap ko ngayong \_\_\_\_\_ araw ng 20\_\_\_\_ matapos na ipakita ng nagsasalaysay ang kanyang "ID" na ebidensya ng kanyang identidad)

Doc. No. (Dok. Blg.) \_\_\_\_\_;  
 Page No. (Pahina Blg.) \_\_\_\_\_;  
 Book No. Doc. No. (Libro Blg.) \_\_\_\_\_;  
 Series of 20\_\_\_\_ (Serye ng 20\_\_\_\_).

## 55. Issuance of Certificate of No Pending Case

Certificate of No Pending Administrative Case is one of the requirements when applying for clearance. This is to ensure that the requesting DepEd personnel has no pending administrative case filed before any office of the Department before allowing him/her to travel to foreign countries or to permanently leave his/her office through resignation or retirement.

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued ID		Requesting Entity		
2. Division Clearance				
3. Authorization letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1. Review and check requirement/s & verify from the list of formally charged employees	None	5 Min.	Legal Officer or Legal Assistant
2. Log at the log sheet provided if issued a certification	2. If employee does not have a pending case, issue certification / sign clearance  If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed	None	5 Min.	Legal Officer or Legal Assistant
3. Receive action document/s.	3. Release action document or sign Division Clearance	None	5 Min.	Legal Officer or Legal Assistant
TOTAL:		None	15 Min.	

## 56. 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 rendered. This serves as a main document to support payment of 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 Internal and External Creditors			
<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)		Common documentary requirements for each type of government transactions shall be prepared both by the creditors and the offices concerned.		
2. Availability of Allotment/Budget for Obligation.		Obligation Request & Status (ORS) must be certified by the Head of Budget Unit.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of original copies of proper evidence to establish validity of the claim.	1.1. The Accounting Unit will record in the logbook and will check the completeness and accuracy of documents submitted.	None	30 Min.	<i>Cassidy Angel D. Arco, Office Aide</i>
	1.2. Fully-accomplished Disbursement Voucher (DV) will be prepared to cover the payment of the claims.		5 to 15 Min.	<i>Cassidy Angel D. Arco, Office Aide</i>
	1.3. Review the DV prepared and supporting documents attached to the claim.		5 to 30 Min.	<i>Joven S. Noynay, Accountant III</i>
	1.4. Forward the DV to the Office of the Schools Division Superintendent for Approval.		5 Min.	<i>Mikhail G. Dulay, Office Aide</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 Min. to 1 Hour and 20 Min.</b>	

## 57. Pre-Audit and Recording of Liquidation Reports from Accountable Officers

Cash Advances granted to Accountable Officers must be liquidated and submitted to the Accounting Unit for pre-audit purposes, for recording in the books of accounts and for post-audit by the Commission on Audit (COA).

<b>Office or Division:</b>	Accounting Unit			
<b>Classification:</b>	Complex			
<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>	<b>PERSON RESPONSIBLE</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 Min.	<i>Oddes M. Compuesta Christian Villanueva Amelia Manzano Cecilia S. Padollon Joel D. Valdellon Rommel A. Apo Jessa Melicado Rafaealla Laureane Espena</i>
	2. Conduct Pre-audit of the submitted liquidation report with supporting documents.	None	3 Hours to 8 Hours per school or per accountable officer	<i>Oddes M. Compuesta Christian Villanueva Amelia Manzano Cecilia S. Padollon Joel D. Valdellon Rommel A. Apo Jessa Melicado Rafaealla Laureane Espena</i>
	3. Record in the books of accounts the liquidation transaction.	None	30 Min. to 1 Hour	<i>Oddes M. Compuesta Christian Villanueva Amelia Manzano Cecilia S. Padollon Joel D. Valdellon Rommel A. Apo Jessa Melicado Rafaealla Laureane Espena</i>
	4. The Head of the Accounting Unit will review the liquidation report submitted and approve the Journal Entry Voucher generated by the staff.	None	1 Day	<i>Joven S. Noynay, Accountant III</i>



	5. After approval, the liquidation report will be submitted to COA on a weekly basis for post audit.	None	7 Days	<i>Oddes M. Compuesta</i> <i>Christian Villanueva</i> <i>Amelia Manzano</i> <i>Cecilia S. Padollon</i> <i>Joel D. Valdellon</i> <i>Rommel A. Apo</i> <i>Jessa Melicado</i> <i>Rafaealla Laureane Espena</i>
<b>TOTAL:</b>		None	<b>8 Days, 3 Hours, and 35 Min. to 8 Days, 9 Hours, and 5 Min.</b>	

## 58. Consolidation of Financial Reports from Implementing Units

Submissions of Consolidated Financial Reports are done on a monthly, quarterly, semi-annual and annual basis to oversight agencies such as DepEd NCR, DepEd CO, COA, DBM, and BIR.

<b>Office or Division:</b>		Accounting Unit		
<b>Classification:</b>		Complex		
<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>		
1. General Purpose Financial Statements cited in Government Accounting Manual		Implementing Units and SDO Proper		
<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 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 Min.	<i>Roselle J. Villachua</i> <i>Joven S. Noynay</i>
	2. Check and verify the financial data submitted	None	1 Hour to– 3 Hours every IU	<i>Joven S. Noynay</i>
	3. Enter in the FS Consolidator System the financial data submitted by IUs	None	30 Min.	<i>Joven S. Noynay</i>
	4. Finalize and generate the financial statements for submission to oversight agencies.	None	1 to 2 Days	<i>Joven S. Noynay</i>
	5. Submit the Consolidated FS and other financial reports (soft and hard copies) to COA and other oversight agencies.	None	30 Min. to 1 Hour	<i>Joven S. Noynay</i>
	6. Inform the field of their status on the submission of FS for monitoring purposes.	None	30 Min.	<i>Roselle J. Villachua</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 2 Hours, and 35 Min. to 2 Days, 2 Hours, and 35 Min.</b>	

## 59. Processing of Various Claims and Benefits

Teaching and non-teaching personnel of the Division submit their papers for processing of salary and other benefits.

<b>Office or Division:</b>	Budget Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Employee and G2C – Government to Citizen			
<b>Who may avail:</b>	Teaching & Non-Teaching Personnel (National Roll) of SDO, Q.C., External Suppliers and Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>All Benefits under Personnel Services (PS) and Maintenance &amp; Other Operating Expenses (MOOE)</b>				
1. Payroll/Disbursement Voucher		Payroll Services Unit		
2. PACS				
<b>All claims under MOOE and Capital Outlay</b>				
1. Voucher (Monthly Cash advance of Schools)		Accounting Section		
2. Approved Contract /Purchase Order (for Procurement, Repair and Construction)		Procurement 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 the requirements to the Budget Unit	1. Receive and check the documents submitted	None	3 Min.	Melvin M. Bocbocila, Administrative Asst. I
	2. Re-check documents received and prepare Obligation Request Status (ORS) if no ORS is attached	None	3 Min.	Mae Lizza Legaspi, ADAS III (Personal Services)  Cecilia Diaz AOV (MOOE & Capital Outlay)
	3. Assign ORS number and post in the registry	None	3 Min.	Marivic Napucao, AO II
	4. Sign Box B of ORS for availability of allotment	None	3 Min.	Cecilia Diaz, AOV
	5. Release signed ORS and attachments	None	3 Min.	Melvin M. Bocbocila Administrative Asst. I
<b>TOTAL:</b>		<b>None</b>	<b>15 Min.</b>	

## 60. Fund Request

These are requests for allotment for newly-created items of teaching and non-teaching personnel of the Division.

Office or Division:	Budget Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All employees of SDO, Q.C. (National Roll)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certified copy of Appointment			Human Resource Section	
2. Notice of Organization Staffing and Compensation Action (NOSCA)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Budget Unit	1. Receive and check the requirements	None		Mae Lizza Legaspi, ADAS III
	2. Prepare Matrix of Funding Requirement and transmittal	None		Mae Lizza Legaspi
	3. Sign Funding Request	None		Cecilia Diaz
	4. Release Funding request to the Office of the Superintendent (for signature)	None		Melvin M. Bocbocila
	5. Submit Funding Request to DepEd-NCR	None		Mae Lizza Legaspi
TOTAL:		None	Within the Day	

## 61. Issuance of Official Receipt

All internal and external clients who have an order of payment will submit to the 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			
<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 for Bidding Documents		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Order of Payment/ Authority to Collect duly signed by Head of Accounting Section/ Procurement Office	1. Issue Order of Payment/ Authority to Collect	None	15 Min.	<i>Accounting Division/ Procurement Office)</i>
2. Client presents duly filled-out Order of Payment /Authority to Collect	2. Verify the completeness and accuracy of information contained in the Order of Payment/ Authority to Collect	None	5 Min.	<i>Jane Casas/ Wilma Barongan</i>
3. Give the necessary payment to collecting officer either thru cash or check	3. 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 Min.	<i>Jane Casas/ Wilma Barongan</i>
4. Check/signed and verify data indicated in the Official receipt	4. Issue Official Receipt to the Payee/ donor	None	5 Min.	<i>Myrna N. Cabatbat</i>
<b>TOTAL:</b>		<b>Applicable Fees</b>	<b>30 Min.</b>	

## 62. LDDAP-ADA/Check Payment

All vouchers duly signed by the authorized Officers, payment either LDDAP-ADA or Check Issuance depending on its funding.

<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/ Bureau/ Service	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1.1. Receives and records processed DV and LDDAP- ADA duly signed by Chief Accountant	None	5 Min.	<i>Jane Casas/ Wilma Barongan</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Min.</b>	
<b>IN CASE OF CHECK PAYMENT</b>				
1. None	1.2. Determines type of fund and issued the corresponding check	None	5 Min.	<i>Jane Casas/ Wilma Barongan</i>
	1.3. Controls check and advice number, prepares and encodes in the database system and print check and ACIC		10 Min.	<i>Jane Casas/ Wilma Barongan</i>
	1.4. Reviews accuracy of data on check and ACIC based on the processed DV and signs/initials.		5 Min.	<i>Jane Casas/ Wilma Barongan</i>
<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 Min.	<i>Jane Casas/Wilma Barongan</i>
	1.6. Reviews hash totals, ACIC based		10 Min.	<i>Myrna N. Cabatbat</i>

	on the processed LDDAP-ADA and sign initials			
<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 Min.	<i>Jane Casas/Wilma Barongan</i>
	1.8. Authorized signatories sign check and ACIC/LDDAP-ADA advice with necessary documents		1 to 2 Days (depending on the availability of signatories )	<i>Myrna N. Cabatbat</i>
	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			
	1.11. In case of LDDAP- ADA photocopies, segregates and prepares for the Submission to AGDB			
	1.12. In case eMDS approves clearing of payments and creates check for check thru			
	1.13. Informs payee of availability for check release			
2. None	2.1. Check ID of claimant and receives the document submitted to claim check	None		
3. Signs the check releasing	3. Checks signature against the ID presented	None	5 Min.	<i>Jasmine Danganan</i>

logbook and DV				
4. Receives check and validate s correctness of data (name of payee and amount)	4. Releasing of check	None	5 Min.	<i>Jasmine Danganan</i>
<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. Searches database for LDDAP-ADA number and located among the files submitted to the bank the LDDAP-ADA involved in the transactions	None	10 Min.	<i>Jane Casas/Wilma Barongan</i>
6. Issues OR for the payment received thru LDDAP-ADA	6. Attaches the OR to the DV and issuance of tax certificate when applicable	None	10 Min.	<i>Jasmine Danganan</i>
<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. 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 Min.	<i>Jane Casas/Wilma Barongan</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 30 Min. to 2 Days, 1 Hour, and 30 Min.</b>	



## 63. Petty Cash

All expenses in small amounts up to the extent of 15,000 can be paid through a 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 SECURE</b>		
1. Approved Petty Cash Voucher		Cash Unit		
2. Signed by Requesting Officer				
3. Accounting Section, SDS Office				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Petty Cash Fund Form in Cash Unit	1. Issue Petty Cash Form	None	5 Min.	<i>Myrna N. Cabatbat</i>
2. Fill up the form with duly signed of the requesting party with the approval of the Accountant and the SDS	2. Verify the completeness and accuracy of information contained in the Petty Cash Form	None		<i>Myrna N. Cabatbat</i>
3. Give the necessary payment of the request amount	3. Receive the petty cash form according to the approved petty cash form with official receipt presented	None		<i>Myrna N. Cabatbat</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Min.</b>	

## 64. 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 of the borrower for the corresponding month.

Office or Division:	Division Payroll Services Unit (DPSU)			
Classification:	Simple			
Type of Transaction:	G2B – Government To Business Entity			
Who may avail:	Private Lending Institutions (PLI)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CD (Billing txt file) (1 copy)		PLI		
2. Sworn Certification (1 copy)				
3. Authority to Deduct (1 copy)				
4. Disclosure Statement (1 copy)				
5. Promissory Note (1 copy)				
6. Email printout from Verifier (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the Payroll Services Unit	1.1. Billing Handlers will receive the requirements from PLI’s on or before the end of the previous month of the effectivity date	None	20 Min.	PLI  Designated PSU Staff
	1.2. Check the billing txt file from CD for any error (text alignment, etc.) versus the documents submitted, if erroneous inform the PLI, if correct proceed to next step			
2. Fill-out the logbook for queuing	2.1. Give the logbook	None	1 Min.	PLI  Designated PSU Staff
	2.2. Consolidate billing txt files of all PLI’s	None	2 Hours	Designated PSU Staff
	2.3. Prepare the upload list for upload queuing	None	45 Min.	Designated PSU Staff
	2.4.. Upload the billing files by the Encoder in-charge	None	2 Hours	Designated PSU Staff
	2.5. Check the ADDED, DELETED, and ERROR LIST from payroll system	None	2 Hours	Designated PSU Staff
	2.6. File and safe keep the billing documents	None	3 Hours	Designated PSU Staff
TOTAL:		None	10 Hours and 6 Min.	

## 65. Manual Billings (GSIS, Pagibig and Private Lending Institutions)

These are requests for salary deduction and/or stoppage for loans, insurances, savings which are not included in the electronic billing and can be done manually.

<b>Office or Division:</b>		Division Payroll Services Unit (DPSU)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government Employee		
<b>Who may avail:</b>		All Permanent (National) Employees of SDO-QC		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Stop/Deduct Request Form (1 original copy)			PSU	
2. Latest payslip (1 certified photocopy)			PSU, School, Requesting party	
3. Certificate of Full Payment or Request for Stoppage from the PLI/GFI (1 original copy)			Concerned PLI	
<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 the stop/deduct request form	1. Give stop/deduct request form	None	1 Min.	<i>Requesting party Designated PSU Staff</i>
2. Submit the requirements at the Payroll Services Unit	2.1. Receive the request form and attachment on or before 5 <sup>th</sup> Day of the effectivity month	None	5 Min.	<i>Requesting party Designated PSU Staff</i>
	2.2. Check and verify the submitted documents	None	15 Min.	<i>Designated PSU Staff</i>
	2.3. Consolidate all requests for action of the Encoder	None	1 Hour	<i>Designated PSU Staff</i>
	2.4. Encoder will effect corresponding requests to the payroll system	None	5 Min.	<i>Designated PSU Staff</i>
	2.5. File and safe-keep the requests	None	1 Hour	<i>Designated PSU Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours and 26 Min.</b>	
<b>REMARKS: For request sent electronically</b>				
1. Submit electronically (thru official email, <a href="mailto:dpsu@depedq.c.ph">dpsu@depedq.c.ph</a> ) the	1. Acknowledge receipt of the email	None	5 Min.	<i>Requesting party Designated PSU Staff</i>
	2. Check and verify the attachment	None	20 Min.	<i>Designated PSU Staff</i>
	3. Non-compliant: respond with the	None	5 Min.	<i>Designated PSU Staff</i>

request with supporting documents (scanned)	checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.			
	4. If complete and valid: print emailed documents for consolidation	None	5 Min.	<i>Designated PSU Staff</i>
	5. Consolidation of all requests for action of the Encoder	None	1 Hour	<i>Designated PSU Staff</i>
	6. Encoder will effect corresponding requests to the payroll system	None	2 Hours	<i>Designated PSU Staff</i>
	7. File and safe-keep the requests	None	2 Hours	<i>Designated PSU Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Hours and 35 Min.</b>	

## 66. Supplementary Payroll

Supplementary payroll is for those who are not yet included in the regular payroll (payroll system) because the employees have no attested appointment (newly hired) or 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>	Division Payroll Services Unit (DPSU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Employee			
<b>Who may avail:</b>	All Permanent and Provisional Employees of SDO-QC			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
<b>First Salary</b>				Requesting Party
1. Form 48 (DTR)/IWAR (2 original copies)				
2. 2. Advanced Copy of Appointment (2 certified photocopies)				
3. Assumption of Duty (2 certified photocopies)				
4. Oath of Office (2 certified photocopies)				
5. Personal Data Sheet (2 certified photocopies)				
6. LBP Account Number (1 certified photocopy of ATM card (front face only where the acct number is indicated))				
7. Philhealth (MDR) (2 photocopies)				
8. Pag-ibig (MDF) (2 photocopies)				
9. BP/GSIS Number (2 photocopies)				
10. TIN (BIR) (2 photocopies)				
<b>Regular Salary</b>				Requesting Party
1. Form 48 (DTR)/IWAR (2 original copies)				
<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 required documents	1. Receive complete documents not later than every 2 <sup>nd</sup> working Day of the succeeding month	None	5 Min.	<i>Requesting Party Designated PSU Staff</i>
	2. Check and verify documents	None	5 Min.	<i>Designated PSU Staff</i>
	3. Compute salaries, other compensations and deductions	None	20 Min.	<i>Designated PSU Staff</i>
	4. Prepare payroll	None	1 Day	<i>Designated PSU Staff</i>
	5. Prepare disbursement vouchers for every remittance	None	5 Min.	<i>Designated PSU Staff</i>
	6. Control/Record and release all outgoing payrolls, remittance lists and other supporting documents	None	5 Min.	<i>Designated PSU Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 40 Min.</b>	

## 67. Special Payroll for Local Allowances

This is a special payroll for those who are not yet included in the regular payroll (payroll system) because the employees have no attested appointment yet (newly hired) and for those who are inactivated from the regular payroll due to late submission of required supporting documents.

<b>Office or Division:</b>	Division Payroll Services Unit (DPSU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Employee			
<b>Who may avail:</b>	All Permanent (National) Employees of SDO-QC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b><u>Supplemental Allowance</u></b>				
<b><i>For those who are newly hired:</i></b>				
1. Request for Special Payroll (2 original copies)			Template can be secured from PSU (Allowance)	
2. Attested (CSC) Appointment (2 certified photocopies)			Requesting Party/Person	
3. Assumption of Duty or First Day of Service (2 certified photocopies)				
4. Form 48 (DTR)/IWAR (2 original copies)				
5. LBP Account Number (1 certified photocopy of ATM card (front face only where the acct number is indicated)				
<b><i>For those who are inactivated from the system due to late submission of requirements:</i></b>				
1. Request for Special Payroll (2 original copies)			Template can be secured from PSU (Allowance)	
2. Form 48 (DTR)/IWAR (2 original copies)			Requesting Party/ Person	
<b><u>Rice Allowance (For Newly Hired and Inactivated)</u></b>				
1. Request for Special Payroll			Template can be secured from PSU (Allowance)	
2. Certificate of Entitlement				
<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 required documents not later than every 5 <sup>th</sup> working Day of the month	1. Receive complete documents	None	5 Min.	<i>Requesting Party/ Person</i>
	2. Check/Verify the submitted documents	None	10 Min.	<i>Designated PSU Staff</i>
	3. Prepare payroll	None	1 Day	<i>Designated PSU Staff</i>
	4. *Forward payroll to the Human Resource Section for the signature in the Attendance Report of the Personnel Officer			Human Resource (HR) Section
	5. *Forward payroll from Human Resource Section to the Office of the Assistant Schools Division Superintendent (ASDS) for signature			ASDS Office
	6. Return the duly signed payroll to the Personnel	None	5 minutes	<i>Designated PSU Staff</i>

	In-Charge of Allowance for rechecking			
	7. Submit payroll to Quezon City Local Government for audit and processing of payment	None	1 Hour	<i>Liaison Officers</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 20 Min.</b>	

**Note:**

\*Agency action with asterisk indicates as action to be taken by other Unit/Section

## 68. Division Clearance

Division Clearance is one of the requirements when applying for retirement, resignation or transfer out. This is to ensure that the requesting employee has no financial accountability before allowing him/her to permanently leave the office.

<b>Office or Division:</b>	Division Payroll Services Unit (DPSU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Employee			
<b>Who may avail:</b>	All Employees of SDO-QC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Division Clearance (4 original copies)			Requesting Party/Person	
2. Certification of Provident Fund Loan from NCR (1 original copy or certified photocopy)			DepEd NCR RPSU or it can be requested via on line at <a href="mailto:rpsuncr_frontline@deped.gov.ph">rpsuncr_frontline@deped.gov.ph</a>	
3. Request Form (2 copies)			PSU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form	1. Give request form to the client	None	1 Min.	<i>Requesting Party</i>  <i>Designated PSU Staff</i>
2. Submit all the required documents	2. Receive complete documents	None	2 Min.	<i>Requesting Party</i>  <i>Designated PSU Staff</i>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. *Go to the Accounting Section for the Order of Payment. Pay the required fees at the Cash Unit by showing the Order of Payment.  *Make sure to secure Official Receipt that will be issued upon payment	3.1. Check/Verify the status from the master file (mastfile)  <i>If with overpayment</i> , issue an overpayment computation.  *The Accounting Section will issue Order of Payment and then proceed to the Cash Unit for payment.	None	15 Min.	<i>Requesting Party</i>  <i>Designated PSU Staff</i> Accounting Section  Cash Unit  <i>Administrative Officer IV</i>
3.2. Return to Payroll Unit for the processing and release of Clearance or Certification	3.2. Once the OR was presented, the Certification of Last Payment will be issued and Division Clearance will be signed  <i>In the situation that the requesting party cannot pay the</i>			



	<i>overpayment immediately, the Certification of Last Payment can be issued but he/she will not be cleared until such time payment has been made.</i>			
4. None	<b>4. If no overpayment</b> , issue Certification of Last Payment and sign Division Clearance	None	10 Min,	<i>Designated PSU Staff Administrative Officer IV</i>
5. None	<b>5. If underpayment</b> , issue Certification of Last Payment with a note that the remaining salary will be prepared as supplementary payroll upon submission of DTR/IWAR/SO of approved sick leave with pay for the corresponding unclaimed period; sign Division Clearance	None	10 Min.	<i>Designated PSU Staff Administrative Officer IV</i>
6. None	6. Release the Division Clearance and Certificate of Last Payment	None	2 Min.	<i>Designated PSU Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	

**Note:**

\*Agency action with asterisk indicates as action to be taken by other Unit/Section

## 69. Accessing Available Learning Resources from LRMDs Portal

The LRMDs Portal is a repository of digitized quality learning/teaching resources from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following:

- Books - (textbooks, story books, etc.) information on quantity and quality and location of and supplementary materials, and cultural expertise.
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy.
- Media Gallery – copyright-free illustrations and graphics for teachers and learners use.
- Standards, Specifications and Guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources.

<b>Office or Division:</b>	Curriculum Implementation Division			
<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. Computer/Laptop and Internet Connection		Client		
2. Active LRMDs Portal Account using a. DepEd Email Address for DepEd Employees b. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders		LRMDs Portal ( <a href="http://lrmds.deped.gov.ph">lrmds.deped.gov.ph</a> ) (for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to LRMDs Portal (New Account)	1.1. Access <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a>	None	1 Min.	Client
	1.2. Assist creation of LR Account		5 Min.	EPS- LR/PDO
	1.3. Log-in to the LR Portal/ assist in technical issue			
2. Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 Min.	Client
	2.2. Receive request for resetting of password		1 Min.	EPS-LR/PDO
	2.3. Reset password in LRMDs Portal Dashboard		3 Min.	
	2.4. Send email notification for new password		2 Min.	
3. Access LR thru <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a>	3. Provide further assistance, as needed	None	1 Min.	PDO-LR
4. Click the Begin Quick Tour		None	3 Min.	Client
5. Sign-in using username and		None	1 Min.	Client

password				
6. Search for LRs on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 Min.	<i>Client</i>
7. Select from the List of the specific LRs needed		None	5 Min.	<i>PDO/Librarian</i>
8. Click the View button to check the details of the select LRs		None	1 Min.	<i>Client</i>
9. Click Download button to save digital copy of the select LRs		None	2 Min.	<i>Client</i>
10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		None	1 Min.	<i>Client</i>
11. Sign-out of the LR Portal		None	1 Min.	<i>Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>29 Min.</b>	

## 70. Borrowing of Learning Materials from Libraries

DepEd recognizes the rights of every teacher and learner to access available learning materials (LMs), thus the Library Circulation Services. All schools/districts/ SDOs with established libraries offer the library services.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Teaching Related Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form / Slip (1 Original Copy)		Client		
2. Valid ID (1 Scanned/ Photocopy)				
3. Borrower’s Form		Librarian		
4. Returning Transaction Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form / Slip (online or face to face)	1.1. Check accomplished request form/slip and ID	None	2 Min.	Librarian/ Library Staff
2. Check and browse available LMs	2.1. Prepare and check the availability of LM requested	None	5 Min.	Librarian/ Library Staff
	2.2. Send the (1) list of available LMs, (2) Borrower’s Form, and (3) Returning Transaction Form		1 Min.	
3. Accomplish Borrower’s and Returning Transaction Forms	3.1. Receive accomplished Borrower’s and Returning Transaction Forms	None	1 Min.	Librarian/ Library staff
	3.2. Check the completeness of the Forms		3 Min.	
	3.3. Inform the borrower on the schedule of pick- up (online) or release of resources (walk-in)		3 Min.	
4. Receive LM	4.1. Prepare and release the LM	None	5 Min.	Librarian/ Library staff
	4.2. Sign the Borrower’s and Returning Transaction Forms		1 Min.	
TOTAL:		None	21 Min.	

## 71. Alternative Learning System (ALS) Enrollment

ALS provides opportunities for Out-of-School Youth and Adults (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

<b>Office or Division:</b>		Curriculum Implementation 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>		
1. Latest 1x1 ID picture (2pcs.) with name tag		Client		
2. Photocopy of Birth Certificate or Baptismal Certificate - 1 copy				
3. Valid ID ( Driver’s License, Postal ID, Voters ID) - 1 photocopy		CID		
4. Functional Literacy Test (FLT)				
5. Assessment for Basic Literacy(ABL)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	1.1. Receive accomplished enrollment form and all required documents (face to face or online)	None	5 Min.	<i>Curriculum Implementation Personnel</i>
	1.2. Conduct assessment/screening: ABL and FLT		3 Hours	<i>Instructional Managers/ALS Mobile Teacher/ District ALS Coordinator/ EPS-II for ALS</i>
	1.3. Identify the entry level attained		30 Min.	
	1.4. Group the learners according to literacy level		30 Min.	
2. Receive details and information regarding learning session	2. Inform schedule of learning session	None	10 Min.	<i>Instructional Managers/ALS Mobile Teacher/ District ALS Coordinator/ EPS-II for ALS</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 15 Min.</b>	

## 72. Program Work Flow of Submission of Contextualized Learning Resources

Submission of Teaching and Non-Teaching DepEd Personnel, LGUs and Stakeholders of Contextualized LRS. The CID-LRMS implements the Quality Assurance Process mandated by the Department of Education - Bureau of Education And Learning Resources (BLR) in the Design and Development, Production and Distribution of Contextualized Learning Resources (LRs).

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Teaching and Non-Teaching Personnel, LGUs, Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Curriculum Guide (1 Original Copy and 1 Photocopy)		LR Portal		
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner		
3. School/District Pre-Evaluation		Online Link		
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)		Office of the PSDS/Office of the CID		
5. Accomplished Quality Assurance Tool		LR Office		
6. Accomplished Metadata Template for Cataloguing				
7. Signed Sworn Certification/ Anti-Plagiarism Declaration				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 Days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare documents for capability building		1 Day	School Head, Division LR, Supervisor, Writer, Illustrator, Layout Artist
2. Attend capacity building, write shop	2. Manage and facilitate the write shop	None	5 Days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit contextualized LR to School Learning Resource Quality Assurance Team	3. Conduct level 1 quality assurance of submitted LR	None	5 Days	SLRQAT

(SLRQAT)				
4. Finalize LR ready for endorsement to District/Division	4. None	None	1 Day	<i>Writer, School Head</i>
5. Prepare endorsement communication to District/Division Quality Assurance Team	5.1. Accept endorsement communication	None	3 Days	<i>DLRQAT</i>
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision		15 Days	
6. Integrate recommendation based on pilot testing result or resubmit revised LR to SDO (both hard and soft copy)	6.1. SDO finalizes the Learning Resource and submits LR in hard and soft copy to the Regional Office	None	5 Days	<i>Regional LREs</i>
	6.2. RO finalizes the Quality Assurance of Learning Resource		5 Days	
7. Prepare endorsement for uploading to LR portal	7.1. Upload LR to portal for online QA	None	1 Day	<i>Writer, School Head, Division LR Supervisor</i>
	7.2. Approve, produce and utilize to target users		1 Day	<i>Regional/Division LR Supervisor</i>
	7.3. RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LR		1 Day	
<b>TOTAL:</b>		<b>None</b>	<b>45 Days</b>	

### 73. Quality Assurance of Supplementary Learning Resource

The Learning Resources Management Section (LRMS) is in-charge of the quality assurance of teacher-made or locally-developed supplementary learning materials to ensure the correctness and appropriateness as to content, language and layout.

Office or Division:	Curriculum Implementation Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team (SQAT) Certification				
3. Supplementary Learning Resources(Soft and hard copy)				
4. Teacher User’s Guide (For Manipulative Materials Only)				
5. Video of Demonstration Teaching				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher- made Supplementary Learning Resources (SLR)	1. Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 Min.	CID personnel
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2. Assess/ evaluate Supplementary Learning Resources	None	1 Day	CID personnel
3. Receive the Endorsement Letter from the Division Office	3. Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 Days	CID personnel
4. Submit the corrected SLR	4. Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 Days	CID personnel
5. Present the Final Presentation of SLR	5. Review and evaluate the Final Presentation with evaluation tool	None	1 Day	CID personnel
6. Receive the certificate	6. Release the certificate	None	1 Day	CID personnel
TOTAL:		None	7 Days and 15 Min.	



## 74. Request for Basic Education Data (External Stakeholders)

Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

<b>Office or Division:</b>		School Governance And Operation Division – Planning And Research Section		
<b>Classification:</b>		Simple		
<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 request address 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>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request address to SDS, attention to Planning Officer through the division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 Min.	<i>Records Unit Personnel/ITO</i>
	1.2. Forward letter of request to the SDS		5 Min.	<i>Records Unit/ITO</i>
	1.3. Read and review request letter in consideration of the DPA/FOI		4 Hours	<i>SDS</i>
	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer		5 Min.	<i>Chief, SGOD</i>
	1.5. Make the necessary action undertaken to the said letter request		2 Days	<i>Clerk/Planning Officer</i>
	1.6. Prepare the transmittal letter and attachments to be signed by SDS then forward to Records Section		15 Min.	<i>Planning Officer</i>
2. Receive the necessary documents	2. Release the documents to the client	None	2 Min.	<i>Records Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 4 Hours, and 37 Min.</b>	

## 75. Issuance of Government Permit, Renewal, Recognition of Private Schools

This service is to process requests for government permit, renewal and recognition of operations of private schools.

<b>Office or Division:</b>	School Governance and Operation Division – School Management, Monitoring and Evaluation Section			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	Private Schools			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Board Resolution: Must be certified by the Corporate Secretary (for new/recognition)			School applicant	
2. 1 copy of notarized comprehensive Feasibility Study (for new/recognition)				
3. 1 copy of application letter stating the nature of Government Permit being applied for (being renewed), or stating intent for recognition				
4. 1 copy of Articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC) (for new/recognition)			SEC	
5. 1 copy of Copy/ies of Transfer Certificate of Title of school sites (for New/Government Recognition)			School applicant	
6. Documents of ownership of school building(s) (for new/recognition)				
7. 1 copy of Certificate of Occupancy signed by proper authorities (for new/recognition)				
8. 1 copy of Class program of the classes offered (for new/recognition)				
9. 1 copy of Qualitative Evaluation Processing Sheet ( for SHS application)			Provided by the EPS/In-charge of Private Schools	
10. School Bond (for new/recognition)			To be provided by the RO to the client	
11. Latest Enrolment Data (for renewal)			Client/from the Division planning Officer	
12. Copy of the Updated Government PTO (for renewal)			School applicant	
13. Ocular Inspection Report (for new/recognition/renewal)			Provided by the SMM&E (In charge of Private Schools)	
14. Endorsement from the Schools Division Superintendent (for new/recognition/renewal)				
<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 documentar y requirements (printed or electronic) for pre-	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 Min.	<i>Admin Officer IV/Admin Staff (Records)</i>
	1.2. Receive documents by SGOD Chief and		10 Min.	<i>SGOD Chief/SGOD Staff</i>

validation purposes thru Records Section	route to designated/ in-charge for Private School			
	1.3. Process and evaluate the documentary requirements received		5 Days	<i>SMM&amp;E (In charge of Private School)/ Alternate focal</i>
	1.4. Conduct onsite validation to school applicants.		3 Days	<i>Senior Education Program Specialist (SMM&amp;E); Education Program Supervisor (CID&amp; SGOD); PSDS (CID); Division Engineer (if available)</i>
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.		2 Hours	<i>Senior Education Program Specialist(SMM&amp;E); Education Program Supervisor (CID &amp; SGOD)/ PSDS (CID)/Division Engineer (if available)</i>
2. School applicant acknowledge the results of validation and inspection	2. Inform the school applicant of the result of validation and inspection	None	1 Hour	<i>Senior Education Program Specialist (SMM&amp;E); Education Program Supervisor (CID &amp; SGOD); PSDS (CID); Division Engineer (if available)</i>
3. Submit the lacking documents if any or comply with the monitoring tool/ checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 Day	<i>Education Program Specialist II (SMM&amp;E); Senior Education Program Specialist (SMM&amp;E)</i>
	3.2. Secure the signature of the SDS for indorsement.		1 Day	<i>SDS</i>
	3.3. Release and forward documents to Regional Office for their appropriate action		1 Hour	<i>Admin Officer IV/Admin Staff (Records)</i>
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4. Inform the school applicant that the application has been forwarded to RO	None	15 Min.	<i>Education Program Specialist II (SMM&amp;E); Senior Education Program Specialist (SMM&amp;E)</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Days, 4 Hours, and 35 Min.</b>	

## 76. Issuance of Special Orders for Graduation of Private School Learners

The Division Office is authorized to evaluate and process the complete documentary requirements for Special Order (SO) application of private schools with Provisional Permits to Operate in School Year or prior to the School Year (SY) for the graduation of qualified Grade 12 learners.

<b>Office or Division:</b>	School Governance and Operation Division – School Management, Monitoring and Evaluation Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Any private school with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Schools Division Superintendent</li> <li>• List of Qualified Graduates (per track/strand/specialization)</li> <li>• Accomplished Special Order Form</li> <li>• Original Form 137-A (SHS Student Permanent Record)</li> <li>• Form IX (SHS Graduation Form)</li> <li>• Original Form 137-A (JHS Student Permanent Record)</li> <li>• Birth Certificate (PSA)</li> </ul>				School Applicant
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 Min.	<i>Admin Officer IV/ Admin Staff (Records)</i>
	1.2. Forward documents to SGOD Chief and routes to designated/ in-charge for Private School		10 Min.	<i>Admin Officer IV/Admin Staff (Records); SGOD Chief/ SGOD Staff</i>
	1.3. Process, evaluate the documentary requirements and prepares Indorsement		5 Days	<i>SMM&amp;E (In charge of Private School)/Alternate focal</i>
	1.4. Secure the signature of the SDS for the Indorsement		1 Day	<i>SDS</i>
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action		10 Min.	<i>Admin Officer IV/Admin Staff (Records)</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 30 Min.</b>	

### Note:

Complete substantial and official documents should be submitted in order to process the requests. Otherwise, the request will be denied due to lack of documents, and it cannot be processed.

## 77. Application for Senior High School (SHS) Additional Track/Strand

The Schools Division Office is authorized to evaluate, process, and validate the complete documentary requirements of private schools applying for additional SHS track/strand.

<b>Office or Division:</b>	School Governance and Operation Division – School Management, Monitoring and Evaluation Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Any Private Schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. Application for DepEd Permit to Operate/Recognition</b>		
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>Board Resolution</li> <li>Feasibility Study</li> </ul> Philosophy and Goals of the course <ul style="list-style-type: none"> <li>Demand for the graduates</li> <li>Prospective learners <ul style="list-style-type: none"> <li>Existing schools offering one same course within the community</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>Articles of Incorporation and By- Laws</li> <li>Copy(ies) of Transfer Certificate(s) of Title of the school site</li> <li>Location of school in relation to its environment</li> <li>Campus development and landscaping plans</li> <li>Document(s) of Ownership of school building(s)</li> <li>Certificate of Occupancy of school building(s)</li> <li>Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc.</li> <li>Proposed budget for the succeeding school year approved by the Board of Trustees/Directors</li> <li>List of school administrators (president, vice- president, deans, department heads)</li> <li>List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher)</li> <li>List of athletic facilities, equipment, supplies and materials (to be certified by the school head)</li> <li>School bond</li> <li>Copy of retirement Plan registered with the Securities and Exchange Commission</li> <li>Copy of Latest Financial Statement of the school certified by an independent CPA</li> <li>Proposed Curriculum</li> <li>Proposed tuition and other school fees</li> <li>List of New Teaching/Academic Staff for the Course(s) program(s) applied for</li> <li>List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)</li> <li>List of library holdings (to be certified by the school head)</li> <li>Inspection and Application Fees</li> </ul>		School Applicant

<b>B. SHS New Application or Additional Track/Strand</b>				
1. Application documents (1 original of each documents) <ul style="list-style-type: none"> <li>Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)</li> <li>Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b) Training Program –TESDA; (c) Highest Education Program –CHED; (d) Others: FAAP recognized accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC)</li> <li>Proposed Tuition and other fees</li> <li>Proposed School Calendar</li> <li>Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/</li> <li>International Agencies (TESDA, ABA, and Others)</li> <li>Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports</li> <li>Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners’ Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</li> <li>A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others</li> <li>Additional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures</li> </ul>			School Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 Min.	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/ in-charge for Private School		10 Min.	Admin Officer IV/ Admin Staff (Records); SGOD; Chief/ SGOD Staff

	1.3. Process, evaluate the documentary requirements and prepares Indorsement		5 Days	<i>SMM&amp;E (In charge of Private School)/ Alternate focal</i>
	1.4. Secure the signature of the SDS for the Indorsement.		1 Day	<i>SDS</i>
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action		10 Min.	<i>Admin Officer IV/Admin Staff (Records)</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 30 Min.</b>	

## 78. Application of Summer Permit for Private Schools

The Schools Division Office is authorized to evaluate, process, and issue summer permits to private schools with summer enrollees to address the learning gaps or failed subjects of learners.

<b>Office or Division:</b>	School Governance and Operation Division – School Management, Monitoring and Evaluation Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may Avail:</b>	Any private school with summer enrollees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Schools Division Superintendent</li> <li>• School Calendar for Summer – 35 days</li> <li>• List of teachers who intent to teach during summer classes</li> <li>• General class program for summer</li> <li>• Tuition and other school fees</li> <li>• Tentative list of summer enrollees with learning areas to be taken written opposite each name</li> <li>• A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student.</li> <li>• Written consent of parents whose children will attend student summer classes</li> <li>• Post summer activities</li> </ul>			School Applicant  Teachers/School Applicant PTA/PTCA   Parents   School Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 Min.	<i>Admin Officer IV/Admin Staff (Records)</i>
	1.2. Forward documents to SGOD Chief and route to designated/in- charge for Private School		10 Min.	<i>Admin Officer IV/Admin Staff (Records)</i>
	1.3. Process, evaluate the documentary requirements and prepares Indorsement		5 Days	<i>SMM&amp;E (In charge of Private School)/ Alternate focal</i>
	1.4. Secure the signature of the SDS for the Indorsement.		1 Day	<i>SDS</i>
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action		10 Min.	<i>Admin Officer IV/ Admin Staff (Records)</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 30 Min.</b>	



## 79. Application for No Increase in Tuition Fee

The Schools Division Office is authorized to evaluate, process, and approve notification of no increase to private schools operating with permit/recognition.

<b>Office or Division:</b>	School Governance and Operation Division – School Management, Monitoring and Evaluation Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may Avail:</b>	Any private school with permit to operate/recognition			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year</li> <li>• Photocopy of the latest approved tuition, miscellaneous &amp; other school fees</li> <li>• Comparative schedule of tuition, miscellaneous &amp; other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized.</li> <li>• Copy of Government Permit to Operate/Recognition Certificate</li> </ul>			School Applicant  School Applicant  School Applicant   School Applicant	
<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 documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 Min.	<i>Admin Officer IV/ Admin Staff (Records)</i>
	1.2. Forward documents to SGOD Chief and routes to designated/in-charge for Private School		10 Min.	<i>Admin Officer IV/Admin Staff (Records); SGOD; Chief/SGOD Staff</i>
	1.3. Process, evaluate the documentary requirements and prepares Indorsement		5 Days	<i>SMM&amp;E (In charge of Private School)/ Alternate focal</i>
	1.4. Secure the signature of the SDS for the Indorsement		1 day	<i>SDS</i>
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action		10 Min.	<i>Admin Officer IV/Admin Staff (Records)</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 30 Min.</b>	

## 80. Application for Increase in Tuition Fee

The Division Office is authorized to evaluate, process, and endorse the complete documentary requirements of private schools applying for increase in tuition and miscellaneous fees. Only private schools with recognition are allowed to apply for an increase in tuition and miscellaneous fees.

<b>Office or Division:</b>	School Governance and Operation Division – School Management, Monitoring and Evaluation Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may Avail:</b>	Any private school with recognition			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year;</li> <li>• Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees;</li> <li>• Comparative schedule of tuition, miscellaneous &amp; other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized;</li> <li>• Percentage of Increase of Tuition/Miscellaneous &amp; other fees;</li> <li>• Copy of Government Recognition Certificate; and</li> <li>• Certificate under Oath (notarized by a duly licensed notary public) signed by the School Head that the following requirements of R.A. 6728 have been complied with namely; (a), (b) and (c):               <ol style="list-style-type: none"> <li>a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.</li> <li>b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year</li> <li>c. At least twenty percent (20 %) went to the improvement or modernization of buildings, equipment, libraries and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and photocopies of sample receipts of purchases and others.</li> </ol> </li> </ul>				School Applicant
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1. Receives, stamps, and inputs in the Data Tracking System the application from the school and forwards to SGOD- SMM&E Section	None	10 Min.	Admin Officer IV/Admin Staff (Records)
	1.2. Forwards documents to SGOD Chief and routes to designated/in- charge for Private School		10 Min.	Admin Officer IV/ Admin Staff (Records); SGOD Chief/ SGOD Staff
	1.3. Process, evaluates the documentary requirements and prepares Indorsement, and breakdown		5 Days	SMM&E (In charge of Private School)/ Alternate focal

	and schedule of fees for approval			
	1.4. Secures the signature of the SDS for the Indorsement.		1 Day	<i>SDS</i>
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action		10 Min.	<i>Admin Officer IV/ Admin Staff (Records)</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 30 Min.</b>	

## 81. Request for Basic Education Data (Internal Stakeholder)

Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

<b>Office or Division:</b>		Schools Governance and Operations Division - Planning and Research Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Internal Stakeholder		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to SDS (1 original copy)		Client		
2. Request Form (1 original copy)		Front Desk		
<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 and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 Min.	<i>Records Unit Staff/ADA</i>
	1.2. Refer letter request to Chief, SGOD		5 Min.	<i>SDS</i>
	1.3. Refer letter request to Planning Officer		5 Min.	<i>Chief, SGOD</i>
	1.4. Make the necessary action undertaken to the said letter request		2 Days	<i>Planning Officer</i>
	1.5. Prepare the transmittal letter to be signed by SDS		15 Min.	<i>Planning Officer</i>
2. Receive the necessary documents	2. Release of the documents to the end user	None	2 Min.	<i>Records Unit Staff/ADA</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 37 Min.</b>	

## 82. Request for Data for EBEIS/LIS/NAT and Performance Indicators

This service is intended for the processing of requests of data for EBEIS, LIS, NAT, and Performance Indicators.

<b>Office or Division:</b>		Schools Governance and Operations Division - Planning and Research Section		
<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>		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
<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 document	1.1. Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 Min.	<i>Planning and Research Unit</i>
	1.2. Approval of letter request & referred to the Planning Unit		15 Min.	
	1.3. For Action & Provide Data Information needed by Clients		30 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>50 Min.</b>	

# SMALL BUSINESS AND COOPERATIVES DEVELOPMENT AND PROMOTIONS OFFICE

## External Services

### 1. Pangkabuhayang QC Program

Pangkabuhayang QC is a livelihood training and capital assistance program initially created as an economic recovery program by the city in view of the rise of the number of displaced workers during the height of the pandemic. This program is open to microentrepreneurs/vendors, returning OFWs, PWDs, unemployed solo parents, and Completers of Entrepreneurship Training. Capital assistance in the amount of Php 10,000 to Php 20,000 is then given to the approved beneficiaries based on the business plan attached to their application form. Once approved, they undergo a short training and networking session with various government and private partners who provide different business opportunities for the approved beneficiaries.

*(Ang Pangkabuhayang QC ay isang programang naglalayong magpaabot ng livelihood training at tulong pinansyal na binuo ng lungsod bilang isang economic recovery program, batay sa nakitang pagtaas ng bilang ng mga nawalan ng trabaho sa kasagsagan ng pandemya. Binuksan ang programang ito para sa mga maliliit na negosyante o microentrepreneurs/vendors, nagbalik na OFWs, may mga kapansanan (PWD), mga solo parent na walang trabaho, at mga nagsipagtapos ng Entrepreneurship and Livelihood Trainings. Ang Capital Assistance na nagkakahalaga ng Php 10,000 hanggang Php 20,000 ay ihahandog sa mga aprobadong aplikante batay sa kanilang business plan na nakapaloob sa kanilang aplikasyon. Matapos nito, sila ay sasailalim sa maikling training at networking session mula sa mga ahensya ng gobyerno at mga katuwang na pribadong sektor na magbibigay ng iba't ibang oportunidad pagdating pagnenegosyo para sa mga aprobadong benepisyaryo.)*

#### a. Application to Pangkabuhayang QC Capital Assistance

Office or Division:	Planning, Program Development, and Monitoring Division (PPDMD)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Quezon City residents (18 years old and above; Micro-Entrepreneurs/Vendors, Unemployed Solo Parents, Persons with Disability [PWD], Returning OFWs/Family Members of OFWs, Completers of Livelihood and Entrepreneurship Trainings)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved QCitizen ID		<ul style="list-style-type: none"><li>● QC e-Services, Quezon City Identification Division</li><li>● Nearest District Action Office</li><li>● 2/F, Main High Rise Building, Quezon City Hall Compound</li></ul> <p><i>Maaaring magtungo sa QC eServices website at mag-apply online ng QC ID. Pindutin lamang ang QCitizen ID Application. Maari ding bumisita sa pinakamalapit na District Action Office o di naman kava't magpunta sa 2nd</i></p>	

		floor High Rise Building, Quezon City Hall Compound.		
2. Valid Government-Issued ID		% Client		
3. QC e-Services Account		% <a href="https://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>		
4. Pangkabuhayang QC Category Requirements		% The Client may check the following requirements per category below;		
<i>For Microentrepreneurs/Vendors (Any of the following valid documents):</i> a. Barangay Business Permit b. City   Mayor's Business Permit c. Hawkers Permit		a. Barangay Hall (Barangay Business Permit) b. Business Permits and Licensing Department - <i>BPLD</i> c. Market Development Administration Department - <i>MDAD</i>		
<i>For Unemployed Solo Parent:</i> a. Valid Solo Parent ID or b. Solo Parent Certification		Social Services Development Department ( <i>SSDD</i> )		
<i>For Returning OFWs or Family Members of OFWs:</i> a. Valid Certificate of Endorsement		QC Migrants Center   Public Employment Service Office ( <i>PESO</i> )		
<i>For Persons with disability (PWD):</i> a. PWD-QC ID or b. PWD Certificate		Persons with Disability Affairs Office ( <i>PDAO</i> )		
<i>For Completers of Livelihood and Entrepreneurship Trainings:</i> a. at least 16 hours relevant training/seminar with Certification		Quezon City Government, National Government Agencies, City-Partnered Training Centers/Institutions.		
5. Fully Accomplished and Comprehensive Pangkabuhayang QC Business Plan		Access and download through <a href="https://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>		
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>  <i>(Magtungo sa <a href="https://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> at mag login gamit ang registered account.)</i>	1. Website should allow client to access QC E-Services account  <i>(Bukas at maaaring ma-access ng kahit na sino ang QC e-Services.)</i>	None	2 Min.	QCIT
2. Click the Pangkabuhayang QC Icon  <i>(Hanapin ang Pangkabuhayang QC Icon sa dashboard at pindutin ito.)</i>	2. The website should direct the applicant to Pangkabuhayang QC Application Page.  <i>(Ikaw ay direktang mapupunta sa Pangkabuhayang QC Application page.)</i>	None	1 Min.	QCIT
3. Read the following requirements and qualifications and fill out the following	3. The website will automatically save the applicant's data and allow access to	None	15 Min.	QCIT   QC-SBCDPO

<p>Pangkabuyang QC necessary forms:</p> <p>a. General Information of Applicant Form</p> <p>b. Summary of Business Plan</p> <p>c. Upload Necessary Requirements   Documents   Photos</p> <p><i>(Basahin nang maigi ang mga kinakailangang dokumento at mga kwalipikasyon. Siguraduhing handa na ang mga dokumento at nasagutan ang mga hinihinging impormasyon at dokumento sa apat na bahagi ng PBQC Online Application Form.</i></p> <p><i>I. General Information</i>  <i>II. Summary of Business Plan</i>  <i>III. Requirements</i>  <i>IV. Attestation)</i></p> <p>Check if the requirements submitted are complete. If so, click <b>SUBMIT</b>.</p> <p><i>(I-check nang maigi kung kumpleto na ang mga dokumentong ipinasa at pindutin ang SUBMIT. )</i></p>	<p>the applicant's device gallery to upload the necessary file requirements.</p> <p><i>(Ang website ay kusang mag si-save ng datos ng aplikante at pahihintulatang magkaroon ng access sa device ng aplikante para isumite ang mga kinakailangang dokumento.)</i></p> <p>3.2. The Pangkabuhayang QC web directory will only accept applications within the set application period date.</p> <p><i>(Ang website ay tatanggap lamang ng aplikasyon batay sa nakatandang petsa.)</i></p>			
<p>4. Wait for two (2) weeks to one (1) month for the Screening process. The initial status of your application will be reflected on your Pangkabuhayang QC Dashboard.</p>	<p>4.1. The QC-SBCDPO will receive and evaluate the documents submitted.</p> <p><i>(Pangungunahan ng QC-SBCDPO ang masusing pagsusuri ng mga dokumentong ipinasa.)</i></p>	None	1 Month	PBQC Screening Team



<p><i>(Maghihintay ng dalawang (2) linggo hanggang isang (1) buwan para sa screening process. Ang status ng inyong aplikasyon ay maaaring makita sa Pangkabuhayang QC Dashboard.)</i></p>	<p>4.2. The QC-SBCDPO Screening Team will check if all the documents submitted by the applicant are correct. If so, the applicant will pass the initial screening.</p> <p><i>(Susuriin ng QC-SBCDPO Screening Team ang bawat dokumentong isinumite, kung tama ang mga dokumento, ang aplikante ay makakapasa sa initial screening.)</i></p> <p>4.3. If lacking documents are identified, the applicant will be given seven (7) days to comply with the correct document to pass the initial screening.</p> <p><i>(Kung makita ng PBQC Screening Team na may kakulangan sa mga dokumento, bibigyan ng pitong (7) araw ang aplikante para magpasa ng tamang dokumento upang ma-aprubahan sa initial screening.)</i></p>			
<p>5. Wait for an email to Schedule for Interview and Validation.</p> <p><i>(Lahat ng aplikanteng makakapasa sa Screening Period ay padadalhan ng email kung saan ang aplikante ay maaari nang magset ng schedule para sa</i></p>	<p>5.1. The QC-SBCDPO will release an update on the Official Facebook Page to announce the Initial Status.</p> <p><i>(Maglalabas ng ulat ang QC-SBDPO sa kanilang opisyal na Facebook Page para ipahayag ang Initial</i></p>	None	2 Min.	QCIT QC-SBCDPO

interview and validation.)	Status ng aplikasyon.)			
	5.2. The Initial Status with remarks from the evaluator will appear on the PBQC Dashboard.  (Makikita ang inisyal na lagay ng inyong aplikasyon sa inyong Pangkabuhayang QC dashboard.)			
	5.3. The QC-SBCDPO in coordination with QCIT, will send an email and text message to the initially approved applicants to book a schedule for Interview and Validation.  (Sa pagtutulungan ng QC-SBCDPO at QCIT, magpapadala ng mensahe via email o text sa mga inisyal na nakapasang aplikante upang makapagpatakda ng schedule para sa Interview and Validation.)			
6. Schedule your time slot for the Interview and Validation on the PBQC Dashboard.  (Magschedule ng slot para sa Interview and Validation. Pumili ng petsa at oras batay kung saang distrito naninirahan.)	6.1. The QC-SCBDPO together with QCIT will open the date of Interview and Validation dates.  (Ang QC-SBCDPO at QCIT ay bubuksan ang mga petsa para sa Interview and Validation.)  6.2. QC e-Services will send a confirmation email to the applicant containing the details of the scheduled date	None	2 Min.	QCIT QC-SBCDPO

	<p>for the Interview and Validation.</p> <p><i>(Magpapadala ng mensahe ang QC e-Services sa email ng aplikante na naglalaman ng detalye ukol araw ng inyong Interview and Validation.)</i></p>			
<p>7. Download and Print the Online Application Form from your PBQC Dashboard. On the day of the interview bring the original copies of the documents submitted and the following supporting documents:</p> <p>a. Photocopies of all submitted documents:</p> <p>i. QC ID</p> <p>ii. Government-issued ID</p> <p>iii. Category Requirements</p> <p>b. printed pictures of the physical store (showing the inside and outside), products, and the applicant.</p> <p>c. For Online Sellers, provide a printed proof of transactions, online postings, and access to your digital platform store.</p> <p><i>(Matapos magset ng schedule para sa inyong Interview and Validation, i-download at i-print ang inyong Online Application Form na makikita sa inyong dashboard.)</i></p>	<p>7. QC e-Services PBQC dashboard.</p> <p><i>(Ang Online Application Form ay maaari at pwedeng mai-download sa inyong QC e-Services PBQC dashboard.)</i></p>	None	10 Min.	QC-SBCDPO

<p><i>Huwag kalimutang dalhin ang mga orihinal at supporting na dokumento na inyong ipinasa.</i></p> <p><i>Magpa-photocopy ng bawat kopya ng mga dokumento, siguraduhin ding mayroong printed na larawan ng labas at loob ng iyong negosyo, kayo rin ay dapat na kasama o makikita sa larawan.</i></p> <p><i>Kung kayo'y isang Online Seller, siguraduhin din na mayroong printed copies ng mga sumusunod: proof of transactions; proof of product postings; access kung saang social media application ka nagtitinda.)</i></p>				
<p>8. Appear/ Attend on your Scheduled Interview and Validation date.</p> <p><i>(Magpunta sa itinakdang araw ng inyong Interview and Validation date.)</i></p>	<p>8.1. The QC-SBCDPO Interview and Validation Team will conduct a one-on-one Interview.</p> <p><i>(Ang QC-SBCDPO Interview and Validation Team ay magsasagawa ng panayam sa bawat aplikante.)</i></p> <p>8.2. QC-SBCDPO Interview and Validation team will gather the Applicant's documents as proof of being interviewed and verified.</p> <p><i>(Kukuhain ng QC-SBCDPO Interview and Validation Team</i></p>	None	4 Hours	PBQC Interview and Validation Team

	<p><i>ang mga dokumento ng mga aplikanteng nakapanayam at na beripika.)</i></p> <p>8.3. The applicant will be informed by the QC-SBCDPO to wait for the text confirmation message and final status of the application.</p> <p><i>(Papaalalahanan ng QC-SBCDPO ang aplikante na maghintay ng text message confirmation para sa Final Status ng kanilang aplikasyon.)</i></p>			
<p>9. Wait for QC-SBCDPO's announcement of Approved Applicants.</p> <p><i>(Ilang araw matapos ang inyong Interview and Validation, maghintay lamang para sa anunsyo ng QC-SBCDPO.)</i></p>	<p>9. QC-SBCDPO will release an announcement on the official Facebook Page.</p> <p><i>(Maglalabas ng ulat ang QC-SBCDPO sa kanilang opisyal na Facebook Page.)</i></p>	None	1 Month	QCIT QC-SBCDPO
<p>10. Wait for the notification regarding the schedule and instructions for Training and Payout which will be sent via email and text message</p> <p><i>(Maghintay ng email or text na naglalaman ng detalye at schedule ng Training at Payout.)</i></p>	<p>10. An email or a text message will be sent to the approved applicants containing the details and instructions for the training and Payout.</p> <p><i>(Makakatanggap ng email o text message ang mga naaprubahang aplikante na naglalaman ng detalye at gabay para sa Training and Payout.)</i></p>	None	2 Weeks	QCIT AJ Isidore Malacaman
<p>11. Attend / Appear on Training and Networking Sessions and receive Capital</p>	<p>11.1. QC-SBCDPO will facilitate the Training and Payout with PBQC Partners.</p>	None	4 Hours	PBQC Training and Payout Team

<p>Assistance.</p> <p><i>(Kinakailangang dumalo at sumailalim sa Training and Networking Session bago makuha ang Capital Assistance.)</i></p>	<p><i>(Pangungunahan ng QC-SBCDPO ang Training and Payout, kasama rin dito ang Pangkabuhayang QC Partners.)</i></p>			
	<p>11.2. The City Treasury Office (CTO) will take charge of administering the distribution of Capital Assistance.</p> <p><i>(Ang CTO ang mangunguna sa paghahandog ng Capital Assistance.)</i></p>			
	<p>11.3. QC-SBCDPO will coordinate with the Barangays for the monitoring of PBQC Beneficiaries , 6 months after receiving the Capital Assistance from PBQC.</p> <p><i>(Anim (6) na buwan matapos ang Training and Payout, magsasagawa ang QC-SBCDPO ng "Monitoring Activity" sa mga nakatanggap ng Capital Assistance.)</i></p>			
	<p><b>TOTAL:</b></p>	<p><b>None</b></p>	<p><b>2 Month, 2 Weeks, 8 Hours, and 32 Min.</b></p>	

## b. Pangkabuhayang QC Information Session

The Pangkabuhayang QC Information Session details the PBQC application process and requirements for the Pangkabuhayang QC, in line with this, it is also geared towards providing direct assistance and personal step-by-step process discussion and promoting awareness not just for Pangkabuhayang QC program, but also other programs of QC-SBCDPO.

*(Ang Pangkabuhayang QC information session ay naglalayong madetalye nang maayos ang proseso sa pag-aaply at mga kinakailangang dokumento para sa Pangkabuhayang QC, bukod pa rito, ito rin ay nakadesensyo upang magbigay ng direktang pag-alalay at personal na diskusyon tungkol sa step-by-step na proseso at pagbibigay kamalayan sa iba pang programa ng QC-SBCDPO.)*

<b>Office or Division:</b>	Planning, Program Development, and Monitoring Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City residents (18 years old and above; Micro-Entrepreneurs/Vendors, Unemployed Solo Parents, Persons with Disability [PWD], Returning OFWs/Family Members of OFWs, Completers of Livelihood and Entrepreneurship Trainings.)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request for PBQC Information-Session  <i>Sulat na nagpapakita ng interes o kagustuhang sumailalim sa Pangkabuhayang QC Information-Session.</i>			% 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 request letter  It could be a Physical Document or an email sent via QC-SBCDPO's official email address, make sure that the requesting party has more than 15 participants or attendees.  <i>(Magpadala ng sulat mula sa inyong organisasyon/grupo/ institusyon. Ang request letter para sa PBQC Info-session ay maaring pisikal na dokumento o maaring ipadala sa opisyal na email address ng QC-SBCDPO.)</i>	1. Acknowledge Receipt of Letter	None	1 Min.	<i>Janice Mejica Justine Angela Valdez</i>
2. Wait for the QC-SBCDPO action response.	2. QC-SBCDPO will schedule Pangkabuhayang	None	4 Hours	<i>AJ Isidore Malacaman</i>

<i>(Maghintay lamang sa magiging sagot o askyon ng QC-SBCDPO sa inyong sulat na ipinadala.)</i>	QC Information Session			
3. Attend the Pangkabuhayang QC Information Session  <i>(Dumalo sa Pangkabuhayang QC Information Session.)</i>	3. Conduct Pangkabuhayang QC Information Session  <i>(Isagawa ang Pangkabuhayang QC Information Session.)</i>	None	2 Hours	<i>AJ Isidore Malacaman</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Hours and 1 Min.</b>	



## 2. QC Essentials Livelihood Training Program

QC Essentials Livelihood Training Program involves developing and accelerating the growth of MSE's by providing livelihood opportunities, coaching, mentoring information and training assistance that will give access into various business services to be able to earn and start their own micro business. 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.

*(Ang QC Essentials Livelihood Training Program ay naglalayong mapaunlad at mapapabilis ang paglago ng MSE's sa pamamagitan ng pagbibigay ng mga pangkabuhayan, pagtuturo, pagbibigay impormasyon, at pagsasanay na siyang magbubukas ng pinto sa iba't ibang serbisyong pang-negosyo upang kumita at makapagsimula ng kanilang maliit na negosyo. Ang programang ito ay ang nagpapalawak ng ating sariling QC Brand - mula sa pang-araw-araw na pangangailangan sa tahanan hanggang sa pagpapalakas sa ating industriya ng food processing. Ang QC Essentials ay buong pagmamalaking "Gawang QC" sa pamamagitan ng ating mga QCitizens.)*

### a. Request for QC Essentials Starter Kits

<b>Office or Division:</b>	PPDMD, Administrative Section Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City-Based Groups, Organizations, Association, Federation, and other marginalized sectors interested in learning Livelihood and Business Opportunities.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter			% 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 a letter requesting for QC Essentials Starter Kits  <i>(Magsumite ng sulat na humihiling ng QC Essentials Starter Kits.)</i>	1. Acknowledge and evaluate request  <i>(Ang QC-SBCDPO ay tatanggapin at susuriin ang sulat na isinumite.)</i>	None	5 Min.	<i>Janice Mejia Justine Angela Valdez</i>
2. Once approved, submit one (1) original copy of the distribution list of beneficiaries <b>(must be signed by the beneficiaries)</b>  <i>(Kapag aprubado na ang request, ipasa ang original na kopya ng distribution list ng mga benepisyaryo. (siguraduhing pirmado ng mga benepisyaryo))</i>	2. QC-SBCDPO will consolidate the approved distribution list for the procurement process.  <i>(Ang QC-SBCDPO ay pagsasamahin ang aprubadong distribution list para sa procurement process.)</i>	None	5 Days	<i>Gina Belencio</i>
3. Once processed, wait for the release schedule	3. Schedule the release dates	None	4 Hours	<i>Gina Belencio</i>

<p>of the starter kits. The requesting party <b>should arrange</b> the transportation and delivery of the kits.</p> <p><i>(Matapos iproseso, hintayin ang araw ng release ng mga starter kits. Ang requesting party ang dapat na mag-asikaso ng transportasyon at pagpapadala ng mga kits.)</i></p>				
<p>4. Wait for the schedule of training and demo session. Once the schedule is confirmed, the requesting party should organize the training session, including the venue and convening of beneficiaries.</p> <p><i>(Hintayin ang nakatalagang araw ng training at demo session. Kapag ang schedule ay nakumpirma na, ang requesting party ay dapat na magsaayos ng training session, kasama na rito ang venue at ang pagtitipon sa mga benepisyaryo.)</i></p>	4. Schedule the training and demo session	None	1 Day	Gina Belencio
5. Attend the training and demo session	5. Conduct training and demo session	None	1 Day	Gina Belencio
<b>TOTAL:</b>		<b>None</b>	<b>1 Week, 4 Hours, and 5 Min.</b>	

## b. Request for QC Essentials Training (No Kits)

<b>Office or Division:</b>	PPDMD, Administrative Section Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City-Based Groups, Organizations, Association, Federation, and other marginalized sectors interested in learning Livelihood and Business Opportunities.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter indicating the day, time, place, and kind of technology that they are interested in.			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 the letter request. <i>(Magpasa ng letter request.)</i>	1.1. Acknowledge and evaluate letter request <i>(Ang QC-SBCDPO ay tatanggapin at susuriin ang sulat na isinumite.)</i>	None	5 Min.	<i>Janice Mejica Justine Angela Valdez</i>
2. Wait for the schedule of training. <i>(Hintayin ang araw ng pagsasanay.)</i>	2. Schedule training dates	None	1 Day	<i>Gina Belencio</i>
3. Attend the training session	3. Conduct the training session	None	1 Day	<i>Gina Belencio</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 5 Min.</b>	

### 3. Community Savings Group

Community Savings Group is an informal and self-help group enterprise for loans and savings services that promote alternative risk-transfer mechanism practices and community resiliency. The sustainability of the Community Savings Group as a Community-Based Enterprise dovetails with SBCDPO's entrepreneurship and enterprise capacity-building activities to further their development, linked with the Resiliency and Risk Transfer Mechanism Program of the QC Disaster and Risk Reduction Management Council under the thematic areas of prevention and mitigation.

(Ang Community Saving Group o CSG ay isang impormal na self-help group para sa mga serbisyon may kaugnayan hingil sa pagpapautang at pag-iimpok ng salapi. Isinusulong din nito ang alternatibong risk-transfer mechanism na naglalayong magbigay ng community-resiliency o isang matatag na komunidad. Ang pagpapanatili ng CSG bilang isang community-based enterprise ay nakaugat sa SBCDPO's entrepreneurship at enterprise capacity-building activities. Kaugnay ito ng Resiliency at Risk Transfer Mechanism Program ng QC Disaster and Risk Reduction Management Council sa ilalim ng thematic areas of prevention and mitigation o malawakang pag-aaral na naglalayong mapababa ang bulnerabilidad ng komunidad sa sakuna.)

#### a. Community Savings Group Pre-Formation Orientation

<b>Office or Division:</b>	Planning, Program Development, and Monitoring Division (PPDMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City-based groups, organizations, or associations interested in establishing a Community Savings Group.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter <i>The letter should be addressed to the Department Head and must include specific details such as the proposed dates, the venue for the orientation, and the name of the requesting group</i> Download the letter format from <a href="https://qc-sbcdpo.com/QCCSG-OrientationRequest">https://qc-sbcdpo.com/QCCSG-OrientationRequest</a>  Idownload ang letter format sa: <a href="https://qc-sbcdpo.com/QCCSG-OrientationRequest">https://qc-sbcdpo.com/QCCSG-OrientationRequest</a>			% Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the request letter format  (I-download ang format ng request letter: <a href="https://qc-sbcdpo.com/QCCSG-OrientationRequest">https://qc-sbcdpo.com/QCCSG-OrientationRequest</a> )	1. Publish the request letter format  (I-publish ang request letter format)	None	2 Min.	Crisanto Laresma
2. Submit the request letter. The purpose of the letter, date, time, venue, and the type of organization requesting must be included in the letter. The request letter may be sent via the official	2. Acknowledge receipt of letter  (Tanggapin ang sulat)	None	5 Min.	Janice Mejica Justine Angela Valdez

<p>email address of SBCDPO: <a href="mailto:SBCDPO@quezoncity.gov.ph">SBCDPO@quezoncity.gov.ph</a>, or it may be submitted in person at the 6th Floor, West Wing, Main High Rise Building, Quezon City Hall Compound.</p> <p><i>(Isumite ang request letter. Ang layunin ng liham, petsa, oras, lugar, at uri ng organisasyon na humihiling ay dapat isama sa liham. Ang liham ng kahilingan ay maaaring ipadala sa opisyal na email address ng SBCDPO: <a href="mailto:SBCDPO@quezoncity.gov.ph">SBCDPO@quezoncity.gov.ph</a>, o maaari itong isumite nang personal sa ika-6 na Palapag, West Wing, Main High Rise Building, Quezon City Hall Compound.)</i></p>				
<p>3. Wait for feedback on eligibility for the program Respond and coordinate with the representatives about the necessary requirements (time, date, venue, number of participants)</p> <p><i>(Maghintay ng feedback tungkol sa pagiging karapat-dapat para sa programa. Tumugon at makipag-ugnayan sa mga kinatawan tungkol sa mga kinakailangang detalye (oras, petsa, lugar, bilang ng mga kalahok).)</i></p>	<p>3. Determine if the client is eligible for the program</p> <p><i>(Tukuyin kung kwalipikado ang kliyente.)</i></p>	None	1 Day	<p><i>Crisanto Laresma Rachel Jennel Halfon</i></p>
<p>4. Attend the Pre-Formation Orientation and Chapter's Assembly. If the necessary requirements of PFO and CA are agreed upon, attend the program event as scheduled</p> <p><i>(Dumalo sa Pre-Formation Orientation at Chapter's Assembly. Kung napagkasunduan ang mga kinakailangang kahilingan ng PFO at CA, dumalo sa programang kaganapan ayon sa iskedyul.)</i></p>	<p>4. Conduct Pre-Formation Orientation and Chapter's Assembly</p>	None	1 Hour	<p><i>Crisanto Laresma</i></p>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, and 7 Min.</b>	

## b. Community Savings Group (CSG) Kits And Materials

<b>Office or Division:</b>	Planning, Program Development, and Monitoring Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Barangay, Civil Society Organizations, Associations, Cooperatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter  Submit a letter requesting CSG Kits and Materials. The purpose of the request, date, time, venue, and type of organization must be included.			% Client	
2. Community Savings Group Materials Request Form			The CSG Materials Request Form can be accessed through this link: <a href="https://qc-sbcdpo.com/MaterialsRequestForm">https://qc-sbcdpo.com/MaterialsRequestForm</a>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for Community Savings Group (CSG) Savings Meeting (Attach the filled-out form of CSG Materials Request Form) via email or in-person at QC-SBCDPO.  (Mag-submit ng liham na humihiling para sa Community Savings Group (CSG) Savings Meeting (I-attach ang kumpletong form ng CSG Materials Request Form) sa pamamagitan ng email o personal sa QC-SBCDPO.)	1.1. Acknowledge receipt of letter  (Tanggapin ang natanggap na liham.)	None	2 Min.	Janice Mejica  Justine Angela Valdez
	1.2. Determine if client is new or existing  (Tukuyin kung ang kliyente ay bago o kasalukuyan.)			
2. Wait for feedback on eligibility for the program  (Maghintay ng feedback tungkol sa eligibility para sa programa.)	2.1. Coordinate with the Budget Officer regarding the availability of the kits	None	5 Min.	Rachel Jennel Halfon Josielyn Peralta
	2.2. If the kits are available, the SBCDPO will schedule the release of the kits		1 Day	
	2.3. If the kits are unavailable, this will undergo		6 Months	

	procurement process			
<p>3. Attend the scheduled distribution of kits</p> <p>If the kits are already available, the SBCDPO will notify the beneficiaries regarding the date, time, and venue of distribution</p> <p><i>(Dumalo sa nakatakhang pamamahagi ng mga kit.</i></p> <p><i>Kung ang mga kit ay available na, ipapalam ng SBCDPO sa mga benepisyaryo ang petsa, oras, at lugar ng pamamahagi.)</i></p>	3. Conduct the distribution of kits	None	1 Day	Planning, Program Development, and Monitoring Division
<b>TOTAL:</b>		None	<b>6 Months, 2 Days, and 7 Min.</b>	

## 4. QC Payday Fresh Market

QC Payday Fresh Market is a bi-weekly trade fair featuring fresh and organic food and other products in Quezon City. Since 2019, this initiative has been supporting rural and urban farmers' livelihoods by providing regular opportunities to sell their fresh farm produce, goods, and products directly to consumers, promoting the farm-to-consumer model, and ensuring sellers keep all the profits.

*(Ang QC Payday Fresh Market ay isang trade fair na ginaganap tuwing dalawang linggo na tampok ang sariwa at organic na pagkain at iba pang produkto sa Quezon City. Mula 2019, ang programang ito ay tumutulong sa kabuhayan ng mga rural at urban farmers sa pamamagitan ng pagbibigay ng regular na pagkakataong magbenta ng kanilang sariwang gulay, prutas at iba pang produkto diretso sa konsumer. Isinusulong nito ang farm-to-consumer model, at tinitiyak na mananatili ang buong kita sa mga nagbebenta.)*

### a. Application to Join QC Payday Fresh Market

<b>Office or Division:</b>	Business Resource Division (BRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Urban Farms, Businesses who produce healthy and organic food			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished pre-registration form provided by QC-SBCDPO.			QC-SBCDPO	
2. Any government-issued ID			QC-SBCDPO	
3. Any of the listed business registration permit/certification			QC-SBCDPO	
4. Pictures of products/ business			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. Accomplish the online pre-registration form provided by QC-SBCDPO.  <i>(Sagutan ang online pre-registration form mula sa QC SBCDPO.)</i>	1. Publish the pre-registration form on social media channels.  <i>Ilathala ang pre-registration form sa social media channels.)</i>	None	5 Min.	<i>Daniela Carla Mondia</i>
2. Participate in the Quezon City Payday Fresh Market Selected entrepreneurs will be notified via email through an invitation to participate at the QC Payday Fresh Market.  <i>(Ang mga napiling entrepreneurs ay papadalhan ng email na</i>	2. A selection committee will screen the applications based on their submitted business information and product photos.  <i>(Susuriin ng selection committee ang mga aplikasyon ayon sa kanilang isinumiteng</i>	None	2 Weeks	Business Resource Division



<i>magsisilbing imbitasyon na lumahok QC Payday Fresh Market.)</i>	<i>impormasyon at larawan ng kanilang negosyo.)</i>			
<p>3. Fill out Pre-Event Form and Commitment Form</p> <p>If entrepreneurs accept the invitation, they will be asked to fill out a pre-event form, including a commitment form that they must agree to.</p> <p><i>(Kapag tinanggap na ng entrepreneur ang imbitasyon, kailangan nitong sagutan ang pre-event form, kalakip ang isang commitment form na dapat ay sang-ayunan nila.)</i></p>	<p>3. Send pre-event form and commitment form via email.</p> <p><i>(Ipadala ang pre-event form at commitment form sa pamamagitan ng email.)</i></p>	None	5 Min.	<i>Daniela Carla Mondia</i>
<p>4. Attend the mandatory merchants' orientation</p> <p>All confirmed entrepreneurs must attend the mandatory merchants' orientation</p> <p><i>(Lahat ng confirmed entrepreneurs ay dapat dumalo sa mandatory merchants' orientation.)</i></p>	<p>4. Conduct merchants' orientation.</p> <p><i>(Isagawa ang merchants' orientation.)</i></p>	None	6 Hours	Business Resource Division
<p>5. Review event guidelines.</p> <p>Event guidelines, which include the ingress and egress details, will be provided via email.</p> <p><i>(Ipapadala sa pamamagitan ng email ang event guidelines, kasama ang mga detalye ng ingress at egress.)</i></p>	<p>5. Send event guidelines.</p> <p><i>(Ipadala ang event guidelines.)</i></p>	None	5 Min.	<i>Daniela Carla Mondia</i>
<p>6. Set up booths at the biweekly QC Payday Fresh Market, in accordance with the set rules, promote and sell their products for the</p>	<p>6. Assist and promote participating entrepreneurs as beneficiaries of the QC Payday Fresh Market program.</p>	None	2 Hours	<i>Ester Nadado Eusebia Tamondong Wilma Laureta</i>

entire duration of the activity.  <i>(Isa-ayos ang setup ng booth sa bi-weekly QC Payday Fresh Market ayon sa rules, magpromote at magbenta ng produkto sa buong durasyon ng event.)</i>	<i>(Tulungan at i-promote ang mga kalahok na entrepreneur bilang benepisyaryo ng programang QC Payday Fresh Market.)</i>			
7. Report sales to a representative of QC-SBCDPO  <i>(I-sumite ang sales report sa kinatawan ng QC-SBCDPO.)</i>	7. Gather sales report  <i>(Ikalap ang sales report.)</i>	None	10 Min.	<i>Ester Nadado</i>
8. Retain active communication with a representative of QC-SBCDPO and actively participate in SBCDPO-led and co-organized seminars and other capacity-building activities.  <i>(Panatilihin ang aktibong komunikasyon sa kinatawan ng QC-SBCDPO at lumahok sa mga seminars at iba pang capacity-building activities ng SBCDPO.)</i>	8. Monitor the status of each entrepreneur  <i>(I-monitor ang kalagayan ng bawat entrepreneur.)</i>	None	5 Min.	Business Resource Division
<b>TOTAL:</b>		None	<b>2 Weeks, 8 Hours, and 30 Min.</b>	

## 5. Proudly Original Products Of Quezon City (POP QC) Program

Proudly Original Products of Quezon City (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.

*(Tampok sa programang POP QC ang mga orihinal at natatanging produkto ng lungsod sa pamamagitan ng mga trade shows, bazaars at exhibits. Layunin ng programang ito na isulong ang mga produktong ito at maghandog ng local market-access platform para sa mga MSE at cooperative ng Quezon City. Ito rin ang nagsisilbing branding ng mga produktong hango sa lungsod.)*

### a. Application to POP QC Membership

Office or Division:	Business Resource Division (BRD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Businesses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished pre-registration form provided by QC-SBCDPO.			Accessed through link provided by QC-SBCDPO	
2. Any government-issued ID				
3. Any of the listed business registration permit/ certification				
4. Pictures of products/ business				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online pre-registration form provided by QC-SBCDPO.  <i>(Sagutan ang online pre-registration form mula sa QC SBCDPO.)</i>	1. Publish the pre-registration form on social media channels.  <i>(Ilathala ang pre-registration form sa social media channels.)</i>	None	5 Min.	<i>Daniela Carla Mondia</i>
2. Selected entrepreneurs will be notified via email by invitation to participate in theme-based trade fairs and other events with selling activities.  <i>(Ang mga napiling entrepreneurs ay papadalhan ng email na magsisilbing imbitasyon na lumahok sa theme-based trade fairs at iba pang event na may selling activities.)</i>	2. A selection committee will screen the applications based on their submitted business information and product photos.  <i>(Susuriin ng selection committee ang mga aplikasyon ayon sa kanilang isinuniteng impormasyon at larawan ng kanilang negosyo.)</i>	None	2 Weeks	Business Resource Division

<p>3. If an entrepreneur accepts the invitation, they will be asked to fill out a pre-event form which also includes a commitment form that they must agree to.</p> <p><i>(Kapag tinanggap na ng entrepreneur ang imbitasyon, kailangan nitong sagutan ang pre-event form, kalakip ang isang commitment form na dapat ay sang-ayunan nila.)</i></p>	<p>3. Send pre-event form and commitment form via email.</p> <p><i>(Ipadala ang pre-event form at commitment form sa pamamagitan ng email.)</i></p>	None	5 Min.	Daniela Carla Mondia
<p>4. All confirmed entrepreneurs must attend the mandatory merchants' orientation</p> <p><i>(Lahat ng confirmed entrepreneurs ay dapat dumalo sa mandatory merchants' orientation.)</i></p>	<p>4. Conduct merchants' orientation.</p> <p><i>(Isagawa ang merchants' orientation.)</i></p>	None	6 Hours	Business Resource Division
<p>5. Event guidelines, which include the ingress and egress details, will be provided via email.</p> <p><i>(Ipapadala sa pamamagitan ng email ang event guidelines, kasama ang mga detalye ng ingress at egress.)</i></p>	<p>5. Prepare and send event guidelines.</p> <p><i>(Ipadala ang event guidelines.)</i></p>	None	5 Min.	Daniela Carla Mondia
<p>6. Set up booths at the POP QC event, in accordance with the rules set by the organizers; promote and sell their products for the entire duration of the activity.</p> <p><i>(Isa-ayos ang setup ng booth sa POP QC event ayon sa rules ng organizers, mag-promote at magbenta ng</i></p>	<p>6. Assist and promote participating entrepreneurs as beneficiaries of the POP QC program.</p> <p><i>(Tulungan at i-promote ang mga kalahok na entrepreneur bilang benepisyaryo ng programang POP QC.)</i></p>	None	2 Hours	Ester Nadado Eusebia Tamondong Wilma Laureta

<i>produkto sa buong durasyon ng event.)</i>				
7. Report sales to a representative of QC-SBCDPO  <i>(I-sumite ang sales report sa kinatawan ng QC-SBCDPO.)</i>	7. Gather sales report  <i>(Ikalap ang sales report.)</i>	None	10 Min.	<i>Ester Nadado</i>
8. Retain active communication with a representative of QC-SBCDPO and actively participate in SBCDPO-led and co-organized seminars and other capacity-building activities.  <i>(Panatilihin ang aktibong komunikasyon sa kinatawan ng QC-SBCDPO at lumahok sa mga seminars at iba pang capacity-building activities ng SBCDPO.)</i>	8. Monitor the status of each entrepreneur  <i>(I-monitor ang kalagayan ng bawat entrepreneur.)</i>	None	5 Min.	Business Resource Division
<b>TOTAL:</b>		<b>None</b>	<b>2 Weeks, 8 Hours, and 30 Min.</b>	

## 6. Kyusi Nights: Community Night Market

The Kyusi Nights: Community Night Market initiative aims to showcase and discover promising micro and small enterprises, and cooperatives in each barangay or community in Quezon City by providing them with a market access platform. Through Kyusi Nights, interested barangays will be capacitated on how to conduct and operate their own weekend trade event featuring the various high-quality products made by local community artisans and entrepreneurs.

*(Ang Kyusi Nights: Community Night Market ay naglalayong ibida at matuklasan ang mga natatanging micro and small enterprises at kooperatiba sa bawat barangay at komunidad sa Quezon City sa pamamagitan ng paghahandog ng market access platform. Sa pamamagitan ng programang ito, ang mga barangay na nais lumahok ay gagabayan kung paano isagawa at patakbuhan ang kanilang sariling weekend trade event kung saan tampok ang iba't-ibang dekalidad na produktong gawa ng mga artisano at entrepreneur mula sa kanilang lugar.)*

### a. Request for Conduct of Kyusi Nights in Barangay or Community

<b>Office or Division:</b>	Business Resource Division (BRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay, Civil Society Organizations, Associations, and other communities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent to Conduct Kyusi Nights: Community Night Market <i>Letter of Intent para sa pagsasagawa ng Kyusi Nights: Community Night Market</i>			% Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to conduct Kyusi Nights: Community Night Market via email ( <a href="mailto:sbcdpo@quezoncity.gov.ph">sbcdpo@quezoncity.gov.ph</a> ) or in person at QC-SBCDPO.  <i>(Magpasa ng Letter of Intent para sa pagsasagawa ng Kyusi Nights: Community Night Market sa pamamagitan ng email o pumunta sa mismong opisina.)</i>	1. Acknowledge receipt of letter of intent.  <i>(Tanggapin ang letter of intent.)</i>	None	5 Min.	<i>Janice Mejica Justine Angela Valdez</i>
2. Await response on the available schedule of program orientation  <i>(Maghintay ng tugon sa maaaring maging schedule ng program orientation.)</i>	2. Determine the schedule of program orientation.  <i>(Tukuyin ang schedule ng program orientation.)</i>	None	2 Days	Business Resource Division

<p>3. Attend the program orientation and align with SBCDPO the logistical needs of the barangay.</p> <p><i>(Dumalo ng program orientation at makipagtulungan sa SBCPDO para sa logistical needs ng barangay.)</i></p>	<p>3. Conduct Kyusi Nights: Community Night Market program orientation</p> <p><i>(Isagawa ang Kyusi Nights: Community Night Market program orientation.)</i></p>	None	6 Hours	Business Resource Division
<p>4. Disseminate information about the upcoming community night market in the barangay once logistics are confirmed.</p> <p><i>(Ipamahagi ang impormasyon tungkol sa gaganapin na community night market sa barangay kapag nakumpirma na ang logistics.)</i></p>	<p>4. Assist in the processing of logistical needs and necessary permits for the conduct of the event.</p> <p><i>(Magbigay ng tulong sa pagproseso ng logistical needs at kinakailangang permits sa pagsasagawa ng event.)</i></p>	None	2 Days	Business Resource Division
<p>5. Distribute the pre-registration form to business owners who may be interested in participating.</p> <p><i>(Ipamahagi ang pre-registration form sa mga business owners na interesado na makilahok.)</i></p>	<p>5. Send pre-registration form</p> <p><i>(Ipadala ang pre-registration form.)</i></p>	None	1 Day	<i>Daniela Carla Mondia</i>
<p>6. Screen and finalize the list of merchants.</p> <p><i>(Suriin at isapinal ang listahan ng mga kasapi.)</i></p>	<p>6. Barangay and QC-SBCDPO will finalize the list of merchants.</p> <p><i>(Susuriin at isapinal ng barangay at ng QC-SBCDPO ang listahan ng mga kalahok na merchants.)</i></p>		2 Weeks	Business Resource Division and participating barangay
<p>7. Organize and invite all confirmed merchants to attend the mandatory merchants' orientation</p>	<p>7. Conduct merchants' orientation and provide event guidelines</p>	None	6 Hours	Business Resource Division

<i>(I-organisa at imbitahan ang lahat ng kumpirmadong kalahok para dumalo sa merchants' orientation.)</i>	<i>(Isagawa ang merchants' orientation at magbigay ng event guidelines.)</i>			
8. Setup Kyusi Night Market booths  <i>(Itayo ang booths para sa Kyusi Night Market.)</i>	8. Coordinate with the barangay regarding the delivery of tents and other materials, in preparation for the setup of the Night Market.  <i>(Makipagtulungan sa barangay tungkol sa pagpapadala ng tents at iba pang kagamitan tungo sa paghahanda para sa Night Market.)</i>	None	2 Hours	Business Resource Division
9. Regular conduct of night market on the designated location on an agreed schedule.  <i>(Magsagawa nang regular na night market sa itinakdang lokasyon ayon sa napag-usapang schedule.)</i>	9. Regular monitoring and promotion of night market  <i>(Regular na pagmomonitor at pag-promote ng night market.)</i>	None	8 Hours	Business Resource Division
10. Report weekly sales to QC-SBCDPO.  <i>(I-sumite ang sales report sa kinatawan ng QC SBCDPO.)</i>	10. Gather sales report.  <i>(Ikalap ang sales report.)</i>	None	10 Min.	Marivic Semilla
<b>TOTAL:</b>		None	<b>2 Weeks, 5 Days, 22 Hours, and 15 Min.</b>	



## 7. QCertified Roadmap Program

The QCertified Roadmap Program is a series of training sessions and workshops to help MSECs to acquire their Philippine Food and Drug Administration (FDA) permits, such as the FDA License to Operate (LTO) and/or Certificate of Product Registration (CPR). This initiative involves different partnerships with various national government agencies, such as FDA, Department of Science and Technology (DOST), Department of Trade and Industry (DTI), members of the academe, such as Polytechnic University of the Philippines (PUP), as well as private partners.

*(Ang QCertified Roadmap Program ay isang serye ng training sessions at workshops upang tulungan ang mga MSECs na makakuha ng kanilang Philippine Food and Drug Administration (FDA) permits, tulad ng FDA License to Operate (LTO) at Certificate of Product Registration (CPR). Katuwang sa pagpapatupad ng programang ito ang iba't ibang national government agencies, tulad ng FDA, Department of Science and Technology (DOST), Department of Trade and Industry (DTI), mga miyembro ng academe, tulad ng Polytechnic University of the Philippines (PUP), at private partners.)*

### a. Request to Join QCertified Roadmap Program

Office or Division:	Business Resource Division (BRD)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Businesses - Processed Food and Cosmetics	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved QC ID (Aprubadong QC ID)		Online through https://qceservices.quezoncity.gov.ph/ or in person at District Action Office (Online sa <a href="https://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> o in-person sa District Action Office.)
2. Government-issued ID, including the following: (ID na inisyu ng pamahalaan, kabilang ang mga sumusunod:)		% Client
<ul style="list-style-type: none"><li>• Philsys ID / National ID issued by the PSA</li><li>• Philippine Passport issued by the DFA</li><li>• Driver’s License issued by the LTO</li><li>• Professional Regulations Commission (PRC) ID</li><li>• Integrated Bar of the Philippines (IBP) ID</li><li>• GSIS UMID ID / eCard</li><li>• SSS UMID ID</li><li>• HDMF (PAG-IBIG) Transaction / Loyalty Card</li><li>• Voter’s ID issued by COMELEC</li><li>• Postal ID issued by the Philippine Postal Corporation</li><li>• Senior Citizen’s ID issued by OSCA or LGU</li><li>• OFW ID issued by DOLE</li><li>• OWWA ID</li><li>• Seaman’s / Seawoman’s Book issued by MARINA</li><li>• Diplomat / Consular ID issued by the Philippine Embassy</li></ul>		

<ul style="list-style-type: none"> <li>• NBI Clearance</li> <li>• PNP ID / Police Clearance</li> <li>• DSWD Certificate</li> <li>• PWD ID issued by the NCDA or its regional counterpart, Office of the Mayor, Office of the Barangay Captain, DSWD, and participating organizations with Memorandum of Agreement with Department of Health</li> <li>• ID issued by National Government Offices and GOCCs</li> </ul>				
3. Original and Photocopy of the following: <i>(Orihinal at kopya ng mga sumusunod:)</i> <ul style="list-style-type: none"> <li>• <i>Barangay Permit</i></li> <li>• <i>City / Mayor's Business Permit</i></li> <li>• <i>DTI Barangay Micro Business Enterprise (BMBE) Certificate</i></li> <li>• <i>DTI Business Name Registration (BNR) Certificate (for sole proprietors)</i></li> <li>• <i>SEC Registration Certificate (for Cooperatives and Franchise)</i></li> </ul>		% Client <i>(Ang dokumento ay magmumula sa kliyente.)</i> <ul style="list-style-type: none"> <li>• <i>Barangay Hall</i></li> <li>• <i>Business Permits and Licensing Department</i></li> <li>• <i>Department of Trade and Industry (DTI)</i></li> <li>• <i>Department of Trade and Industry (DTI)</i></li> <li>• <i>Security and Exchange Commission</i></li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Registration and Application</b>				
1. Accomplish the online pre-registration form provided by QC-SBCDPO.  <i>(Sagutan ang online pre-registration form mula sa QC SBCDPO.)</i>	1. Publish the pre-registration form on social media channels.  <i>(Ilathala ang pre-registration form sa social media channels.)</i>	None	5 Min.	<i>Erika Beatrice Juanson</i>
2. Wait for feedback on eligibility for the program, which will be sent via email.  <i>(Hintayin ang feedback tungkol sa eligibility para sa programa na ipapadala sa email.)</i>	2. Screen applications and determine their eligibility to participate in the program. Selected applicants will be notified via email.  <i>(Suriin ang mga aplikasyon at tukuyin ang kanilang eligibility na lumahok sa programa. Ipapaalam sa email ang resulta ng screening sa mga napiling aplikante.)</i>	None	15 Days	<i>Erika Beatrice Juanson</i>
<b>Onboarding</b>				
3. Attend the mandatory FDA Overview and	3. Conduct the FDA Overview and Roadmap	None	6 Hours	<i>Erika Beatrice Juanson</i>

Roadmap Program Orientation.  <i>(Dumalo sa FDA Overview and Roadmap Program Orientation na kailangang puntahan ng lahat ng kalahok.)</i>	Program Orientation.  <i>(Isagawa ang FDA Overview and Roadmap Program Orientation.)</i>			
4. Sign the commitment and agreement form ( <a href="http://qc-sbcdpo.com/QCertifiedCommitmentForm">qc-sbcdpo.com/QCertifiedCommitmentForm</a> ) to attend all required training sessions and workshops.  <i>(Pirmahan ang commitment at agreement form (<a href="http://qc-sbcdpo.com/QCertifiedCommitmentForm">qc-sbcdpo.com/QCertifiedCommitmentForm</a>) na nagsasaad na dadalo ang kalahok sa lahat ng required training sessions at workshops.)</i>	4. Provide commitment form and orient the participants on its content  <i>(Magbigay sa kalahok ng commitment form at gabayan ang mga kalahok sa nilalaman nito.)</i>	None	5 Min.	<i>Erika Beatrice Juanson</i>
5. Attend a series of training sessions and workshops prescribed and conducted by the QC-SBCDPO, alongside its partner agencies.  <i>(Dumalo sa serye ng training sessions at workshops na naitala at isinasagawa ng QC-SBCDPO, kasama ang mga partner agencies nito.)</i>	5. Conduct various training sessions and workshops for the QCertified Roadmap Program.  <i>(Magsagawa ng serye ng training sessions at workshops sa ilalim ng QCertified Roadmap Program.)</i>	None	6 Months	Business Resource Division
6.1. Prepare and revise necessary documents for FDA application.  <i>(Ihandang mga kinakailangang dokumento para sa pag-apply sa FDA.)</i>	6. Assess the readiness of the client in obtaining FDA certifications, and once approved, refer to FDA portal for application.  <i>(Suriin ang kahandaan ng kliyente sa pagkuha ng FDA certifications.)</i>	None	10 Days	<i>Paulo Borres</i>  <i>Erika Beatrice Juanson</i>
6.2. Apply to the FDA portal		None	30 Min.	Client

<a href="https://bbmsme.fda.gov.ph/">(https://bbmsme.fda.gov.ph/)</a> (Mag-apply sa FDA portal <a href="https://bbmsme.fda.gov.ph/">(https://bbmsme.fda.gov.ph/)</a> )	Kapag naaprubahan na ito, i-refer sa FDA portal para sa pag-aapply.)			
6.3. Prepare product and facility for FDA inspection. (Ihandang produkto at pasilidad para sa inspeksyon ng FDA.)		None	3 Days	Business Resource Division
7.1. Report regularly to QC-SBCDPO representative on the status of application (Regular na ipaalam sa kinatawan ng QC-SBCDPO ang status ng aplikasyon.)	7. Regularly monitor the status of their application to the FDA. (Regular na i-monitor ang status ng kanilang aplikasyon sa FDA.)	None	8 Hours	Erika Beatrice Juanson
7.2. Await for the approval and release of FDA License to Operate (LTO) and Certified Product Registration (CPR) (Hintayin ang pag-apruba at pagrelease ng bawat FDA License to Operate (LTO) and Certified Product Registration (CPR))		None	8 Hours	Business Resource Division
8. Report on the status of the business to QC-SBCDPO representative every three (3) months for the next two (2) years after the program. (Ipaalam sa kinatawan ng QC-SBCDPO ang status ng negosyo tuwing tatlong (3) buwan kada dalawang (2) taon matapos ang programa.)	8. Monitor the status of the business every three (3) months for the next two (2) years after the program. (I-monitor ang status ng negosyo tuwing tatlong (3) buwan kada dalawang (2) taon matapos ang programa.)	None	2 Years	Erika Beatrice Juanson
<b>TOTAL:</b>		None	<b>Minimum 9 Months, 4 Weeks, 22 Hours, and 40 Min.</b>	

## 8. Be Your Own Boss - QC Youth Entrepreneurship Program (BYOB - QC YEP)

Through a partnership agreement in 2022, QC Small Business and Cooperatives Development and Promotions Office (QC-SBCDPO) and Education Development Center (EDC) agreed to collaborate and enhance the Pangkabuhayang QC (PBQC) training program of QC-SBCDPO by capacitating Quezon City Government (QCG) staff to train PBQC beneficiaries thru the USAID Opportunity 2.0 program.

Borne out of this collaboration, the *Be Your Own Boss - QC Youth Entrepreneurship Program* was implemented to capacitate and prepare the youth with the necessary skills that they can utilize to gain opportunities for self-employment. This 4-day training focuses on the discussions and activities on business ideation, customer service, marketing, finance, and business planning.

*(Layon ng isang kasunduan na nilagdaan noong 2022 sa pagitan ng Quezon City Small Business and Cooperatives Development and Promotions Office (QC-SBCDPO) at Education Development Center (EDC) na magtulungan upang paigtingin ang training sa ilalim ng programang Pangkabuhayang QC ng SBCDPO sa pamamagitan ng pagsanay sa mga kawani ng Quezon City Government (QCG) sa ilalim ng USAID Opportunity 2.0 program.*

*Mula sa pagtutulungan na ito, pinangunahan ng SBCDPO ang implementasyon ng Be Your Own Boss - QC Youth Entrepreneurship Program upang bigyang kakayahan at kaalaman ang kabataang QCitizen na kanilang magagamit sa kanilang kabuhayan. Ang apat na araw na training na ito ay binibigyang pansin ang mga paksa na may kinalaman sa pagnenegosyo at pagpapalano nito.)*

### a. Registration to BYOB - QC YEP

<b>Office or Division:</b>	Planning, Program Development, and Monitoring Division (PPDMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	QCitizen Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved QC ID		<ul style="list-style-type: none"> <li>• QC e-Services</li> <li>• Nearest District Action Office</li> <li>• 2/F, Main High Rise Building, Quezon City Hall Compound</li> </ul>		
2. Accomplished Online Registration Form		% Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the official Facebook Page of QC-SBCDPO ( <a href="https://www.facebook.com/QCSBCDPO/">https://www.facebook.com/QCSBCDPO/</a> ) to access the online registration form via GForms within the set registration period.  <i>(Magtungo sa opisyal na Facebook Page ng QC SBCDPO)</i>	1. SBCDPO will accept all submitted registrations within the registration period.  <i>(Tatanggapin ng SBCDPO ang lahat ng rehistrasyon na isinumite sa loob ng itinalagang registration period.)</i>	None	10 Min.	Client

<p>(<a href="https://www.facebook.com/QCSBCDPO/">https://www.facebook.com/QCSBCDPO/</a>)  upang ma-access ang online registration form sa loob ng itinilagang registration period.)</p>				
<p>2. Upon accessing the online registration form, correctly input all details asked and click "Submit".</p> <p>(Matapos i-access ang online registration form, ilagay lahat ng wasto at tamang detalye na hiningi. Pindutin ang "Submit" matapos sagutan ito.)</p>	<p>2. SBCDPO will screen all applications and select eligible participants. A notice will be sent to selected participants via email and/or text.</p> <p>(Susuriin ng SBCDPO ang lahat ng natanggap na rehistrasyon at pipili ng mga magiging bahagi ng training base sa kanilang kwalipikasyon. Magpapadala ang SBCDPO ng mensahe sa mga napiling kalahok sa pamamagitan ng email at/o text.)</p>	None	1 Week	Kyle Dana Vergara
<p>3. Follow the instructions sent via email regarding the dates, schedule, and venue of the training. Additional instructions regarding pre-training activities might also be included.</p> <p>(Sundin ang mga panuto at/o paalala na ipinadala sa email patungkol sa petsa, oras, at lokasyon ng training. Maaari ding makita dito ang karagdagang panuto o gawain bago ang opisyal na pagsasagawa ng training.)</p>	<p>3. SBCDPO will send reminders a day before the first day of training for further instructions.</p> <p>(Magpapadala ng mga paalala ang SBCDPO bago ang unang araw ng training para sa karagdagang panuto.)</p>	None	10 Min.	Kyle Dana Vergara
<p>4. Attend scheduled training and activities.</p>	<p>4. SBCDPO will facilitate the 4-day training and distribute the training kit to participants. After the</p>	None	4 Days	BYOB Program Team

<p><i>(Puntahan ang training at mga aktibidad sa itinalang araw at schedule.)</i></p>	<p>training program, an evaluation form will be disseminated to the completers.</p> <p><i>(Pangungunahan ng SBCDPO ang pagsasagawa ng training at ang pagbabahagi ng training kits na gagamitin ng mga kalahok. Matapos ang apat na araw na training, magpapadala ng evaluation form ang SBCDPO upang ito ay sagutan ng mga completers.)</i></p>			
<p>5. Accomplish the Evaluation Form and submit it within the submission period.</p> <p><i>(Sagutan ang Evaluation Form at isumite ito sa loob ng itinalagang mga araw ng pasahan.)</i></p>	<p>5. SBCDPO will generate an evaluation report and a post-activity report for proper documentation of the training.</p> <p><i>(Lilikumin at ipo-proseso ng SBCDPO ang evaluation report at post-activity report para sa maayos na pagdodokumento ng training.)</i></p>	None	10 Min.	Kyle Dana Vergara
<b>TOTAL:</b>		None	<b>1 Week, 4 Days, and 30 Min.</b>	



## 9. Cooperative Development Program

With Quezon City being home to the largest number of cooperatives in NCR, the Cooperative Development Program, in collaboration with the Cooperative Development Authority and other strategic partners, facilitates the formation of new cooperatives through the Coop Clinic, pre-registration seminars (PRS), and online registration assistance. For registered cooperatives, the program provides various training to capacitate coop officers as well as facilitate in their compliance to the regulatory requirements through platforms such as the compliance forum with the regulatory agencies such as the BIR, DOLE, QC-Business Permits and Licensing Department and City Treasurer's Office, among others. The city also registered its own Quezon City Credit Surety Fund Cooperative recently to provide cooperatives and their members ease of access to financing.

*(Bilang ang Lungsod Quezon ang nangunguna sa hanay ng mga lungsod na may pinakamaraming bilang ng rehistradong kooperatiba sa NCR, ang Cooperative Development Program, na isinasagawa nito katuwang ang Cooperative Development Authority (CDA) at ibang strategic partners, ay tumutulong na mapadali ang pagbuo ng mga bagong kooperatiba sa pamamagitan ng Cooperative Clinic, pre-registration seminar (PRS), at online registration assistance. Para naman sa mga rehistradong kooperatiba, nagsusulong ang programang ito sa pagbibigay ng iba't ibang uri ng training upang mapaunlad ang kakayahan at kaalaman ng mga tagapamahala ng kooperatiba at upang makapagbigay sa kanila ng gabay sa paghahanda ng mga regulatory requirements sa pamamagitan ng iba't ibang plataporma katulad ng Compliance Forum kasama and CDA, BIR, DOLE, QC-Business Permits and Licensing Department, at City Treasurer's Office. Kamakailan lamang, itinatag din ng lungsod ang Quezon City Credit Surety Fund Cooperative upang makatulong sa mga kooperatiba at miyembro nito na magkaroon ng ease of access to financing.)*

### a. Request for Weekly Cooperative Clinic Consultation

The Weekly Cooperative Clinic is an initiative that provides consultation and technical services to duly registered cooperatives as well as to organized groups who are interested in becoming a registered cooperative. Groups interested in becoming a cooperative undergo an assessment done by the SBCDPO and the Cooperative Development Authority (CDA) to determine their readiness to establish a business through the cooperative model. This assessment further leads to the next stages of the process of cooperative registration such as the pre-registration seminar (PRS), documentary preparations, online registration through the Cooperative Registration Information System (CoopRIS). Registered cooperatives who have concerns and other technical assistance requests with regard to their operations, growth and development, among others are also accommodated.

*(Ang Weekly Cooperative Clinic ay isang inisyatibo na nagbibigay ng konsultasyon at serbisyong teknikal para sa mga rehistradong kooperatiba at maging sa mga organisadong grupo na nagnanais na magtatag ng kanilang kooperatiba. Para sa mga interesadong grupo, sila ay sasailalim sa isang assessment ng SBCDPO at ng Cooperative Development Authority (CDA) upang malaman ang kanilang kahandaan sa pagbuo ng kanilang negosyo gamit ang modelo ng kooperatiba. Pagkatapos nito ay tutuloy sa proseso ng pagrehistro ng kooperatiba katulad ng pre-registration seminar (PRS), paghahanda ng mga dokumentong kinakailangan, at pagrehistro online sa Cooperative Registration Information System (CoopRIS). Maging ang mga katanungan at nangangailangan ng teknikal na tulong tungkol sa kanilang operasyon, pagpapalago at pagpapaunlad ng mga rehistradong kooperatiba, at iba pa ay bahagi ng programang ito.)*

<b>Office or Division:</b>	Cooperative Development Section
<b>Classification:</b>	Simple
<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. Letter of Intent to form a cooperative (1 original)		Letter addressed to the head of office and email to <a href="mailto:SBCDPO@quezoncity.gov.ph">SBCDPO@quezoncity.gov.ph</a> and/or <a href="mailto:coop.sbcdpo@quezoncity.gov.ph">coop.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>
<p>1. Duly registered cooperatives who wish to be assisted and/or livelihood groups who are interested to form their cooperative will contact or visit QC-SBCDPO and signify their interest to become a registered cooperative in writing.</p> <p><i>(Ang mga interesadong grupo o rehistradong kooperatiba ay maaaring makipag-ugnayan o bumisita sa QC-SBCDPO at magpahayag ng interes na maging isang rehistradong kooperatiba sa pamamagitan ng sulat.)</i></p>	<p>1. QC-SBCDPO will schedule their Coop Clinic appointment with the Cooperative Development Section (CDS) and the Cooperative Development Authority (CDA).</p> <p><i>(Ang QC-SBCDPO ay magtatakda ng araw ng Coop Clinic kasama ang Cooperative Development Section (CDS) at ang Cooperative Development Authority (CDA).)</i></p>	None	1 Day	<i>Nicole Marcelo Kristel Laxamana</i>
<p>2. Attend the scheduled Coop Clinic consultation or assessment.</p> <p><i>(Daluhan ang itinakdang araw ng Coop Clinic consultation o assessment.)</i></p>	<p>2. Determine their readiness to become a registered cooperative. Otherwise, groups may be referred to other programs of the office like the Community Savings Group (CSG).</p> <p><i>(Tukuyin ang kanilang kahandaan na maging isang rehistradong kooperatiba. Kung hindi pa handa, maaaring imungkahi sa iba pang programa ng opisina katulad na</i></p>	None	4 Hours	<i>Nicole Marcelo Kristel Laxamana</i>

	<p><i>lamang ng Community Savings Group (CSG).)</i></p> <p>For groups who are already in the process of online registration, the CDS and CDA will be assisting them in navigating the Cooperative Registration Information System (CoopRIS).</p> <p><i>(Para sa mga grupong nasa proseso nang pagrerehistro online ng kanilang kooperatiba, nakaagapay dito ang CDS at CDA sa pag-navigate ng Cooperative Registration Information System (CoopRIS).)</i></p>			
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 4 Hours</b>	

## b. Request for Cooperative Pre-Registration Seminar (PRS)

The Pre-Registration Seminar (PRS) provides prospective members of primary cooperatives with knowledge on various subjects such as cooperative organization and management. As a prerequisite to registration, initial cooperators and officers of the group are required to attend this seminar which is administered by the Cooperative Development Authority (CDA).

*Ang Cooperative Pre-Registration Seminar (PRS) ay nagbibigay ng iba't ibang kaalaman katulad ng pag-organisa at pangangasiwa ng isang kooperatiba sa mga potensyal na miyembro ng mga primaryang kooperatiba. Bilang ito ay isang parte ng mga kailangan sa pagrehistro, ang mga initial cooperators at opisyal ng grupo ay obligadong makilahok sa seminar kung saan ang Cooperative Development Authority (CDA) ay ang nangangasiwa.*

<b>Office or Division:</b>	Cooperative Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Businesses			
<b>Who may avail:</b>	QC-based livelihood groups/organizations interested in becoming cooperatives.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting to undergo Pre-Registration Seminar (PRS)		Letter addressed to the head of office and email to <a href="mailto:SBCDPO@quezoncity.gov.ph">SBCDPO@quezoncity.gov.ph</a> and/or <a href="mailto:coop.sbcdpo@quezoncity.gov.ph">coop.sbcdpo@quezoncity.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested livelihood groups who have undergone the assessment through Coop Clinic will signify their interest to undergo PRS as one of the requirements of the CDA in registering a cooperative.  <i>(Ang mga interesadong grupo na nakatapos makadalo ng assessment sa Coop Clinic ay mangyaring magpahayag ng interes na sumailalim sa PRS bilang isa sa mga kinakailangan ng CDA sa pagrerehistro ng isang kooperatiba.)</i>	1. The CDS will organize the PRS by setting a schedule and securing a venue, among others.  <i>(Ang CDS ay mag-oorganisa ng PRS sa pamamagitan ng pagtatakda ng araw at lugar na pagdarausan.)</i>	None	1 Day	<i>Nicole Marcelo</i>  <i>Kristel Laxamana</i>
2. Attend the scheduled Pre-Registration Seminar (PRS). Sign-up in the attendance sheet.	2. In coordination with CDA, the CDS will facilitate the seminar. The accomplished attendance sheet will	None	8 Hours	<i>Nicole Marcelo</i>  <i>Kristel Laxamana</i>

<p><i>(Daluhan ang itinakdang araw ng Pre-Registration Seminar (PRS). Mag sign-up sa attendance sheet.)</i></p>	<p>be forwarded to CDA for preparation of PRS certificate.</p> <p><i>(Sa pakikipagtulungan sa CDA, pangungunahan ng CDS ang pagsasagawa ng seminar. Ang attendance sheet ay ipapasa sa CDA para sa paggawa ng PRS certificate.)</i></p> <p>After the CDA has issued the Certificate and forwarded them to QC-SBCDPO, the CDS will send them to the email address of the respective cooperative.</p> <p><i>(Matapos mai-isyu ni CDA ang certificate at maipadala ito sa QC-SBCDPO, ipapadala ito ng CDS sa email address ng bawat kooperatibang dumalo.)</i></p>			
<p><b>TOTAL:</b></p>	<p><b>None</b></p>	<p><b>1 Day and 8 Hours</b></p>		

### c. Request For Cooperative Mandatory Training

The Cooperative Mandatory Training is a set of training which officers of micro and small cooperatives in Quezon City are required to attend as a requirement of the Cooperative Development Authority. These training sessions aim to provide information and upskill cooperative members and officials in terms of leadership, operations and further developing their respective cooperatives. There are two training topics: (1) Fundamentals of Cooperative and (2) Governance and Management of Cooperatives which have 8 hours of credits for micro cooperatives and 16 hours of credits for small cooperatives, respectively.

*(Ang Cooperative Mandatory Training ay mga pagsasanay na kailangang daluhan ng mga tagapamahala ng mga micro and small cooperatives ng Lungsod Quezon ayon sa alituntunin ng Cooperative Development Authority (CDA). Ang mga pagsasanay na ito ay naglalayong maghatid ng impormasyon at lalo pang sanayin ang opisyal ng mga kooperatiba pagdating sa pamumuno, pagpapatakbo at pagpapalago ng kani-kanilang kooperatiba. Mayroong dalawang (2) paksa ang pagsasanay: ang (1) Fundamentals of Cooperative at (2) Governance and Management of Cooperatives na may kredit na 8 oras para sa micro cooperatives at 16 hours naman para sa small cooperatives.)*

<b>Office or Division:</b>	Cooperative Development Section			
<b>Classification:</b>	Simple			
<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. Letter requesting to undergo the mandatory trainings			Letter addressed to the head of office and email to <a href="mailto:SBCDPO@quezoncity.gov.ph">SBCDPO@quezoncity.gov.ph</a> and/or <a href="mailto:coop.sbcdpo@quezoncity.gov.ph">coop.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. Registered cooperatives in Quezon City will submit their letter requesting to undergo mandatory training on the topics, "Fundamentals of Cooperative" and "Governance and Management of Cooperative".  <i>(Ang mga rehistradong kooperatiba sa Lungsod ng Quezon ay susulat na humihiling na sila ay sumailalim sa kinakailangang</i>	1. The CDS will organize the training by setting a schedule and securing a venue, among others.  <i>(Pangungunahan ng CDS ang pag-oorganisa ng training sa pamamagitan ng pagtatakda ng araw at paghahanda ng venue at iba pa.)</i>	None	1 Day	<i>Nicole Marcelo</i>  <i>Kristel Laxamana</i>

<i>training katulad na lamang ng Fundamentals of Cooperative at Governance and Management of Cooperative.)</i>				
<p>2. Attend the scheduled mandatory training. Sign-up in the attendance sheet.</p> <p><i>(Daluhan ang itinakdang araw ng mandatory training. Mag sign-up sa attendance sheet.)</i></p>	<p>2. In coordination with CDA, the CDS will facilitate the seminar. The accomplished attendance sheet will be forwarded to CDA for preparation of the certificate of completion.</p> <p><i>(Sa pakikipag-koordinasyon sa CDA, and CDS ay pinangungunahan ang pagsasagawa ng seminar. Ang attendance sheet ay ipapasa sa CDA para sa paggawa ng Certificate of Completion.)</i></p>	None	8 Hours	<p><i>Nicole Marcelo</i></p> <p><i>Kristel Laxamana</i></p>
<p>3. Accomplish the Evaluation Form and submit it within the submission period.</p> <p><i>(Sagutan ang Evaluation Form at isumite ito sa loob ng itinalagang mga araw ng pasahan.)</i></p>	<p>3. After the training program, an evaluation form will be disseminated to the attendees.</p> <p>SBCDPO will generate an evaluation report and a post-activity report for proper documentation of the training.</p> <p><i>(Matapos ang training, magpapadala ng evaluation form ang SBCDPO upang ito ay sagutan ng mga completers.)</i></p> <p><i>(Lilikumin at ipo-proseso ng SBCDPO ang evaluation report at post-activity report para sa maayos na pagdodokumento ng training.)</i></p>	None	10 Min.	-
<b>TOTAL:</b>		None	<b>1 Day, 8 Hours, and 10 Min.</b>	

## 10. Entrepreneurship Trainings and Seminars

The Quezon City Small Business and Cooperatives Development and Promotions Office (QC-SBCDPO) conducts regular entrepreneurship training sessions and seminars for MSECs in Quezon City, covering various areas of interest to promote entrepreneurship among QCcitizens. Conducted in partnership with national government agencies, academe and private partners, these trainings aim to enhance their skills and knowledge and to provide mentorship, guidance, and empowerment towards the growth of their business.

*(Nagsasagawa ng regular na entrepreneurship trainings at seminars ang QC-SBCDPO para sa MSECs sa Quezon City tungkol sa iba't ibang area of interest sa pagnenegosyo. Katuwang ang national government agencies, academe at private partners, layunin ng mga training na ito na pataasin ang antas ng kanilang kakayahan at kaalaman, at maghandog ng mentorship, pag-gabay at empowerment tungo sa paglago ng kanilang negosyo.)*

### a. Request to Join QC-SBCDPO Entrepreneurship Trainings And Seminars

<b>Office or Division:</b>		Business Resource Division (BRD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Businesses		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online pre-registration form provided by QC-SBCDPO.  <i>(Sagutan ang online pre-registration form mula sa QC-SBCDPO.)</i>	1. Publish the promotional post and pre-registration form on social media channels and through the QC-SBCDPO Training Calendar microsite, at least one (1) month prior the event.  <i>(Ilathala ang promotional post at pre-registration form sa social media channels at sa QC-SBCDPO Training Calendar microsite, isang (1) buwan bago ang event.)</i>	None	10 Min.	<i>Daniela Carla Mondia</i>
2. Selected participants will receive a notification via email and text message, and must confirm their attendance at the seminar they signed up for within 24 hours.  <i>(Ang mga kalahok ay papadalhan ng email at text</i>	2. QC-SBCDPO will filter the list of pre-registered participants based on the technicality of the topic of the seminar. Notified participants must confirm their attendance on a first-come, first-served (FCFS) basis, according to the available slots and with MSECs taking precedence.  <i>(Pipiliin ang mga pre-registered participants base sa teknikalidad ng paksa. Ang mga notified participants ay</i>	None	1 Week	<i>Daniela Carla Mondia</i>

<i>message na naglalaman ng venue ng training. Ang mga kalahok ay dapat magconfirm sa loob ng 24 hours.)</i>	<i>dapat mag-register nang first-come, first-served (FCFS) basis ayon na din sa available na slots. Mas uunahin sa pagpili ang mga MSECs.)</i>			
3. Attend the training session on time. Walk-ins will only be allowed on a case-to-case basis, and registered confirmed participants will be prioritized.  <i>(Dumalo sa training session ayon sa nakatakdang oras. Tanging ang mga confirmed na kalahok lamang ang makakasali sa training.)</i>	3. Conduct the training session  <i>(Isagawa ang training session.)</i>	None	8 Hours	Business Resource Division
4. Submit the Client Satisfaction Feedback (CSF) Form after the event.  <i>(Isumite ang Client Satisfaction Feedback (CSF) Form matapos ang event.)</i>	4. Collect CSF forms after the event.	None	10 Min.	Marivic Semilla
5. Receive an e-certificate of participation via email within 7 working days.	5. Participants who attended the seminar on time and completed the CSF will receive an e-certificate of participation from QC-SBCDPO.	None	7 Days	Erika Beatrice Juanson
<b>TOTAL:</b>		None	<b>2 Weeks, 8 Hours, and 20 Min.</b>	



# SOCIAL SERVICES DEVELOPMENT DEPARTMENT

## External Services

### 1. Manpower Barangay-Based Skills Training

<b>Office or Division:</b>	Vocational Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Identified individuals referred by other Division as part of the Intervention Plan and referrals from outside source.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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	None	4 Hours and 30 Min.	<i>Manpower Development Officer II</i>
	1.2. Prepares/ delivers response letter			
2. Provide information  Wait for the process	2.1. Coordinate with the proponent and discuss the training design, identification of venue, logistics, and other needs.	None	up to 1 Week	<i>Manpower Development Officer or Manpower Development Assistant</i>
	2.2. Inform the proponent of the schedule of the training orientation/ dialogue with participants			
	2.3. Conducts dialogue			
3. Attends Training	3.1. Conducts Skills Training	None	3 Months	<i>Manpower Development Assistant</i>
	3.1.1. Training Induction Program			
	3.1.2. Job Induction Program			
	3.2. Prepares and submits Enrolment Report			
	3.3. Conducts training evaluation			
	3.4. Prepares and submits Terminal reports			
	3.5. Endorses trainees for On the Job Training/ Capital Assistance			
4. Attends graduation	4.1. Individual Release of Certificate of Completion	None	4 Hours and 30 Min.	<i>Manpower Development Officer I or Manpower</i>
	4.2. Monitors status of the graduates		(3 Months	

	4.3. Prepares and submit feedback/ monitoring report		after graduation)	<i>Development Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>9 Hours up to 3 months for the attendance of the training</b>	

## 2. Soft Trade Skills Training

<b>Office or Division:</b>	Vocational Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Identified individuals referred by other Division as part of Intervention Plan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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 need and advise proponent as to schedule of further engagement	None	4 Hours and 30 Min.	<i>Manpower Development Officer II</i>
	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			<i>Manpower Development Officer I</i>
2. Attends Training	2.1. Conducts the livelihood skills training	None	4 to 8 Hours	<i>Manpower Development Assistant</i>
	2.2. Endorses trainees for capital assistance			
	2.3. Monitors the beneficiaries			
<b>TOTAL:</b>		<b>None</b>	<b>8 hours 30 minutes up to 12 hours 30 minutes</b>	

### 3. Referral

<b>Office or Division:</b>	Vocational Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Interested graduates of the Manpower Barangay Based Skills Training Programs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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. None	1.1. Coordinate with Industries/ companies for possible OJT referral 1.2. Inform graduates of the scheduled date of referral	None	2 Days	<i>Labor and Employment Officer III</i>  <i>Labor and Employment Officer II/I</i>
2.1. Attends orientation 2.2. Submits resume	2.1. Conduct of orientation to trainees of a specific course  2.1.1. Job matching 2.1.2. Review Resume	None	2 Hours	
3. Receives referral letter for OJT / possible employment	3.1. Prepares referral letter addressed to the industry or PESO for possible employment  3.1.1. Extends referral letter 3.1.2. Monitors status of referral	None	2 Hours	
4. Receives Certification	4. None			
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 4 Hours</b>	

#### 4. Small Income Generating Assistance (Capital Assistance)

Office or Division:	Vocational Development Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Identified individuals referred by other Division as part of the Intervention Plan, online applicants, and referrals from outside source			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (1 original, 1 photocopy)			Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client seeks capital assistance <ul style="list-style-type: none"><li>Online Application</li></ul>	1.1. Check uploaded documents	None	30 Min.	Labor and Employment Officer I/II
	1.2. Crossmatching			
	1.3. Approve for appointment			
2. Subject self for assessment	2.1. Conduct intake interviews/ assessment/ update information	None	30 to 45 Min.	Labor and Employment Officer I/II
	2.2. Verify original documents uploaded		4 Hours	
	2.3. Conduct home visitation for further assessment			
3.1. Attends business counseling	3. Conducts Basic Business Management training / preparation of project proposal	None	6 Hours	Labor and Employment Officer I/II/III
3.2. Prepares and submits project proposal and barangay indigency			up to 2 Months	
4. Wait for the process	4.1. Evaluates submitted requirements			
	4.2. Prepares Case Summary Report			
	4.3. Prepares all documentary requirements including mother project proposal for approval of capital assistance			
	4.3. Submit all documentary requirements for payroll preparation and processing			
	4.4. Inform proponent for the schedule of extension of capital			

	assistance			
5. Receives the capital assistance	5.1. Extends capital assistance	None	4 Hours  (2 Hours per monitor up to 6 Months)	<i>Labor and Employment Officer I/II</i>
	5.2. Monitors the status of the clients			
	5.3. Prepares and submit monitoring report			
<b>TOTAL:</b>		<b>None</b>	<b>14 Hours up to 2 Months</b>	

## 5. Sikap at Galing Pangkabuhayan (SIGAP)

<b>Office or Division:</b>	Vocational Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	MBBSTP and Livelihood Training Graduates and referrals from outside source			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Barangay Indigency				Barangay
2. QC ID				
3. Barangay Certification of No Existing Loan from other Microfinance				Barangay
4. Medical Certificate from BHERT or any City Health Center				City Health or BHERT
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. 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	2.1. Conducts orientation/ assessment	None	2 Hours	<i>Project Evaluation Officer</i>
	2.2. Conduct home visitation		1 Day	
	2.3. Conduct courtesy meeting with the Barangay Captain		1 Day	
3.1. Attends Capability Building (6 meetings)	3.1. Conducts capability building activities/ preparation of project proposal	None	up to 2 Months	<i>Project Evaluation Officer</i>  <i>Labor and Employment Officer</i>  <i>Manpower Development Officer</i>
3.2. Prepares and submits project proposal and other requirements	3.2. Reviews Project proposal and Inform client to submit additional documentary requirements			
	3.3. Prepares Case Summary Report			
	3.4. Evaluate submitted documentary requirements/			
	3.5. Submit for payroll preparation and processing approval of capital assistance			
3.3. Wait for the process	3.6. Inform proponent for the schedule of extension of capital assistance			
4. Receives the	4.1. Extends capital	None	up to 2	

capital assistance	assistance		Months (2 Hours per monitor for 2 years)	
	4.2. Monitor status of the clients			
	4.3. Prepares and submit monitoring report			
<b>TOTAL:</b>		<b>None</b>	<b>8 Hours up to 2 Months</b>	



## 6. Child Development Service Program

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>3-4 years old children who belong to indigent families, large families, working mothers, or solo parents;</li> <li>Identified Nutritionally-at-risk (NAR) 3-4 years old children from the OPT+ Survey</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate of Live Birth(1 original,1 photocopy)			PSA	
2. Immunization Records (Baby Book)			Barangay Health Center	
3. QC ID of Parent/Guardian			Barangay, District Action Office	
<b>IF APPLIES:</b>				
4. ECCD Checklist (Child's Record 1)			Previous ECCD Facility attended to	
5. Solo Parent ID			SSDD	
6. PWD ID			PDAO	
7. 4Ps ID			DSWD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Identified NAR Children from the OPT+ Survey	1.1. . Day Care Worker (DCW) contacts the parents of the NAR children to if still interested in enrolling to the program	None	Within 30 Working Days	<i>Barangay Nutrition Scholar/ Community Health Worker, Day Care Workers</i>
	1.2. DCW consolidates the total number of Pre-K1 and Pre-K2 enrollees			
	1.3. If number of enrollees falls short, a month-long walk-in enrollment will be conducted			
2. Goes to the nearest CDC in their community during the Walk-in enrollment	2.1. CDCs conducts a 30-day walk-in enrollment	None	Within 30 to 40 Working Days	<i>Day Care Workers</i>
	2.2. Consolidates the identified Pre-K1 & Pre-K2 CDC children including profiling of families of all walk-in clients			
	2.3. Informs parents of qualified beneficiaries for the Child Development Service program			
3. Attends parent orientation	3. Conducts orientation to parents of qualified beneficiaries	None	Within 1 Day	<i>Day Care Workers</i>
4. CDC Children attend CDC sessions	4.1. Assess children using ECCD Checklist (Child's Record 2) through developmentally appropriate activities and	None	10 Months	<i>ECCD Supervisors, Day Care Workers</i>

	parent interview			
	4.2. Conducts CDC session			
	4.3. Assess children's Nutritional Status through taking of Anthropometrical Measurements (i.e., Weight and Height)			
	4.4. Implements supplemental feeding program			
	4.5. Distributes hygiene kit, uniforms, school supplies, and other learning materials			
5. Receives Certificate and accomplished ECCD Checklist (Child's Record 2)	5. Distributes Certificate of Completion to 4 years old children ready for kinder and Certificate of Participation to 3 year old not yet ready for kinder during end-of-the year parent-teacher conference	None	Within 1 Day	<i>ECCD Focal Person ECCD Supervisors, Day Care Workers</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Months for the ECCD sessions</b>	

## 7. Child Minding Service Program

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"><li>• 2 months old to 35 months old (2.11 years old) children who belong to working mothers, lactating mothers, indigent families, large families, or solo parents;</li><li>• identified Nutritionally-at-risk (NAR) 2 months old to 35 months old (2.11 years old) children from the OPT+ Survey</li></ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate of Live Birth (1 original,1 photocopy)			PSA	
2. Immunization Records (Baby Book)			Barangay Health Center	
3. Newborn screening record			Barangay Health Center/Private Health Center/Hospita	
4. Employee’s ID (Photocopy)			Employer	
5. QC ID of Parent/ Guardian			Barangay, District Action Office	
<b>IF APPLIES:</b>				
8. Solo Parent ID			SSDD	
9. PWD ID			PDAO	
10. 4Ps ID			DSWD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Identified NAR Children from the OPT+ Survey	1.1. Day Care Worker (DCW) contacts the parents of the NAR children to if still interested in enrolling to the program	None	Within 30 Working Days	<i>Barangay Nutrition Scholar/ Community Health Worker, Day Care Workers</i>
	1.2. DCW consolidates the total number of Child Minding Center (CMC) children			
	1.3. If number of enrollees falls short, a month-long walk-in enrollment will be conducted			
2. Goes to the nearest CMC in their community during the Walk-in enrollment	2.1. CMCs conducts a 30-day walk-in enrollment	None	Within 30 to 40 Working Days	<i>Day Care Workers</i>
	2.2. Consolidates the identified CMC children including profiling of families of all walk-in clients			
	2.3. Informs parents of qualified beneficiaries for the CMS program			
3. Attends parent orientation	3. Conducts orientation to parents of qualified beneficiaries	None	Within 1 Day	<i>Day Care Workers</i>
4. CMC Children attends	4.1. Assess children using ECCD Checklist (Child’s Record 1) through	None	10 Months	<i>ECCD Supervisors, Day Care Workers</i>

InfantToddler Early Development (ITED) sessions	developmentally appropriate activities and parent interview			
	4.2. Conducts ITED sessions			
	4.3. Conducts Parental Sessions			
	4.4. Assess children's Nutritional Status through taking of Anthropometrical Measurements (i.e., Weight and Length)			
	4.5. Implements complementary feeding program			
	4.6. Distributes hygiene kit, school supplies, and other learning materials			
5. Receives Certificate and accomplishe d ECCD Checklist (Child's Record 1)	5. Distributes Certificate of Completion to 2 years old children ready for PreK1 and Certificate of Participation to 1.11 years old not yet ready for PreK1, during end-of-the year parent teacher conference	None	Within 1 Day	<i>ECCD Focal Person ECCD Supervisors, Day Care Workers</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Months for the ECCD Session</b>	

## 8. Granting of Certificate of Registration, Permit to Operate, and Recognition to Public Child Development Centers, Private Learning Centers, and Service Providers

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Public and Private Child Development Center/Learning Center offering Early Childhood Programs for 0-4 Years Old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Registration form			SSDD	
2. Business Permit			BPLD	
3. Photocopy of SEC Registration				
4. Profile of the CDC/LC				
5. Description of the Center with pictures				
6. Number of Children to be served, List of Teachers, Names Administrator/Principal/Director and Other Staff			Private CDCs/LCs	
7. Specific information about the Center				
8. Certificate of Occupancy				
9. Certificate of Fire Safety				
10. Barangay Clearance				
11. Updated GIS			ECCD Council	
12. Mode of Agreement (Public CDC)				
13. Assessment Tool				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends inquiry to SSDD or email at <a href="mailto:eccd.ssdd@qu.edu.ph">eccd.ssdd@qu.edu.ph</a>	1.1. Send reply to the inquiry on how to apply for Registration and Permit to Operate	None	Within 1 Day	Social Welfare Aide
	1.2. Provide list of Documentary Requirements			
2. Scan QR Code for Registration or Fill out the Registration Form	2.1. Provide Registration Form and Pamphlet	None	Within 1 Day	Social Welfare Assistant
	2.2. Mapping of CDCs/PLCs		Max of 1 Month	
3. Receives Certificate of Registration	3. Issuance of Certificate of Registration	None	Within 1 Day	Social Welfare Aide
4. Apply for Permit to Operate	4. Provide list of Documentary Requirements	None	Within 1 Day	Social Welfare Aide
5. Submit documentary requirements	5.1. Receives and validates the submitted documentary requirements	None	Within 5 Working Days	Social Welfare Assistant

	5.2. Notify the Public/Private CDC/ LC of the result of checking the submitted requirements			
6. Responses to questions of validator(s)/ present the requested documents	6. Conduct site visits and interview	None	Within 5 Working Days	<i>Social Welfare Assistant</i>
7. Receives Permit to Operate	7.1. Issuance of Certificate of Registration and recommends for the issuance of Permit to Operate	None	Within 5 Working Days	<i>Social Welfare Aide Accreditor/ Evaluator</i>
8. Apply for Certificate of Recognition	8. Endorses application to ECCD Council	PHP 500	Within 1 week	<i>Social Welfare Assistant</i>
9. Prepare center and pertinent records for Internal and External Assessment	9. Provides technical assistance, visit and validate results of initial assessment	None	At least 3 Months	<i>Internal Evaluator</i>
	9.2. Recommends and notifies CDCs/LCs for final assessment		2 Days	
10. Receives Certificate of Recognition and renew when the number of years for its Recognition has lapsed	10.1. Recommends for the Conferment and Deferment of Recognition	None	15 Working Days	<i>External Evaluator, ECCD Council</i>
	10.2. Issues the Certificate of Recognition from ECCD Council			
<b>TOTAL:</b>		<b>None</b>	<b>3 Months</b>	

## 9. Supplementary Feeding Program

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Supplementary Feeding Program for children aged 6 months to 4 years old enrolled in the Child Minding Center and Child Development Centers</li> <li>Children who are nutritionally-at-risk (NAR)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. PSA Birth Certificate			PSA	
2. Immunization Records (Baby Book)			Barangay Health Center / Private Clinic or Hospital	
3. DSWD ECCD-IS Child Information Sheet			SSDD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registers and submits required documents	1.1. Review the submitted documents of parent/guardian such as PSA birth certificate, immunization records and QC ID	None	Within 1 Day	<i>Day Care Worker</i>
2. Undergoes Nutrition Assessment	2.1. Measure the height and weight of children 30 days after the first day of class, two weeks before feeding, after 60 days and 120 days from the first day of feeding	None	Within 10 Working Days	<i>Day Care Worker</i>
	2.2. Use the National Nutrition Council E-opt tool to determine the nutritional status of each child.			<i>Nutritionist - Dietitian</i>
	2.3. Consolidate the data on the nutritional status of all children as Upon Entry, after 60 days and 120 days			<i>Community Health Worker / Barangay Nutrition Scholar</i>
	2.4. Separate the list of malnourished children for targeted intervention and continuous monitoring			
	2.5. Submit the Supplementary Feeding Program report to stakeholders			
3. Receives medical service	3. Provide the list of children per CDC to Health Center for	None	Within 10 Working Days	<i>Nutritionist - Dietitian</i>

	medical services such as Vitamin A supplementation, deworming, dental check up, fluoride application, skin test and physical check up			<i>Health Center - Physician</i>  <i>Dentist</i>  <i>Day Care Workers</i>  <i>Community Health Worker / Barangay Nutrition Scholar</i>
4. Provides volunteer services  <ul style="list-style-type: none"> <li>Hauling of school supplies</li> <li>Assistance in preparation and cooking of hot meals based on cycle menu</li> </ul>	4.1. The Nutritionist-Dietitian will provide a distribution list of supplies and cycle menu 4.2. Record the supplies in Stock Card for IN and OUT of supplies for monitoring and inventory	None	Within 1 Day	<i>Nutritionist - Dietitian</i>  <i>Day Care Workers</i>  <i>Child Development and Child Minding Parents</i>
5. Parents attends Capacity development	5.1. Provide Parent Effectiveness Service using Module 7 Health and Nutrition 5.2. Meal preparation and hygiene training	None	Within 1 Day	<i>Nutritionist - Dietitian</i>  <i>Day Care Workers</i>  <i>Child Development and Child Minding Parents</i>
6. Receives Supplementary feeding program	6.1. Provision of hot meals for 120 days. 6.2. Monitoring of the beneficiaries daily meal consumption 6.3. The beneficiary with normal weight and height will be given one meal 6.4. The beneficiary with undernourished will be given double meal 6.5. The beneficiary with overweight and obese will be given 15 mins daily physical activity	None	120 Days	<i>Day Care Workers</i>
<b>TOTAL:</b>		<b>None</b>	<b>120 Days</b>	



## 10. Senior Citizen Volunteer Program

<b>Office or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</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>	
1. Letter of Intent			Client	
2. Personal Data Sheet			Client	
3. Medical Certification that he/she is Fit to Work			Hospital	
4. QC ID or Barangay Certificate whichever is applicable			Barangay	
<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	None	3 Min.	<i>Receiving Clerk</i>
	1.2. Fill out the Personal Data Sheet (PDS)			
	1.3. Provides documentary requirements			
2. Sign the Job Contract	2. Assist in the signing of the job contract and inform Senior Citizens as to the schedule of the assumption of duty	None	1 Day	<i>Social Worker</i>
3. Attends Orientation	3.1. Inform Senior Citizens to report to SSDD for Orientation and Placement	None	4 Hours  (6 Months contract subject for renewal)	<i>Social Worker</i>
	3.2. Indorse Senior Citizens to respective areas of assignment			
	3.3. Monitor senior citizen volunteer worker			
	3.4. Facilitates monthly meeting			
	3.5. Submit the certification of service rendered for payroll preparation			
4. Attend Program Review	4. Conduct Program Review and Evaluation	None	1 Day per district	<i>Elderly Program Coordinator</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Months</b>	

## 11. Social Welfare Assistance (SWA)

Office or Division:	Special Project Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Senior Citizens aged 65 above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay, ITDD, PDAO, OSCA, SSDD (Online Registration)		
2. QCID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and create account for QCID (Senior Citizen) online application @ <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>	1. Provide assistance on how to register	None	10 Min.	Social Worker / Office Aides
2. Fill up the application form and submit the requirements	2. Validate and assess submitted documentary requirements	None	30 Min.	Social Worker
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. Confirmation of appointment schedule	None	5 Min.	Social Worker / Office Aides
4. Come to the District Office – OSCA Section on time and date of appointment. Present the reference number for confirmation of the appointment.	4. Interview and assessment	None	10 Min.	Social Worker
	5.1. Approval of assessed client	None	Up to 60 days	Social Worker
	5.2. Preparation of masterlist for payout			
	5.3. Follow-up of the payroll			
	5.4. Preparation of payout			
	5.4.1. Setting of schedule			
	5.4.2. Setting venues			
	5.4.3. Coordination to District Offices and concerned departments/offices			
	5.5. Social Welfare Assistance Payout			
	5.6. Liquidation of claimed and unclaimed			
5.7. Submission of Certification (Unclaimed) to CTO				
TOTAL:		None	6 Months	

## 12. Protective Service

Office or Division:	Community Outreach Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"><li>• Walk-in or Referred;</li><li>• Abused;</li><li>• Neglected or Abandoned Women, Elderly, Person with Disability (PWD)</li></ul>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Letter from the barangay, Police, school or concerned citizen			Barangay, NBI, Police, Concerned Citizen	
2. Barangay Blotter or Police Blotter, if available				
3. Medico-legal report (if available for filing the case in court)and medical laboratory reports (if available for referral to residential facility)			Government or Private Hospital, QCPD Camp Crame, QCPD Police Station	
4. Medical certificate or medical abstract(if hospitalized and for referral to residential facility)				
5. 1 Photocopy of Valid ID (preferably QCitizen ID)				
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>	1.1. Validation of Reports	None	3 Hours	Social Worker
	1.2. Coordinates with a Police Official or Barangay who has jurisdiction over the case.			
	1.3. Prepares Documentary documents.			
	1.4. Assist in filing of legal case in city prosecutor			
2. Provide personal information/ Intake Interview	2.1. Gather comprehensive information	None	30 Min.	Social Worker
	2.2. Assess client’s problem and other needs			
3. Submit self for institutionalization or reintegration to family	3.1. Refers and escorts client for transfer to an institution for temporary shelter, if needed	None	Up to 30 Days	Social Worker
	3.2. Facilitates reunification of client to family if found capable to take custody			
4. Cooperate with the social workers for the agreed intervention plan	4.1. Prepare intervention plan that the case manager and client agreed upon	None	6 Months	Social Worker
	4.2. Provision of social services			
	4.3. Referral to other social welfare agencies			

5. Attends scheduled Court Hearing	5. Assist client during Court Hearing thru online or face to face	None	3 Hours	<i>Social Worker</i>
6. Follow-up the case or update the case manager	6.1. Conduct of home visitation	None	6 Months	<i>Social Worker</i>
	6.2. Reviewing and revising the intervention plan regularly			
7. Approval of client for case termination	7.1. Case manager will inform the client for the termination of the case	None	3 Hours	<i>Social Worker</i>
	7.2. Preparing of closing summary			
	7.3. Filing of case folder for archive			
<b>TOTAL:</b>		<b>None</b>	<b>6 Months or depends on case disposition</b>	

### 13. Capability Building Sessions

<b>Office or Division:</b>		Special Project Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All interested party		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request (1 original, 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. Submits letter request thru online or walk-in	1. Receives application letter	None	30 Min.	<i>Receiving Clerk</i>
2. Provide information	2.1. Coordinate with the proponent and discuss possible date, time and venue	None	1 Hour	<i>Social Worker</i>
	2.2. Schedule training			
3. Attends Training	3.1. Conducts the training	None	2 Hours	<i>Social Worker</i>
	3.2. Conduct evaluation			
4. Submission of filled-out evaluation form	4. Prepare and submit activity report	None	2 Hours	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Hours and 30 Min.</b>	

## 14. Solo Parent Service: Issuance of Solo Parent ID

Office or Division:	Special Project Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>child or children due to;</p> <p>(A1) Birth as a consequence of rape, even without final conviction.</p> <p>(A2) Death of the spouse</p> <p>(A3) Detention of the spouse for at least three (3) months or service of sentence for a criminal conviction.</p> <p>(A4) Physical or mental incapacity of the spouse as certified by a public or private medical practitioner.</p> <p>(A5) Legal separation or de facto separation for at least six (6) months, and the solo parent is entrusted with the sole parental care and support of the child or children.</p> <p>(A6) Declaration of nullity or annulment of marriage, as decreed by a court recognized by law, or due to divorce, subject to existing laws, and the solo parent is entrusted with the sole parental care and support of the child or children.</p> <p>(A7) Abandonment by the spouse for at least six (6) months.</p> <p>(B) Spouse or any family member of an Overseas Filipino Worker (OFW), or the guardian of the child or children of an OFW: Provided that the said OFW belongs to the low/semi-skilled worker category and is away from the Philippines for an uninterrupted period of twelve (12) months. Furthermore, the OFW's spouse or any family member, or the guardian of the child or children of an OFW must also belong to the low/semi-skilled worker category.</p> <p>(C) Unmarried mother or father who keeps and rears the child or children.</p> <p>(D) Any legal guardian, adoptive or foster parent who solely provides parental care and support to a child or children.</p> <p>(E) Any relative within fourth (4th) civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support of the child or children as a result of the death, abandonment, disappearance or absence of the parents or solo parent for at least six (6) months.</p> <p>(F) A pregnant woman who provides sole parental care and support to the unborn child or children.</p>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Birth Certificate/s of dependent/s	Social Services Development Department (SSDD), Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court, Medical Hospital or Facility, School
2. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children.	
3. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent.	
4. Solo Parents Orientation Seminar Certificate of Attendance	
5. Updated Medical Certificate / Medical	
<b>WHERE TO SECURE</b>	

Abstract or valid PWD ID of dependent/s (if the dependent is PWD).	
6. Proof of enrollment of dependent/s (for 18-22 years old).	
<b>Any of the following applicable:</b>	
<p>(A1) Complaint Affidavit and Medical record on the incident of rape.</p> <p>(A2) Marriage Certificate and Death Certificate of the spouse</p> <p>(A3) Marriage Certificate, and Certificate of Detention or Certification that the spouse is serving sentence for at least three (3) months issued by the law enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse.</p> <p>(A4) Marriage Certificate, and Medical Records or Medical Abstract or Certificate of Confinement in the National Center for Mental Health, or any medical hospital or facility as a result of the spouse's physical or mental incapacity, which record, Medical Abstract or Certificate of Confinement of the incapacitated spouse should have been issued not more than three (3) months before the submission, or a valid Person with Disability ID.</p> <p>(A5) Marriage Certificate, and Judicial Decree of Legal Separation of the spouses or in the case of de facto separation, an Affidavit of Two (2) Disinterested Persons attesting to the fact of separation of the spouses.</p> <p>(A6) Marriage Certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage or Judicial Decree of Nullity or Annulment of Marriage or Judicial Recognition of Foreign Divorce.</p> <p>(A7) Marriage Certificates, Affidavit of Two (2) Disinterested Persons attesting to the fact of abandonment of the spouse, and Police or barangay record of the fact of abandonment.</p> <p>(B) Marriage Certificate, if the applicant is the spouse of the OFW or Birth Certificate or the other competent proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW, Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document,</p>	

<p>Photocopy of the OFW's passport with stamps showing continuous twelve (12) months of overseas work or Certification from the Bureau of Immigration, and Proof of income of the OFW's spouse or family member.</p> <p>(C) Certificate of No Marriage (CENOMAR)</p> <p>(D) Proof of guardianship, such as Decision Granting Legal Guardianship issued by a court or Proof of adoption, such as Decree of Adoption issued by a court or Order of Adoption issued by the DSWD or the National Authority on Child Care (NACC) or Proof of foster care, such as Foster Parent License issued by the DSWD or the NACC.</p> <p>(E) Death Certificate or Certificate of Incapacity or Judicial Declaration of Absence or Presumptive Death of the Parents or Legal Guardian, Police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months, Proof of relationship of the relative to the parent or legal guardian, such as Birth Certificate, Marriage Certificate, Family Records, or Other similar or analogous proof of relationship.</p> <p>(F) Medical record of her pregnancy.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>New Applicant</b>				
1. Attend Solo Parent Orientation	1. Conduct an orientation	None	3 Hours	<i>District Social Worker / SPO and DO</i>
2. Receive an email with the attached Certificate of Attendance.	2. Issue the Certificate of Attendance through email.	None	5 Min.	<i>Solo Parent Staff / SPO</i>
3.1. Download the QCitizen Application or type the qceservices.quezoncity.gov.ph on the website. Register using a personal email address and password. Upload the required documentary requirements.	3.1. Access the QCeServices to check the online application of the Solo Parent applicant, specifically the sectoral details and attached documentary requirement.	None	15 Min.	<i>Solo Parent Staff / SPO</i>
3.2. Receive an	3.2. Sends feedback on the			



email for the status of the application/advise to set an appointment for an interview.	status of the online application, instructs the Solo Parent applicant to set an appointment, and bring all of the original documents during the appointment date of the interview.			
4. Proceed to the scheduled appointment date for the interview and bring the original copy of required documentary requirements.	4.1. Validate the appointment through the SSDD Appointment Tracker and check all of the documents for SPIC. 4.2. Once validated, the Solo Parent application will be endorsed to the designated Social Worker for an interview.	None	15 Min.	<i>Solo Parent Staff / SPO</i>
5. Go through the interview process with the designated Social Worker for assessment and evaluation.	5.1. Gather and assess the information provided by the applicant on child custody, support, parenting, economic condition, and other issues affecting as a solo parent. 5.2. Provide feedback on the status of the SPIC.	None	45 Min.	<i>District Social worker / SPO</i>
6. If meet the eligibility criteria, wait for the SPIC to be issued and for any further instructions.	6. Prepares a Case Summary Report of all the data gathered as basis for the approval, endorsement for further assessment, and disqualification of application for Solo Parent Identification Card (SPIC).	None		
7. Receive the printed Solo Parent Identification Card (SPIC).	7.1. Print the SPIC and issues it to the Solo Parent. 7.2. Remind the Solo Parent on the validity of the SPIC and requirements needed for renewal. 7.3. Shall coordinate/refer the Solo Parent to concerned offices when needed.	None	5 Min.	<i>District Social worker / SPO</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours and 25 Min.</b>	

<b>Old Applicant</b>				
1.1. Log in to QCitizen Application or qceservices.quezoncity.gov.ph website and click	1.1. Access the QCeServices to check the online application of the Solo Parent applicant, specifically the sectoral details and attached documentary requirements.	None	15 Min.	<i>Solo Parent Staff / SPO</i>

Apply/Renew Sectoral Status. Edit details and upload the updated documentary requirements.				
1.2. Receive an email for the status of the application/advise to set an appointment for an interview.	1.2. Sends feedback on the status of the online application, instructs the Solo Parent applicant to set an appointment, and bring all of the original documents during the appointment date of the interview.			
2. Proceed to the scheduled appointment date for the interview and bring the original copy of required documentary requirements.	2.1. Validate the appointment through the SSDD Appointment Tracker and check all of the documents for SPIC. 2.2. Once validated, the Solo Parent application will be endorsed to the District Social Worker for an interview.	None	15 Min.	<i>Solo Parent Staff / SPO</i>
3. Go through the interview process with the designated Social Worker for assessment and evaluation.	3.1. Gather the information and assess the information provided by the applicant on child custody, support, parenting, economic condition, and other issues affecting as a solo parent. 3.2. Provided feedback on the status of the SPIC.	None	45 Min.	<i>District Social worker / SPO</i>
4. If meet the eligibility criteria, wait for the SPIC to be issued and for any further instructions.	4. Prepares a Case Summary Report of all the data gathered as basis for the approval, endorsement for further assessment and disqualification of application for Solo Parent Identification Card (SPIC).	None		
5. Receive the printed Solo Parent Identification Card (SPIC).	5.1. Print the SPIC and issues it to the Solo Parent 5.2. Remind the Solo Parent on the validity of the SPIC and requirements needed for renewal. 5.3. Shall coordinate/refer the Solo Parent to concerned offices when needed.	None	5 Min.	<i>District Social worker / SPO</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 20 Min.</b>	

## 15. Educational Assistance For Solo Parents' Children / Beneficiary And Children With Disabilities

<b>Office or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigent Solo Parents' Children/ Beneficiary, and Children with Disability enrolled Special Needs Education, elementary and secondary public school and Quezon City residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Enrollment		School		
2. Original Barangay Indigency		Barangay		
3. Solo Parent ID/Certification		SSDD		
4. Persons with Disability ID (QCID)		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 and Solo Parents' Children/ Beneficiary thru <a href="http://gceservices.quezoncity.gov.ph">gceservices.quezoncity.gov.ph</a> and click the SSDD portal	1. Provide assistance on how to register	None	10 Min.	<i>Social Worker / Office Aide</i>
2. Provide personal information and upload documents	2. Validate submitted requirements and send remarks of the application	None	10 Min.	<i>Social Worker / Office Aide</i>
3. Set an appointment for an interview and assessment. Received status of application	3. Conduct intake assessments. Send remarks to the applicant	None	30 Min.	<i>Social Worker</i>
4. Receives the extended assistance	4. Extend Educational Assistance to the beneficiaries	None	Up to 30 Days	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>50 Min. (application)</b>	

## 16. Financial Assistance to Victims / Survivors of TIP

Office or Division:	Special Project Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Victims/survivors of Trafficking in Persons (TIP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Indigency, with filed case/s			Barangay	
2. Government issued ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide personal information during the interview and assessment	1.1. Intake Interview	None	30 Min.	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. Extend financial assistance to the clients	None	1 Day	Social Worker
TOTAL:		None	30 Min. (application)	

## 17. Community Based Rehabilitation

<b>Office or Division:</b>	Special Project Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Barangay/Community and Children with disability including their parents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
3. Request Letter			Barangay	
4. Medical Records			Hospital	
5. QC ID			Quezon City Hall	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay will request to establish a Community Based Rehabilitation Center	1. Review the request letter and conduct a meeting	None	2 Days	<i>Social Worker</i>
2. Provide a space for the center for Physical Therapy Intervention and other activities	2. Conduct ocular visit and meeting	None	1 Day	<i>Social Worker/ Physical Therapist</i>
3. Provide number of clients for Physical Therapy Intervention	3. Conduct intake, interview and assessment	None	1 Hour and 30 Min.	<i>Social Worker and Physical Therapist</i>
4. Attend the medical consultation	4. Facilitate referrals to government and partner hospitals	None	1 Hour	<i>Social Worker, Physical Therapist, Applicant, Physiatrist</i>
5. Attend the orientation with the designated Physical Therapist	5. Conduct orientation of Physical Therapy Schedule	None	1 Hour	<i>Applicant, Physical Therapist</i>
6. Attend the Physical Therapy Sessions	6. Physical Therapists conduct 10 therapy sessions	None	2 Hours	<i>Applicant, Physical Therapist</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 5 Hours, 30 Min.</b>	

## 18. Issuance Of Case Summary Report For Assistive Devices

<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:</b>	Elderly and Persons with Disability Who Needs Assistive Devices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Medical Certificate			Hospital	
2. Assistive Device Prescription				
3. Assistive Device Quotation				
4. Acceptance/Referral Letter			Barangay	
5. Barangay Indigency Certificate				
6. QCID for Senior Citizens and Persons with Disability			OSCA, 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 the issuance of Case Summary Report and present the required documents.	1.1. Check the presented documents	None	5 to 10 Min.	<i>Office Aide</i>
2. For intake and interview with the Social Worker	2. Conduct intake interview and assessment	None	30 Min.	<i>Social Worker</i>
3. Provide the information needed and wait for the issuance of the Case Summary Report	3. Prepare the Case Summary Report	None	10 to 15 Min.	<i>Social Worker</i>
4. Receives the Case Summary Report	4. Issue the Case Summary Report	None	5 Min.	<i>Social Worker/ Office Aide</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

## 19. Alternative Child Care Service

### a. Processing of Issuance of Certificate Declaring a Child as Legally Available for Adoption

Office or Division:	Community Outreach Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<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>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter and/ or referral (1 original)		Prospective Adoptive Parents or other LGUs / RACCO Field Officer
2. Certificate of Live Birth / Foundling, if available (1 original,1 photocopy)		PSA
3. Medical certificate (if with confinement or history of illness) / Immunization record and/or baby book (1 original, 1 photocopy)		Hospital / clinic
4. Psychological report (for 5 years old & above) (1 original,1 photocopy)		Hospital
5. Court order / certificate of finality for the cancelation of simulated birth certificate (1 certified true copy and 1 photocopy)		Family Court
6. Oldest and recent photos of the child (full body, 3R size) (1 original,1 photocopy)		Prospective Adoptive Parents / Guardian
7. Certificate of Death of biological parents, if applicable (1 original, 1 photocopy		PSA
8. Certificate of Marriage or CENOMAR of the mother, if not married		PSA
<b>Additional requirements for abandoned or foundling child:</b>		
1. 2x2 oldest photo of the child (3 pieces)		Prospective Adoptive Parents / Guardian
2. Affidavit of circumstances of abandonment (1 original,1 photocopy)		Lawyer
3. Dental Age Verification, if foundling (1 original, 1 photocopy)		Hospital / clinic
4. Brgy or Police blotter (1 original,1 photocopy)		Brgy / Police
5. Radio announcement certificate, aired in 3 non-consecutive dates (1 original, 1 photocopy)		Radio station
6. Newspaper publication and affidavit of publication (1 original, 1 photocopy)		Newspaper
7. Returned registered mail to the last known address of parents/relatives (1 original,1 photocopy)		Philpost
8. Dental aging certification (1 original, 1 photocopy)		Dentist
<b>Additional requirements for RA 11222 cases (with simulated Certificate of Live Birth)</b>		
1. Notarized affidavit of admission with Certificate of Authority for Notarial Act (CANA) executed by		Prospective adoptive parents

biological parents, prospective adoptive parents, midwife who facilitated the registration of birth and other persons who are involved or has knowledge about the simulation				
2. Negative record of birth of the child (if the biological parents are located)		Both PSA and LCR		
3. Confirmation of record of existence and non-existence of the adoptee's foundling certificate		Both PSA and LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Min.	<i>Social Worker</i>
2. Submits necessary requirements	2. Checks and validates the submitted documents		30 Min.	<i>Social Worker</i>
<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	None	30 Working Days	<i>Social Worker</i>
	1.2. Sends registered mail to the parents last known address			
	1.3. Facilitates tri-media appeals			
	1.4. Conducts thorough assessment and interview			
<b>B. SURRENDERED/ NEGLECTED CHILD</b>				
<b>Quezon City Residents:</b> 1. Birthparents attend series of counseling sessions and sign Deed of Voluntary Commitment (DVC)	1.1. Conducts series of counseling session and assess parenting capability	None	1 to 2 Hours per session	<i>Social Worker</i>
	1.2. Facilitates signing of DVC, notarized and securing of Certificate of Authority for a Notarial Act (CANA) as well as the birth mother's birth certificate, marriage certificate or CENOMAR as applicable.			
2. In case of deceased birth	2. For a non-marital child, locate the maternal	None	Undetermined working days	<i>Social Worker</i>



mother / parents	grandmother or the birth mother's oldest sibling for the PCAR and DVC or if the child is a marital child whose parents are both deceased, have to locate biological grandparents or as stipulated under Art. 216 of the Family Code			
<b>Non-Quezon City Residents:</b> 1. Birthparents wait for the schedule of interview by Social Worker of other LGU	1.1. Prepares referral letter to other LGU to request for parenting capability assessment report (PCAR), Deed of Voluntary Commitment (DVC) and CANA	None	30 Working Days	<i>Social Worker</i>
	1.2. Receives parenting capability assessment report (PCAR), Deed of Voluntary Commitment (DVC) and CANA as well as the mother's birth certificate, CENOMAR and/or parents marriage certificate as applicable			
2. Provides additional information and/or additional supporting documents, if necessary	2.1. Prepares and submits Social Case Study Report, Child Profile and Petition to Regional Alternative Child Care Office (RACCO)-NCR	None	30 Working Days	<i>Social Worker</i>
3. Receives photocopy of Certification Declaring a Child Legally Available for Adoption (CDCLAA)	3.1. Receives copy of CDCLAA & provides copy to the child's custodian	None	1 Hour	<i>Social Worker</i>
	3.2. Refer adoptive parent for eligibility assessment			
4. Prepare documents for the matching process	4. Gather all needed documents and update the Child Study Report for the Regional Matching Conference for review and scheduling by the RACCO-NCR	None	2 Months	<i>Social Worker</i>
1. Submit Affidavit of Finder	1. Check submitted documents and assist in the radio announcement; newspaper publication	None	2 months	
2. Submit Barangay Blotter	2. Prepare and submit Child Study Report to	None	5 days	

	NACC			
3. Submit 2x2 photo of child's photo when found	3. Secure NACC endorsed Case Summary	None	15 days	
	4. Submit documents for the Foundling registration at the Local Civil Registry with fee	PHP 1000	1 hour	
<b>TOTAL:</b>		<b>PHP 1000</b>		

**b. Processing the Papers for Relative Adoption, Adoption of Legally Available Child, Adult Adoption and Step Parent Adoption**

Office or Division:	Community Outreach Division		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	<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 &amp; Adult</li></ul>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request letter(1 original,1 photocopy)	Petitioner		
2. Authenticated Certificate of Live Birth of the child (1 original, 1 photocopy)	PSA		
3. Authenticated Certificate of Live Birth of the Petitioner/s (1 original,1 photocopy)	PSA		
4. 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		
5. 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		
6. Certificate Declaring a Child Legally Available for Adoption(CDCLAA), for adoption of legally available child (1 original, 1 photocopy)	SSDD / NACC		
7. Oldest and Recent Photograph of the child and the petitioner , full body 3R size (2 original copies each)	Petitioner / Child		
8. Certificate of Attendance to Adoption Forum (1 original,1 photocopy)	RACCO-NCR		
9. Written consent to the adoption by the following: <ul style="list-style-type: none"><li>• biological parents or the person exercising substitute parental authority over the child</li><li>• adoptee (10 years old and above)</li><li>• biological or legally adopted children of adopter (10 years old and above)</li><li>• adoptee’s biological siblings (10 years old and above)</li></ul>	Prospective adoptive parents / adopter		
10. Latest medical certificate (physical & medical evaluation)of the petitioner	Hospital / Clinic		
11. Psychological Evaluation of the Petitioner, if appropriate (1 original,1 photocopy)	Hospital / Psychologist		
12. Psychological evaluation of adoptee (10 years	Prospective adoptive parents / adopter		

old and above)				
13. Certificate of death of the biological parents, if applicable (1 original, 1 photocopy)	PSA			
14. Certificate of Employment and/or Proof of Income (1original,1photocop)	Employer / bank			
15. Three (3) character references (with contact details)	Prospective adoptive parents / adopter			
16. 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>				
1. Authenticated Negative Certificate of Live Birth of the Child, (1 original,1 photocopy)	PSA / LCR			
2. Notarized Petition for Administrative Adoption, (1 original,1 photocopy)	Lawyer			
3. Notarized Affidavit of Admission with Certificate of Notarial Act (CANA) of the following: <ul style="list-style-type: none"> <li>biological parents</li> <li>petitioner/ adopter</li> <li>Midwife or the persons who facilitate the registration of simulated birth</li> <li>other persons who are involved or has knowledge about the simulation</li> </ul>	Lawyer			
4. Barangay Certificate of residency & stating that he/she has been taking care of the child for more than 3 years since the passage of RA 11222 (1 original,1 photocopy)	Barangay			
5. Barangay Certificate of Indigency, if applicable(1 original,1 photocopy)	Barangay			
6. Notarized Affidavit of Two (2) Disinterested Persons (1 original,1 photocopy)	Disinterested person			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.1. Conducts interview and assessment	None	30 Min.	<i>Social Worker</i>
2. Submits necessary requirements	2.1. Checks and validates the submitted documents	None	30 Min.	<i>Social Worker</i>
3. Compliance / submission of new or lacking requirements and provides accurate information.	3.1. Review/checks the submitted additional and/or corrected requirements	None	Up to 30 Working Days	<i>Social Worker</i>
	3.2. Conducts thorough assessment			

	and interview			
	3.3. Prepares and submits Social Case Study Report and other pertinent documents to RACCO-NCR			
4. Wait for the issuance of CDCLAA	4. Follow-up CDCLAA issuance	None	Within 34 Working Days	<i>Social Worker</i>
5. Receives the copy of Order of Adoption / Decree of Adoption and facilitates the registration of new birth certificate of adoptee	5.1. Receives the copy of Order of Adoption/ Decree of Adoption issued by NACC	None	Within 42 Working Days	<i>Social Worker</i>
	5.2. Receives copy of new birth certificate of adoptee			
	5.3. Conducts post adoption services, if necessary			
<b>TOTAL:</b>		<b>None</b>		

## 20. Provision Of Certificate For The Philhealth Point Of Service (POS) Enrollment

<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:</b>	Couples applying for marriage license with ages 18to25 years old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application for Marriage License (1 original)			Quezon City Civil Registrar	
2. Valid ID preferably QCitizen ID			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 duly accomplished PhilHealth Membership Registration Form (PMRF) and supporting documents	1. Receive and screen duly accomplished PhilHealth Membership Registration Form (PMRF) and supporting documents	None	30 Min.	<i>Office Aide</i>
	2. Conduct interview	None	1 Hour and 30 Min.	<i>Office aide/ SWA/SW aide</i>
	3. Prepare certification to be signed/ countersigned by the Section and Division Head	None	1 hour	<i>Social Worker</i>
	4. Submit Certificate/s for initial and signature	None	30 Min.	<i>Social Worker</i>
	5. Release the Certificate to be submitted at the PhilHealth office. The client acknowledges receipt of documents by affixing a signature printed name in the second copy of the Certificate.	None	30 Min.	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours</b>	

## 21. 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 Citizen			
<b>Who may avail:</b>	Couples applying for marriage license with ages 18 - 25 years old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application for Marriage License (1 original)			Quezon City Civil Registrar	
2. Valid ID preferably QCitizen ID			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 Min.	<i>Office Aide</i>
2. Receives email from SSDD informing the schedule of PMOC.	2. Monitor and check the request of clients for the PMOC schedule.		within 1 Day	<i>Office Aide</i>
3. Attends PMOC as per scheduled	3. Conducts PMOC		4 Hours	<i>Social Worker</i>
4. Receives the PMOC Certificate	4. Distributes the PMOC Certificate		5 Min.	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours, 10 Min.</b>	

## 22. Parenting Capability Assessment Report

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Residence where the client is subject for reunification			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Letter			Requesting Party	
2. Subject-Client Certificate of Live Birth			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sent request letter to Social Worker or Email at <a href="mailto:cod.SSDD@quezoncity.gov.ph">cod.SSDD@quezoncity.gov.ph</a>	1.1. Receive Request Letter	None	1 Day	Office Aide
	1.2. Conduct interview	None	1 Hour	Office aide/ SWA/SW aide
	1.3. Conduct home visit, if necessary	None	7 Days	Social Worker
	1.4. Prepare Certificate and Social Case Summary Report	None	7 Days	Social Worker
	1.5. Submit Certificate/s and Parenting Capability Assessment Report for initial and signature	None	2 Days	Social Worker
2. Receive the Parenting Capability Assessment Report	2. Receive the Parenting Capability Assessment Report	None	15 Min.	Office aide/ SWA/SW aide
<b>TOTAL:</b>		<b>None</b>	<b>14 Days</b>	



## 23. 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:</b>	Seeking Legal assistance or anyone who owns a Birth, Marriage or Death Certificate with correction of clerical and typographical errors without having to go through the judicial process. A petition can be filed to change the name or correct the data of gender, day and month of birth.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter from concerned agency (1 original)			Client	
2. Barangay Certificate of Indigency (1 original)			Barangay	
3. Personal letter stating reason for availing COI			Client	
4. Certificate of No Property (1 original)			Quezon City Assessor's Office	
5. Certificate of No Existing Business (1 original)			Quezon City Business Permit and Licensing 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 for assistance	1. Responses to the request/inquiry of clients.	None	30 Min.	<i>Office aide/ SWA/SW aide</i>
2. Submit Requirements	2. Receive and screen documents	None	30 Min.	<i>Office aide/ SWA/SW aide</i>
3. Undergoes Interview	3.1. Conduct home visit, if necessary	None	7 Working Days	<i>Social Worker</i>
	3.2. Prepare Certificate and Social Case Summary Report	None	7 Working Days	<i>Social Worker</i>
	3.3. Submit Certificate/s and Social Case Summary Report for initial and signature	None	2 Days	<i>Social Worker</i>
4. Receive the Certification	4. Releasing of Social Case Summary Report and Certification	None	15 Min.	<i>Office aide/ SWA/SW aide</i>
<b>TOTAL:</b>		<b>None</b>	<b>14 Days</b>	

## 24. Family Case Management

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Couples applying for marriage license with ages 18 to 25 years old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter from concerned agency (1 original)			Client	
2. Barangay Certificate of Indigency (1 original,1 photocopy)			Barangay	
3. Personal letter stating reason for availing COI			Client	
4. Certificate of No Property (1 original)			Quezon City Assessor's Office	
5. Certificate of None Existing Business (1 original)			Quezon City Business Permit and Licensing 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. Child Support</b>				
1. Referral Letter from the barangay, Police, school or concerned citizen	1.1. Conduct initial Interview	None	30 Min.	<i>Office aide/ SWA/SWaide</i>
	1.2. Provision of invitation Letter to respondent for Family Dialogue		1 Hour	<i>Social worker</i>
2. Attend Family Dialogue	2. Facilitate Family Dialogue and or executed agreement  *Schedule of family dialogue is depending on the availability of both parties (within a month)		4 Hours	<i>Social Worker</i>
<b>B. Teenage Mother</b>				
1. Referral Letter from Hospital/Health Center	1. Conduct initial Interview	None	30 Min.	<i>Office aide/ SWA/SWaide</i>
2. Undergoes interview	2. Conduct home visit, if necessary	None	7 Working Days	<i>Social Worker</i>
3. Attend seminar/ training	3. Provision of possible services that could address the needs  Termination of case	None	Within 6 to 12 Months	<i>Social Worker</i>
<b>C. Marriage Counseling</b>				
1. Referral Letter from the barangay, Police, school or	1.1. Conduct initial Interview	None	30 Min.	<i>Office aide/ SWA/SWaide</i>
	1.2. Schedule	None	1 Hour	<i>Social Worker</i>

concerned citizen	Marriage Counseling Session			
2. Attend Marriage Counseling Session	2. Facilitate Marriage Counseling Session  *Schedule of family dialogue is depending on the availability of both parties (within a month)	None	4 Hours	<i>Social Worker</i>
<b>D. Care and Custody</b>				
1. Request for assistance	1. Responses to the request/inquiry of clients.	None	30 Min.	<i>Office aide/ SWA/SWaide</i>
2. Submit Requirements	2. Receive and screen documents		30 Min.	<i>Office aide/ SWA/SWaide</i>
3. Undergoes Interview	3.1. Conduct home visit, if necessary		7 Working Days	<i>Social Worker</i>
	3.2. Prepare Certificate and Social Case Summary Report		7 Working Days	<i>Social Worker</i>
	3.3. Submit Certificate/s and Social Case Summary Report for initial and signature		2 Days	<i>Social Worker</i>
4. Receive the Certification	4. Releasing of Social Case Summary		15 Min.	<i>Office aide/ SWA/SWaide</i>
<b>TOTAL:</b>		<b>None</b>		

## 25. Capability Training

Parenting Effectiveness Session (PES); Empowerment and Reaffirmation of Paternal Abilities (ERPAT)

<b>Office or Division:</b>		Community Outreach Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		18 yrs. Old and above who are residents of Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Planning and coordination	None	7 Working Days	<i>Social Worker / SWA/ SW aide</i>
	2. Preparation of venue & other logistical requirements		30 Min.	
	3. Conduct of Session/s ERPAT 8 modules PES 9 modules		2 Hours per session (completion within 8 to 9 months)	
	4. Submit Post-Activity Report		7 Working Days	
<b>TOTAL:</b>		<b>None</b>		

## 26. Rehabilitative Counseling

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Couples applying for marriage license with ages 18 to 25 years old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter from concerned agency (1 original)			Client	
2. Barangay Certificate of Indigency(1 original)			Barangay	
3. Personal letter stating reason for availing COI			Client	
4. Certificate of No Property (1 original)			Quezon City Assessor's Office	
5. None Existing Business(1 original)			Quezon City Business Permit and Licensing Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive court order	1.1. Review the court order	None	10 Min.	<i>Social Worker / SWA/ SW aide</i>
	1.2. Prepare the Proposed Rehabilitative Counselling Program		2 Days	<i>Social Worker</i>
	1.3. Submit the proposed rehabilitative counseling for initial and signature		2 Days	<i>Division and Agency Head</i>
	1.4. Submit Proposed Rehabilitative Counselling Program to court		1 Day	<i>Social Worker</i>
	1.5. Conduct of Approved Rehabilitative Counselling Program		2 Hours per session (sessions will be completed for 2 months)	<i>Social Worker</i>
	1.6. Preparation, submission and signing of Certificate of Completion/ NonCompliance to court		3 Days	<i>Social Worker</i>
	1.7. Conduct home visitation, if client failed to attend/ comply with the proposed rehabilitative counseling		1 Day	<i>Social Worker</i>
	1.8. Releasing/ submission of Certificate of Completion / Non Compliance to court or client/s		1 Day	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>		

## 27. Protective Service

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Walk-in, Referred Abused, Neglected, Exploited, Abandoned, Orphaned, Child-At-Risk (light Offenders)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter from the Law Enforcement (NBI, Police, Maritime, PDEA, etc), other government agencies, Barangay, School, NGO, relative of victim or Concerned Citizen		Law Enforcement (NBI, Police, Maritime, PDEA, etc), Barangay, School , NGO, other government agencies, concerned citizens, etc.		
2. Barangay Blotter or Police Blotter		Barangay, Police Station		
3. Medico Legal (if available, for filing of case in Court) and Medical Laboratory Reports (if available, for referral in a residential facility)		Hospitals, Laboratory Clinics		
4. Medical Certificate or Medical Abstract (if hospitalized and for referral to residential facility)		Hospitals		
5. 1 Photocopy of valid I.D (preferably QCitizen ID)		Client/Legal Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance via personal visits at the SSDD office or call QC Hotline 122 or email at <a href="mailto:SSDD@quezoncity.gov.ph">SSDD@quezoncity.gov.ph</a>	1. Receives report of the case either thru email, phone call or by visiting SSDD office to report or seek assistance	None	Within 1 Day	<i>Social Worker</i> <i>Psychometrician</i> <i>Social Welfare Aide/Assistant</i>
2. Provide Client/informant/other referring party provides vital information about the case as basis of the social worker for initial assessment	2.1. Conducts interview and assessment	None	Within 1 Day	<i>Social Worker</i> <i>Psychometrician</i> <i>Social Welfare Aide/Assistant</i>
	2.2. Provide counseling and stress debriefing to the victim			
	2.3. Conducts rescue operation, if necessary			
	2.4. Assistance during the conduct of interview for clients sworn affidavit (if parents, guardians are not available)			
	2.5. Assist client for medico legal at the government hospital (if no parents, guardian)			
3. Submission of needed requirements and filing of case in court, if necessary	3.1. Receives documentary requirements	None	Within 7 Working Days	<i>Social Worker</i> <i>Psychometrician</i> <i>Social Welfare Aide/Assistant</i>
	3.2. Assist in filing the legal case at the Office of the City Prosecutor			

	3.3. Preparation of referral letters, Social Case Study Report, and other documentary requirements for referral to a residential facility for protective custody (if needed)			
	3.4. Prepares informed consent and assent			
4. Referral for Protective Custody	4.1. Facilitates referral of client/s to other institution/s or reintegrate to the family or identified relatives	None	Within 1 Day	<i>Social Worker</i> <i>Psychometrician</i>
5. Attendance to court hearings and aftercare monitoring	5.1. Assists clients in court hearings.	None	depending on court disposition	<i>Social Worker</i> <i>Psychometrician</i>
	5.2. Formulate/Implement intervention program			
6. Conducts aftercare services and monitoring	6.1. Conduct of follow-up visit	None	Within 6 Months	<i>Social Worker</i> <i>Psychometrician</i>
	6.2. Referral of client's family to other support services			
7. Approval of client for case termination	7.1 Prepare and submit closing summary/ termination report	None	1 Day	<i>Social Worker</i> <i>Psychometrician</i>
<b>TOTAL:</b>		<b>None</b>		

## 28. Reachout Operations For Children / Families In Street Situations And Indigenous People (IP'S)

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Enrolled in public school or informal schools such as ALS (Ages 15 to 30 years living in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 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. Accommodate request from SSDD	1.Coordination / Meeting with the Barangay	None	1 Day	<i>Youth Worker</i>
	1.1. Identify the Barangay willing to accommodate and support the plan to organize and create youth group			
	1.2. Set meeting with the Barangay Captain and Focal Person in youth program			
2. Participates in the meeting/ discussion	2.Identification of youths as potential group members	None	within 1 Month	<i>Youth worker</i>
	2.1. Request data/profile of youths in the Barangays			
	2.2. Meeting with the identified youths thru the help of Sangguniang Kabataan and Barangay Council for the Protection of Children (BCPC)			
3. Participates in the election	3.1. Election of officers	None	1 Day	<i>Youth Worker</i>
	3.2. Coordinate with the Barangay for the request/ schedule of election			
	3.3. Facilitate the election process			
	3.4. Document the election process			
4. Provides information/p rofile of the members, if needed	4.1. Assists the Elected Officer with accreditation	None	within 1 Month	<i>Youth Worker</i>
	4.2. Quezon City Youth Development Office (QCYDO)			
	4.3. Barangay and Community Relations			



	Department (BCRD)			
	4.4. National Youth Commission (NYC)			
	4.5. Department of Labor and Employment (DOLE)			
5. Participates in the training and intervention program	5.1. Provision of Training Implementation/Monitoring and Evaluation	None	depending on the need of the group	<i>Youth Worker</i>
	5.2. Conducts training or orientation depending on the expressed needs of the youth group.			
	5.3. Provision of other support services			
	5.4. Set a regular monthly with the youth group			
	5.5. Prepare and Submit Activity Reports			
<b>TOTAL:</b>		<b>None</b>		

## 29. Youth Organizing

<b>Office or Division:</b>	Community Outreach Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Enrolled in public school or informal schools such as ALS - Ages 15 to 30 years Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request/Referral from the Barangay, Police Or Concerned Citizen			Barangay Hall/ Police Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accommodate request from SSDD	1.1. Coordination / Meeting with the Barangay	None	1 Day	Youth Worker
	1.2. Identify the Barangay willing to accommodate and support the plan to organize and create youth group			
	1.3. Set meeting with the Barangay Captain and Focal Person in youth program			
2. Participates in the meeting/ discussion	2.1. Identification of youths as potential group members	None	Within 1 Month	Youth Worker
	2.2. Request data/profile of youths in the Barangays			
	2.3. Meeting with the identified youths thru the help of Sangguniang Kabataan and Barangay Council for the Protection of Children (BCPC)			
3. Participates in the election	3.1. Election of Officers - Coordinate with the Barangay for the request/ schedule of election	None	1 Day	Youth Worker
	3.2 Facilitate the election process			
	3.3. Document the election process			
4. Provides information/profile of the members, if needed	4.1. Assists the Elected Officer with accreditation	None	Within 1 Month	Youth worker
	4.2. Quezon City Youth Development Office (QCYDO)			
	4.3. Barangay and Community Relations Department (BCRD)			
	4.4. National Youth Commission (NYC)			
	4.5. Department of Labor and Employment (DOLE)			

5. Participates in the training and intervention program	5.1. Provision of Training Implementation/Monitoring and Evaluation	None	depending on the need of the group	<i>Youth Worker</i>
	5.2. Conducts training or orientation depending on the expressed needs of the youth group.			
	5.3. Provision of other support services			
	5.4. Set a regular monthly with the youth group			
	5.5. Prepare and Submit Activity Reports			
<b>TOTAL:</b>		<b>None</b>		

### 30. 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 Citizen			
<b>Who may avail:</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> <li>• Victim of abuse/exploitation/neglect</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Barangay Certificate of Indigency (1 original)			Barangay Hall	
2. Certificate of Enrollment (1 original)			Schools	
3. Recent School ID (1 photocopy)			Schools	
4. Valid ID (preferably QCitizen ID) (1 photocopy)			QCHall	
<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 thru the recommendation of the Social Worker handling the case of child or youth	1.1. Facilitates the process of application online at <a href="mailto:qceservices@quezoncity.gov.ph">qceservices@quezoncity.gov.ph</a>	None	30 Min.	Youth Worker
	1.2. Instruct the client to submit the needed requirements or report to SSDD office for interview and assessment			
2. Undergoes interview	2.1. Administer intake interviews with the client or the guardian, if still necessary	None	1 to 2 Hours	Youth Worker
	2.2. Gather Comprehensive Information about the client		7 Working Days	
	2.3. Home Visitation, if needs further validation and assessment			
3. Submits the documentary requirements	3.1. Preparation of Case Summary Report	None	1 to 2 Hours	Youth Worker
	3.2. Review and Approval		30 Min.	
4. Receipt of assistance	4.1. Preparation / encoding of the masterlist of beneficiaries  *processing of the assistance is within 3-4 months	None	1 to 5 Days	Youth Worker
	4.2. Receiving of		1 to 2 Weeks	

	notification for claiming the financial assistance		before the schedule of payout/ releasing	
	4.3. Releasing of Assistance		1 Day	
	4.4. Documentation		1 Day	
<b>TOTAL:</b>		<b>None</b>	<b>28 days and 5 hours</b>	

## 31. Molave Youth Home

<b>Office or Division:</b>	Residential and Rehabilitation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children-in-conflict-with-the-law WITH filed case in Q.C. <ul style="list-style-type: none"> <li>• Male or Female</li> <li>• 15 years to below 18 years old</li> </ul>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Letter (1 original)			Barangay / Police	
2. Barangay or Police blotter (1 certified true copy)			Barangay / Police	
3. MEDICO-LEGAL Certificate dated on the day of referral (1 original)			Government Hospital	
4. Result of X-ray (1 original)			Government Hospital	
5. If discharged from any hospital, copy of discharge summary / clinical abstract from the hospital (1 original)			Government Hospital	
6. Court Order (1 original)			Regional Trial Court	
7. Inquest Resolution (1 original or 1 Certified true Copy)			Quezon City Office of Prosecutor	
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. Documentary 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	within 24 Hours	<i>Social Worker</i>
2. Physical Turnover of client/s to facility	2. Validate and assess all documentary requirements submitted via email, admits clients once documents are consistent	None	45 Min. to 1 Hour	<i>Social Worker, Houseparent</i>
3. Attend Center's Activities	3. Implement center activities thru programs on Homelife, Medical/Dental, Case/Group Work, Non-formal & special education, Skills training and livelihood, Spiritual and moral	None	Based on court/disposition	<i>Social Worker, Houseparent, Cook, Medical Personnel, Training assistant, Teachers</i>

	enrichment, Recreational, custodial			
4. Awaits case disposition	4. Upon court order or Approved resolution, the client will be discharged from the center	None	Based on the court or Office of the City Prosecutor's disposition	<i>Social worker</i>
<b>TOTAL:</b>		<b>None</b>		

## 32. Bahay Kalinga

<b>Office or Division:</b>	Residential and Rehabilitation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children in Need of Special Protection (CNSP) <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)			Barangay / Police	
2. Barangay or Police blotter (1 certified true copy)			Barangay / Police	
3. MEDICO-LEGAL Certificate dated on the day of referral (1 original)			Government Hospital	
4. Result of X-ray (1 original)			Government Hospital	
5. If discharged from any hospital, copy of discharge summary / clinical abstract from the hospital (1 original)			Government Hospital	
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)			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>	1.1.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	<i>Social Worker</i>
2. Referring party bring documentary requirements on the day of the referral	2. Validate and assess all documentary requirements submitted via email, admits clients once documents are consistent	None	45 Min. to 1 Hour	<i>Social Worker, Houseparent</i>
3. Attend Center's Activities	3. Implement center activities thru	None	Based on court disposition ( with	<i>Social Worker, Social Worker,</i>



	programs on Homelife, Medical/ Dental, Case/ Group Work, Non-formal & special education, Skills training, Spiritual and moral enrichment, Recreational		court case) or up to 1 Year for non-court cases	<i>Houseparent, Cook, Medical Personnel, Training assistant, Teachers</i>
4. Awaits case disposition	4. Upon court order (for those with filed case) or as per recommendation of social worker, client will be discharged from the center		Based on court disposition ( with court case) or up to 1 Year for non-court cases	<i>Social worker</i>
<b>TOTAL:</b>		<b>None</b>		

### 33. Bahay Aruga

<b>Office or Division:</b>	Residential and Rehabilitation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Abandoned and Indigent 60 years old & above			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Letter (1 original)			Barangay / Police	
2. Barangay or Police blotter (1 certified true copy)			Barangay / Police	
3. Medical Certificate dated on the day of referral (1 original)			Government Hospital	
4. Result of X-ray (1 original)			Government Hospital	
5. If discharged from any hospital, copy of discharge summary /clinical abstract from the hospital (1 original)			Government Hospital	
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)			DSWD / LSWDO / NGOs / Hospitals	
7. Senior Citizen ID, QC ID				
<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. Documentary 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	<i>Social Worker</i>
2. Referring party bring documentary requirements on the day of the referral	2. Validate and assess all documentary requirements submitted via email, admits clients once documents are consistent	None	30 Min.	<i>Social Worker, Houseparent</i>
3. Attend Center's Activities	3. Implement center activities thru programs on Homelife, Medical/ Dental, Case/ Group Work, Non-formal education, Skills training	None	Up to 1 Year	<i>Social Worker, Houseparent, Cook, Medical Personnel</i>

	and livelihood, Spiritual and moral enrichment, Recreational, Burial			
4. Awaits case disposition	4. Upon recommendation of the social worker, the client will be discharged from the center	None	Up to 1 Year	<i>Social worker</i>
<b>TOTAL:</b>		<b>None</b>		

## 34. Processing Center

<b>Office or Division:</b>	Residential and Rehabilitation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	1. Children in street situations 2. Unattached individuals on the streets, parks, or other public areas who are found to be vagrants, mendicants; 3. Homeless individuals, street families 4. Indigenous People			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Letter (1 original)			Barangay / Police	
2. Barangay or Police blotter (Original or Certified True Copy)			Barangay / Police	
3. Medical Certificate dated on the day of referral (1 original)			Government Hospital	
4. Result of X-ray (1 original)			Government Hospital	
5. Certification from Barangay that the client has no family or relatives residing in their area of jurisdiction			Barangay / Police	
6. If discharged from any hospital, copy of discharge summary, Medical abstract, laboratory (if available) ( 1 original)			Government Hospital	
7. Client's ID (if available)				
8. 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)			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/Processing Center	1. Documentary 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	<i>Social Worker</i>
2. Physical turn-over of client/s to facility	2. Validate and assess all documentary requirements submitted via email, admits clients once documents are consistent	None	45 Min. to 1 Hour	<i>Social Worker, Houseparent</i>
3. Attend Center's Activities	3. Implement center activities such as assist client undergo health standard protocol ( full bath), administer	None	7 to 14 days *depends on the availability of beds in other facilities	<i>Houseparent</i>

	checklist on the surrendered personal belongings and valuables, issue personal supplies (new), administer intake, provides basic needs( food 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	None	7 to 14 Days *depends on the availability of beds in other facilities	<i>Social Worker</i>
	4.2. Prepares needed documentary reports			
<b>TOTAL:</b>		<b>None</b>	<b>30 Days and 1 Hour</b>	

## 35. 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 Citizen			
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Unattached adults with Disability aged 18-59 years old, who are victims of abuse, neglected, displaced who are QC residents/former QC residents and Non-QC who are abandoned.</li> <li>2. Homeless individuals or Homeless families who are in need of temporary shelter awaiting for “Balik Probinsya Program” and Homeless for referral to other institutions.</li> <li>3. Women in Especially Difficult Circumstances (WEDC) such as victims of violence against them and their children, women in especially difficult circumstances.</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Slip			Barangay / Police	
2. Original Referral letter/pertinent documents from the referring party			Barangay / Police	
3. Original or CTC of Bgy. blotter/Police blotter			Processing Center	
4. Medical Certificate dated on the day of the referral			Doctor	
5. Chest x-ray result (if with PTB, NTP results form from QCHD Health Center)			Government Hospital	
6. Case Summary Report			Referring Party	
<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 the Reception and Action Center and emails a copy of the aforementioned documentary requirements for initial assessment via <a href="mailto:receptionandactioncenter-rrd.ssdd@quezoncity.gov.ph">receptionandactioncenter-rrd.ssdd@quezoncity.gov.ph</a>	1. Documentary requirements will be reviewed by the social worker and the latter to give instructions to the referring party to bring the client to the Reception and Action Center if qualified for admission	None	Up to 48 Hours	<i>Social Worker</i>
2. Physical turn-over of client/s to facility	2. Validate and assess all documentary requirements submitted via email, admit client/s once documents are consistent	None	30 Min.	<i>Social Worker, Houseparent</i>
3. Attend Center's Activities	3. Implement center activities thru programs on Homelife,	None	Up to 6 Months	<i>Social Worker, Houseparent, Cook, Medical</i>

	Medical/Dental, Case/Group Work, Non-formal education, Skills training and livelihood, Spiritual and moral enrichment, Recreational			<i>Personnel, Training assistant, Teachers</i>
4. Awaits case disposition	4. Upon recommendation of social worker, client will be discharged from the center	None	Up to 6 Months	<i>Social worker</i>
<b>TOTAL:</b>		<b>None</b>		

### 36. Provision of Transportation Assistance

<b>Office or Division:</b>	Welfare and Relief Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals/families in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Barangay Certificate of Residency/ Indigency			Barangay Hall	
2. Valid Government Issued ID (Preferably QC Citizens ID)			District Action Center (District I - VI) and other government offices	
<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 to Information Desk	1.1. Assist client at the Information Desk	None	10 Min.	<i>Social Worker/ Social Welfare Aide</i>
	1.2. Provides client with queuing number			
	1.3. Assists client to proceed to concerned staff			
2. Undergoes intake interview and provide accurate information	2.1. Conducts initial assessment to the needs of the clients.		30 Min.	<i>Social Worker</i>
	2.2. Checking of documentary requirements.			
2.1. If a client or any family member is medically ill, they should secure first a doctor's certification of fit to travel.	2.3. Explains subsequent procedures in availing assistance (i.e. Home, facility, hospital visit, purchase of tickets, etc.).			
	2.4. Identifies other needs of the client.			
2.2. Provide accurate information	2.5. Set an agreement between the client and social worker for further updates.			
	2.6. Conducts intake interviews with the client.			
3. Undergo collateral interview	3.1. Courtesy call with the following: Barangay for home visitation, Centers and medical social service for client's visit.		7 Days	<i>Social Worker</i>
	3.2. Conduct collateral interviews.			
	3.3. If not qualified, extend referral letters and endorse them to other welfare agencies.			
	3.4. Coordination with the concerned LGU / receiving			



	family or relatives			
	3.5. Coordination with the transportation companies.			
	3.6. Recommendation and request for funding			
4. Receives ticket/s Referral letter and other needed assistance such as cash allowance and family food packs.	4.1. Purchase tickets at the bus station, online transaction or thru third-party agency for both airline and ferry tickets.		30 Min.	
	4.2. Informs the client as to the schedule of departure			
4.1. Sign acknowledgment receipt	4.3. Extends ticket/s, Referral letter and other needed assistance such as cash allowance and family food packs.			
	4.4. Escort clients to the bus terminal; airport and shipping port area.			
5. None	5. Prepares necessary documents for liquidation purposes		30 Min.	
<b>TOTAL:</b>		<b>None</b>	<b>7 Days, 1 Hour, and 40 Min.</b>	

### 37. Provision of Medical Assistance

<b>Office or Division:</b>	Welfare and Relief Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals in situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Medicines &amp; Medical Supplies</b>				
<ol style="list-style-type: none"> <li>1. Original or Certified True Copy of Medical Certificate (for outpatient) or Clinical Abstract (for confined) of patient with complete name, signature and license number of the attending doctor (with 3 months validity or issued not less than 3 months).</li> <li>2. Latest and original prescription of the patient with complete name, signature and license number of the attending doctor (with 3 months validity or issued not less than 3 months).</li> <li>3. Original or Certified True Copy of Barangay Certificate of Indigency of the patient (with 3 months to 6 months validity).</li> <li>4. One (1) photocopy of any Government Issued Valid ID (preferably QCitizen ID) of patient or his/her representative or claimant (make sure that it is not expired).</li> </ol>		<p>Hospital / Health Center</p> <p>Barangay Hall</p>		
<b>Medical Laboratories</b>				
<ol style="list-style-type: none"> <li>1. Original or Certified True Copy of Medical Certificate (for outpatient) or Clinical Abstract (for confined) of patient with complete name, signature and license number of the attending doctor (with 3 months validity or issued not less than 3 months).</li> <li>2. Latest and original laboratory request with price quotation and complete name, signature and license number of the attending doctor (with 3 months validity or issued not less than 3 months).</li> <li>3. Original or Certified True Copy of Barangay Certificate of Indigency of the patient (with 3 months to 6 months validity).</li> <li>4. One (1) photocopy of any Government Issued Valid ID (preferably QCitizen ID) of patient or his/her representative or claimant (make sure that it is not expired).</li> </ol>		<p>Hospital / Health Center</p> <p>Barangay Hall</p>		
<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	1.1. Assists client at District Action Center and explains subsequent procedures in availing	None	5 Min.	Social Worker / Social Welfare Aide

	medical assistance.			
2. Presents documentary requirements	2.1. Conducts assessment of documentary requirements at the District Action Center. 2.2. Conducts assessment and validation with the client and checks the authenticity of the documents		35 Min.	<i>Social Worker</i>
3. Undergoes intake interview thru online data base system and provide accurate information	3.1. Conducts evaluation and Intake Interview 3.2. Identifies other needs of the client 3.3. Prepares Report on Findings, and acknowledgement receipt 3.4. Prepares Referral Letter / Case Summary Report to other welfare agencies (if applicable) 3.5. Prepares Mercury Drug Gift Certificate for Medicines & Medical Supplies and outright cash for medical laboratories		40 Min.	
4. Receives Certificate of Guarantee / outright cash	4.1. Extends Certificate of Guarantee for medicines & medical supplies and outright cash for medical laboratories 4.2. If disqualified, social worker may prepare and extend a referral letter or social case summary report addressed to other welfare agencies with medical / financial assistance program.		10 Min.	<i>Social Worker / Social Welfare Aide</i>
5. Must sign the Acknowledgement Receipt	5.1. Prepares pertinent documents for liquidation purposes		30 Min.	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours</b>	

### 38. Provision of Emergency Disaster Relief (Operationalization Of Evacuation Center / Temporary Shelter (Hotmeals); Provision Of Family Food Packs / Emergency Feeding (Dry Ration) & Psychosocial Support First Aide)

<b>Office or Division:</b>	Welfare and Relief Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Individuals/families in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>(For Operationalization of Evacuation Center / Temporary Shelter (Hotmeals))</b>  1. Wait for further intervention	<b>(For Operationalization of Evacuation Center / Temporary Shelter (Hotmeals))</b>  1.1. Receives information/ reports through call, text message/ private message via social media platform from QCRRM / BDRRM / concerned citizen/ volunteer.	None	10 Min.	<i>Social Worker / Social Welfare Aide / Division Head / SSDD Volunteers / Barangays</i>
	1.2. Coordinates with the Barangay Council			
	1.3. Conduct initial assessment and ocular survey to determine the extent and status of the disaster related incident			
	1.4. Identifies the following: affected area; status of lot area; Evacuation Area			
<b>(For Provision of Family Food Packs)</b>  1.1. (walk-in) Must present self to the information desk.  1.2. Proceeds to the concerned social worker for appropriate intervention	<b>(For Provision of Family Food Packs)</b>  1.5. (walk-in) Checks the status of the client if the client is an inclusion or new case.	None	10 Min.	
	1.6. (relocation) Receives communication letter through routing slip from HCDRD together with the rolling schedule of relocation.			
	1.7. Prepares requisition slip for the family food packs to be attached to the			



	2.11. Conducts intake interviews and /or through an online database system.			
	2.12. Conducts assessment and recommendation upon approval.			
3. Undergo Psychosocial Support First Aid	3. Conducts psychosocial support first aid to the victims of calamities		30 Min.	<i>Social Worker</i>
4. Wait for the schedule of distribution of donations	4. Collaboration and Coordination with the stakeholders for the updates, feedbacking and donations during the relief operations.		5 Hours	<i>Social Worker</i>
5. Receives hotmeals	5. Prepares food items and serves hotmeals for the victims of calamities who are staying inside the evacuation center.		3 Hours	<i>Social Worker / Social Welfare Aide / SSDD Volunteers / Barangays</i>
6. Children participates at the Day Care Session	6.1. Facilitates the Day Care Sessions of children at the child friendly space inside the evacuation center.		2 Hours	<i>Day Care Workers / Social Workers / Social Welfare Aide</i>
6.1. Receives nutritious snacks / hotmeals after day care sessions	6.2 Provides nutritious snacks / hotmeals for the children after day care sessions.			<i>Social Worker / Barangays</i>
7. Fall-in line in preparation for the distribution of donations.	7.1. Coordinates with the Barangay the distribution of Food and non-food item donations and shall be done after the declaration of demobilization.		1 Hour	<i>Social Worker</i>
8. Attends the community dialogue	8.1. Convenes all the family heads and barangay officials to conducts community dialogue before the demobilization		3 Hours	<i>Social Worker</i>
	8.2. Implements the demobilization announced by the QCRRMO.			
9. Receives all assistance given by QCG	<b>(For Operationalization of Evacuation Center / Temporary Shelter (Hotmeals))</b>  9.1. Prepares and submits all the documentary requirements.		3 Days	<i>Social Worker</i>

	9.2. Coordinates with the barangay to inform the fire victims for the schedule and venue of the extension and distribution activities.			
	9.3. Prepares requisition of food and non-food items (family food packs, mats, blankets, hygiene & starter kits)			
	<b>(For Provision of Family Food Packs)</b>		3 hours	
	9.4. Extends financial assistance (for fire victims only) and other non-food items (family food packs, mats, blankets, hygiene & starter kits)			
	9.5. Prepares and submits all the documentary requirements needed for the liquidation purposes.			
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 23 Hours &amp; 20 Min.</b>	

### 39. Food For Work Program

<b>Office or Division:</b>	Welfare and Relief Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</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>	
1. 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 at the SSDD Office for inclusion in the program	1.1. Assess the capacity skills of volunteer / individuals.	None	30 Min.	<i>Social Worker</i>
2. Undergoes Intake Interview and provide accurate information	2.1. Conducts intake interview		30 Min.	<i>Social Worker</i>
2.1. Attends orientation	2.2. Conducts orientation			
	2.3. Advice volunteer / client on the schedule of project implementation		4 Days	<i>Social Worker</i>
3. Participates in the implementation of the program	3.1. Implements and monitors daily activities of identified project			
3.1. Signs the payroll after the completion of the program	3.2. Prepares Payroll			
4. Receives bags of family food packs	4.1. Extends Bags of family food packs in exchange for the services rendered by volunteers		30 Min.	<i>Social Worker/ Social Welfare Aide</i>
5. None	5.1. Prepares and submits completion / activity report		1 Day	<i>Social Worker</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Days, &amp; 1 Hour</b>	



## 40. Referral / Networking Program

Office or Division:	Welfare and Relief Division			
Classification:	Simple and Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals in crisis situation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Checklist from the hospital / welfare agency			Hospital or any welfare agency	
2. Original copy of Medical Certificate / Clinical Abstract for Medical Assistance				
3. Original copy of Brgy. Certificate of Residency			Barangay Hall	
4. Barangay Blotter (if applicable)				
5. Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present self to Information Desk and submits documentary requirements	1.1. Conducts initial assessment of documentary requirement and provides client with queuing number	None	25 Min.	Social Worker/ Social Welfare Aide
1.1. Proceed to concerned staff.	1.2. Receives and checks documents presented.			
	1.3. Explains subsequent procedures in availing assistance.			
2.1. Proceeds to concerned staff	2.1. Conducts intake interview and identifies other needs of the client.		1 hour	Social Worker
2.2. Submits necessary requirements	2.2. Coordinates with concerned agencies when applicable			
	2.3. Prepares Referral Letter / Social Case Summary Report.			
3. Undergoes intake interview and provide accurate information	3.1. Extends referral letter / Social Case Summary Report		25 Min.	Social Worker/ Social Welfare Aide
	4.1. Prepares and submits necessary documents for documentation purposes		10 Min.	
TOTAL:		None	2 hours	

## 41. Volunteer & Auxiliary Program

<b>Office or Division:</b>	Welfare and Relief Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</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>		
1. Filled-up Personal Data Sheet (PDS) with picture		Social Services Development Department under Welfare and Relief Division –District Social Worker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Must submit registration form at the SSDD Office	1.1. Accomplished registration form of walk-in individuals / groups shall be added to the volunteer's profiling / database system.	None	3 Days	<i>Social Worker</i>
1.1 (For Walk-in Registration) – Fill-up and submits Volunteer's Registration Form and supporting documents shall be submitted at the SSDD office	1.2. (For Online Registration) Upon Inquiry, provides Google Form for volunteer's registration form			
1.2. (For Online Registration) - Shall inquire via email ( <a href="mailto:wrd.ssdd@quezoncity.gov.ph">wrd.ssdd@quezoncity.gov.ph</a> )  -Submits the accomplished Google Form together with the uploaded supporting documents  -Wait for the confirmation of the assigned staff within 3 days upon receipt.  -Must ensure compliance with the provision of the Data Privacy Act of 2012 to ensure of human rights on	1.3. (For screening and selection) – Shall perform the following task: a. Evaluate and assess the submitted documentary requirements;  b. Conduct collateral interviews based on the character reference;  c. Contact registered volunteers for the screening of potential volunteers at SSDD Office; and  d. Encoding and updating the profiling of pool of volunteers			

communication and privacy.				
2. Attends Initial Orientation and various trainings and workshops	2. Execution of Memorandum of Understanding (MOU) – Orientation of SSDD's Programs; Services; various trainings and workshops for the volunteers		2 Days	
3.1. Serves as a resource to identify potential volunteers for the current need.	3.1. Identify the potential volunteers for the current need.	None	8 Hours	
3.2. Will be updated on current opportunities				
3.3. Shall be assigned or deployed in the area of work depending on the interest, skills and the SSDD need.	3.2. Deploys volunteer in the area of work based on the area of interest, skills and the SSDD needs.			
3.4. Receives identification card (ID)	3.3. Issue identification card (ID) to each volunteer			
3.5. Attends the discussion of work program.	3.4. Prepares and discuss the work program of the volunteers and SSDD representative and/or assigned focal person in the community.			
4.1. Attends and participates in volunteer work.	4.1. Conducts consultation and dialogue which shall also serve as a monitoring and assessment tool of volunteer work progress.	None	2 to 3 Hours	
4.2. Receives recognition and other incentives for having rendered satisfactory volunteer services in the SSDD program.	4.2. Conducts an Evaluation at the end of the period of volunteer work or when deemed necessary.			
	4.3. Conducts an Annual Evaluation of the volunteer program of the SSDD.			
	4.4. Provides recognition and other incentives for having rendered satisfactory			
5. None	5. Conducts Evaluation and Commitment (EXIT) upon the volunteer's desire and upon the violation of policies of the Department	None	(If Necessary)	
<b>TOTAL:</b>		<b>None</b>	<b>31 Days</b>	

## 42. Burial / Funeral Assistance Program

Office or Division:	Public Assistance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Relatives of the indigent deceased or low-income residents of Quezon City pursuant to Ordinance No. SP 2865-S-2019.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form		Barangay / Funeral / Hospital		
2. Original Certified True Copy of death certificate		City Civil Registry Department		
3. Notarized Funeral Contract		Accredited and Partner Funerals		
4. Certificate of Indigency (Purpose: burial/funeral assistance)		Barangay		
5. Valid ID of informant		Informant		
6. Valid ID ng deceased				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients requesting for assistance without Funeral				
1. Call or send a text and provide the following information: <ul style="list-style-type: none"><li>• Name of the deceased resident</li><li>• Place of death</li><li>• Address of the deceased</li><li>• Name of the informant (Relative)</li><li>• Contact number</li></ul>	1.1. Gather and verify the client's information for the initial assessment.	None	30 Min.	Social Worker
	1.2. Coordinate with the partner funeral home to provide services and establish communication with the bereaved family.			
	1.3. Inform the client about the coordination with the partner funeral home. Advise them to log in to <a href="http://www.QCEServices.com">www.QCEServices.com</a> to book an appointment or schedule an interview and evaluation, and provide a list of required documents.			
Clients requesting for assistance with Funeral				
1. Log in to <a href="http://www.qceservices.com">www.qceservices.com</a> and go to the SSDD Portal. Select Burial Assistance and check the desired schedule. You will receive a confirmation via text and email.	1. Download the list of scheduled individuals.	None	2 Min.	Social Welfare Assistant/ Aide
2. Go to SSDD on the scheduled date, bringing the	2.1. Check the client's appointment and documents.	None	5 Min.	Social Welfare Assistant/ Aide

required documents and a copy of the appointment or QR code.	2.2. Provide a queueing number and direct them to the assigned window/desk for the intake interview and evaluation.			
3. Provide the queueing number and required documents, and answer the intake interview and evaluation	3.1. Assess the requirements and conduct an intake interview. Gather complete information about the client.	None	40 Min.	Social Worker / Social Welfare Aide
	3.2. Based on the intake sheet and requirements, evaluate the client's qualification for the program. Additional documents may be requested to determine the appropriate intervention.			
	3.3. Explain the recommendation to the client and provide counseling if necessary.			
4. Wait for the issuance of the Certificate of Guarantee or Case Summary Report.	4.1. Record all relevant information and recommendations. Prepare the Report on Findings and Certificate of Guarantee.	None	30 Min.	Social Worker
	4.2. Prepare the necessary referrals for other SSDD services or city government programs that the client may need			
5. Sign the intake sheet and receive the report or stub.	5.1. Explain the intervention or assistance to be received	None	10 Min.	Social Worker
	5.2. Issue a copy of the report and stub.			
TOTAL:		None	30 Min. (without Funeral)  1 Hour and 27 Min. (with Funeral)	

# OFFICE FOR THE SENIOR CITIZENS' AFFAIRS

## External Services

### 1. Processing of Senior Citizen's ID with Online QCitizen-Card

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

Office or Division:	Membership & Information Management Divisions		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	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.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<div>1. Fully Accomplished QCitizen ID Online Form or Request for Sectoral Status Change (if already have a regular resident/non-senior QCitizen ID)</div> <div>A printable form is also available online (<a href="https://quezoncity.gov.ph">https://quezoncity.gov.ph</a>) for representative and onsite assisted encoding at OSCA</div>		<div><a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a></div> <div>Office for the Senior Citizens’ Affairs</div>	
Principal:			
<div>1. QCitizen Card or any one of Valid ID* below issued at least 6 months with applicant's birthdate and address – 1-Original &amp; 1-Photocopy</div> <div><ul style="list-style-type: none"><li>● PHILSYS National ID</li><li>● UMID Card</li><li>● Voter’s Registration / ID</li><li>● PRC ID</li><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></ul></div>		<div><a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a></div> <div>Philippine Statistics Authority SSS or GSIS COMELEC Professional Regulation Commission Land Transportation Office Armed Forces of the Philippines / PVAO Bureau of Internal Revenue PHLPOST</div> <div>Philippine National Police National Bureau of Investigation Integrated Bar of the Philippines</div>	
<div>2. Philippine Passport or Dual Citizenship documents (for Filipino naturalized to another country) – 1-Original &amp; 1-Photocopy</div>		Department of Foreign Affairs Bureau of Immigration	
<div>3. Birth Certificate (if no birthdate or discrepancy on Valid ID) and Barangay Certificate of Residency (if no or different Quezon City address, starting at least 6 months residency) – 1-Original &amp; 1-Photocopy</div>		Philippine Statistics Authority and/or proper Barangay Hall	

4. Marriage Certificate (if the applicant is a married woman whose last name is different from the Valid ID) – 1-Original & 1-Photocopy		Philippine Statistics Authority or Local Civil Registry Office		
5. Latest digital or ID photo (2x2) – Colored with background				
6. Signature or can send a digital signature (clear and uncut on any part of the signature inside the box on the form)				
<b>Representative:</b>				
1. Authorization Letter signed by the applicant		*(same as above)		
2. Valid ID of representative (preferably QCitizen ID) – 1-Original & 1-Photocopy				
CLIENT STEPS	STEPS/ PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For Online Application:</b>				
1. 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)	None	(on-line)	(on-line)
2. From the QC E Services menu, select “QCitizen ID eApplication	(on-line)		(on-line)	(on-line)
3. Fill-in all required information or data. If you already have a resident/non- senior QCitizen ID, select “Request for Sectoral Status Change”	(on-line)		(on-line)	(on-line)
4. Wait for email confirmation once your application has been approved	(on-line)		(on-line)	(on-line)
5. Download the “QCitizen App” on the smartphone to get a digital copy of your QCitizen ID	(on-line)		(on-line)	(on-line)
5. Wait for the physical ID to be delivered to your proper Barangay	(on-line)		(on-line)	(on-line)
<b>For Offline / Walk-in (Assisted) Application:</b>				
1. Fully accomplished application form and present appropriate requirements.	1.1. Evaluate the application form with proper documents / Verify data	None	10 Min.	<i>Membership Application Evaluator / I.M.(I.T.) Data Manager</i>
	1.2. Input Senior Citizens information to the database.		10 Min.	<i>I.M.(I.T.) Encoder</i>

	1.3. Review and validate data.		10 Min.	<i>I.M.(I.T.) Approver / Verifier</i>
	1.4. Generate Senior Citizen's ID		20 Min.	<i>I.M.(I.T.) PVC Printer</i>
2. Received the Senior Citizen's ID by signing the Record Book	2. Released the Senior Citizen's ID and Booklets / Tag at database		10 Min.	<i>Membership ID Issuance / I.M.(I.T.) Distributor</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



## 2. Replacement of Senior Citizen's QCitizen / OSCA Card

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

Office or Division:	Membership & Information Management Divisions			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen with existing QCitizen ID or lost OSCA Card			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal:				
1. Fully Accomplished Senior Citizen QCitizen ID Application Form (NOTE: Correction or Lost, Etc.)			Office for the Senior Citizens' Affairs A printable form is also available online ( <a href="https://quezoncity.gov.ph">https://quezoncity.gov.ph</a> )	
2. Valid ID* / documents showing the correct data or Barangay Certificate of Residency (if no or different Quezon City address, starting at least 6 months residency) – 1- Original & 1-Photocopy			*Same on new applicant and/or proper Barangay Hall	
3. Certificate of Cancellation from origin OSCA of city / municipality and surrender the old Senior ID (for transferee to Quezon City)			Other City or Municipality's OSCA	
Representative:				
1. Authorization Letter signed by the applicant			*(same as above)	
2. Valid ID of representative (preferably QCitizen ID) – 1- Original & 1-Photocopy				
CLIENT STEPS	STEPS/ PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fully accomplished application form and present requirements / Surrender ID	1.1. Evaluate the application form with proper documents / Verify data	PHP 100.00	10 Min.	Membership Application Evaluator/IM(IT) Data Manager
2. Proceed to Cashier for the payment of Senior Citizen's ID replacement	2.1. Issued Order of Payment / Official Receipt		15 Min.	Cashier / City Treasury Office
	2.2. Block / edit old data		10 Min.	I.M.(IT) Adjuster
	2.3. Input new Senior Citizen's information to database		15 Min.	I.M.(I.T.) Encoder
	2.4. Review and validate data		10 Min.	IM (IT) Approver / Verifier
	2.5. Generate Senior Citizen's ID		20 Min.	I.M.(I.T.) PVC Printer
3. Received the Senior Citizen's ID by signing the Record Book	3. Released the Senior Citizen's ID / Tag at database		10 Min.	Membership ID Issuance / I.M.(I.T.) Distributor

<b>TOTAL:</b>	<b>PHP 100.00</b>	<b>1 Hour and 30 Min.</b>	
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### 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>	
1. Original Senior Citizen's QCitizen ID or OSCA Card and Services Stub slip			Office for the Senior Citizens' Affairs	
<b>CLIENT STEPS</b>	<b>STEPS/ PROCEDURE</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the slip and attach ID with needed requirement	1. Verify Senior Citizen's data	None	3 Min.	<i>Membership Validator / IM-IT Data Manager</i>
2. Received the Senior Citizen's ID Booklets	2. Released the Senior Citizen's Booklets		2 Hour	<i>Membership Booklets Issuance</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Min.</b>	

#### 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>		
1. Original Senior Citizen's QCitizen ID or OSCA Card and Services Stub slip		Office for the Senior Citizens' Affairs		
<b>CLIENT STEPS</b>	<b>STEPS/ PROCEDURE</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the slip and attach ID with needed requirement	1. Verify Senior Citizen's data	None	15 Min.	<i>Membership Validator / I.M. (I.T.) Evaluator</i>
2. Received the requested document	2. Print and release the appropriate certification		15 Min.	<i>I.M. (I.T.) Certification</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Min.</b>	

## 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>	
1. 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>STEPS/ PROCEDURE</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fully accomplished application form and present the original QCitizen ID	1. Encode the SC's infos on record and explain the process	None	10 Min.	<i>OSCA Social Pension Section Evaluator / Encoder</i>
2. Wait the DSWD/SSDD Social Worker at home	2. Issued Order of Payment / Official Receipt		Within 6 Months	<i>DSWD-NCR Field Office Staff / SSDD</i>
3. Received a message from DSWD and/or OSCA if eligible	3. Released the Senior Citizen's ID / Tag at database		Within 6 Months	<i>DSWD-NCR Field Office and OSCA</i>
4. Notified by OSCA or Brgy. for requirement to receive the pension	4. Informing of schedule and venue of pay-out		Within 3 Months	<i>OSCA and designated Barangay</i>
5. Availing the amount on appropriated period	5. Pay-out by DSWD Paymaster and QC Treasury		Within a Day	<i>Barangay, DSWD-NCR &amp; QC / OSCA</i>
<b>TOTAL:</b>		<b>None</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.

## 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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Can be applied by Representative:</b>		
1. Fully Accomplished Centenarian Application Form (a printable form is also available online)		Office for the Senior Citizens' Affairs ( <a href="https://quezoncity.gov.ph">https://quezoncity.gov.ph</a> )
2. Old OSCA Card or QCitizen ID issued at least 6 months –1-Original & 1-Photocopy		Office for the Senior Citizens' Affairs
3. Certified True Copy of Birth Certificate (PSA / CCRD) or Baptismal Certificate – 1-Original & 1-Photocopy		Philippine Statistics Authority or Local Civil Registry Office
Two (2) of the following (if there is no Birth or Baptismal Certificate) –1-Original & 1-Photocopy <ul style="list-style-type: none"> <li>• Passport (old or new)</li> <li>• Postal ID</li> <li>• Voter's Registration or ID AFPSLAI / Veteran's ID</li> <li>• UMID Card</li> <li>• Philhealth MDR</li> </ul>		Department of Foreign Affairs PHLPOST COMELEC Armed Forces of the Philippines / PVAO SSS or GSIS Philippine Health Insurance Corporation
4. Barangay Certificate of Residency (if the address is different from the Senior ID) – 1- Original & 1-Photocopy		Proper Barangay Hall
5. One (1) whole body picture with current newspaper		

**Note:** Application can be made three months in advance, but verification will only begin when he/she has reached his 100th birthday.

CLIENT STEPS	STEPS/ PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fully accomplished application form and present appropriate attachments	1. Review the Senior Citizens information, documents and explain the process	None	10 Min.	Centenarian Section
2. Wait the OSCA staff to visit on Centenarian's 100th birthday or after	2. Verify the location and his/her living proof condition		10 Min.	Centenarian Section Validator
3. Received the notice when and	3. Informing who's to receive and what		Within 3 Months after	Centenarian Section,

where the benefits will awarded	are the requirements		the Validation	Accounting and Budget Departments
4. Availed the Recognition Certificate and PHP 100,000.00	4. Let beneficiary sign the payroll and other documents		Within a Day	OCM, OSCA and Treasury Department
5. Notified for the monthly allowance of PHP 1,000 plus each birthday and christmas gift of PHP 2,000.00	5. Pay-out by DSWD Paymaster and QC Treasury		Quarterly (it depends as long as the centenarian are living & funds)	Centenarian Section and Treasury Department
<b>TOTAL:</b>		<b>None</b>	<b>About 3 Months*</b>	

## 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>	
1. 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> )	
2. 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>	
3. Decedent's Death Certificate –1-Original & 1-Photocopy		Local Civil Registry Office	
4. Decedent's CENOMAR from PSA (for single senior citizen) – 1-Original & 1-Photocopy		Philippine Statistics Authority	
5. 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 REQUIREMENT FOR CLAIMANT</b>			
<b>Surviving Spouse:</b> 1. Claimant's Marriage Certificate – 1-Original & 2-Photocopies		Philippine Statistics Authority or Local Civil Registry Office	
<b>Child:</b> 1. Death Certificate of Decedent's Spouse – 1-Original & 2-Photocopies 2. Claimant's Birth Certificate – 1-Original & 2-Photocopies 3. Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online)		Philippine Statistics Authority or Local Civil Registry Office  Office for the Senior Citizens' Affairs ( <a href="https://quezoncity.gov.ph">https://quezoncity.gov.ph</a> )	
<b>Parent:</b> 1. Decedent's Birth Certificate – 1-Original & 2-Photocopies 2. Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online)		Philippine Statistics Authority or Local Civil Registry Office Office for the Senior Citizens' Affairs ( <a href="https://quezoncity.gov.ph">https://quezoncity.gov.ph</a> )	
<b>Sibling (Brother or Sister):</b> 1. Claimant's Birth Certificate – 1-Original & 2-Photocopies 2. Decedent's Birth Certificate – 1-Original & 2-Photocopies 3. Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online)		Philippine Statistics Authority or Local Civil Registry Office  Office for the Senior Citizens' Affairs ( <a href="https://quezoncity.gov.ph">https://quezoncity.gov.ph</a> )	
<b>Grandchild:</b> 1. Death Certificates of the deceased relatives above – 1-Original & 2-Photocopies 2. Claimant's Birth Certificate – 1-Original & 2-Photocopies		Philippine Statistics Authority or Local Civil Registry Office	

3. Decedent's Birth Certificate – 1-Original & 2-Photocopies 4. Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online)			Office for the Senior Citizens' Affairs ( <a href="https://quezoncity.gov.ph">https://quezoncity.gov.ph</a> )	
CLIENT STEPS	STEPS/ PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fully accomplished application form and present appropriate attachments	1.1. Review the Senior Citizen's information, docs and explain the process	None	10 Min.	<i>D.B.W.A. Section Evaluator</i>
	1.2. Validate attached requirements received and appropriate funds		Within 2 Months	OCM, Budget, Accounting and Treasury Department
2. Notified that the funds are available to release	2. Inform beneficiary the requirements to receive claim		(via call and / or text messaging)	<i>D.B.W.A. Section</i>
3. Avail the PHP 5,000 and sign the payroll	3. Issue the Claim Stub to release		10 Min.	<i>DBWA Section &amp; Treasury Department</i>
<b>TOTAL:</b>		<b>None</b>	<b>About 2 Months</b>	



# TRAFFIC AND TRANSPORT MANAGEMENT DEPARTMENT

## 1. 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)		
8. NBI Clearance (Original)		National Bureau of Investigation (NBI)		
9. Personal Data Sheet		Office		
10. Medical Certificate / Certificate (Fit to Work); Female with Pregnancy Test		Department of Health		
11. Drug Test and Receipt		Drug Test Centers		
12. TIN Number		Bureau of Internal Revenue (BIR)		
13. Voter's Certificate / ID		Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Head, TTMD	None	10 Min.	<i>Receiving Clerk</i>
	1.2. Checks qualifications of the applicants and refer to the Administrative Division		10 Min.	<i>OIC, Administrative Division</i>
	1.3. Assesses applicants based on the documents submitted		10 Min.	<i>OIC, Personnel Section</i>
	1.4. Evaluates the documents submitted		15 Min.	<i>OIC, Personnel Section</i>
	1.5. Encodes the name and other personal data of applicant in the master list of all applicants		15 Min.	<i>OIC, Personnel Section</i>
	1.6. Sets the date for the interview of all applicants and availability of the TTMD Selection Committee; (June		15 Min.	<i>OIC, Personnel Section</i>

	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).			
	1.7. Inform all applicants on the date and time of interview through e-message or text message		15 Min.	<i>OIC, Personnel Section</i>
2. Appear before the TTMD Selection Committee for Interview	2.1. Interviews all applicants	None	3 Hours	<i>TTMD Selection Committee</i>
	2.2. Tabulates the result of the ratings of TTMD Selection Committee Members		1 Hour	<i>OIC, Personnel Section</i>
	2.3. Submits the result to the Chief Administrative Officer		15 Min.	<i>OIC, Personnel Section</i>
	2.4. Presents result of the Interview to the TTMD Head for instructions.		15 Min.	<i>OIC, Administrative Officer</i>
	2.5. Instruct Chief Administrative Officer to set final interview of applicants who passed the initial interview.		15 Min.	<i>Head TTMD</i>
	2.6. Instruct OIC, Personnel Section to inform all applicants on the date and time of interview through e-message or text message		15 Min.	<i>OIC, Administrative Officer</i>
3. Appear before the Personnel Section	3.1. Interviews all applicants and advises them to wait for further instruction	None	3 Hours	<i>Personnel Section</i>
	3.2. Gives instruction to the OIC, Personnel Section and identifies applicants to be hired		15 Min.	<i>OIC, Administrative Division</i>
	3.3. Informs successful applicants to submit all documentary requirements within 5 days		15 Min.	<i>OIC, Personnel Section</i>
4. Submits to TTMD all the documentary requirements	4.1. Receives and checks on the completeness of the and advises them to report on (date scheduled) for the signing of contract and for the general orientation	None	2 Hours	<i>Admin Clerk</i>
	4.2. Prepares Contract of Service for the newly hired		2 Hours	<i>Admin Clerk</i>

	applicants			
5. Reports to TTMD on the specified date for contract signing and orientation	5. Have the newly hired personnel sign contract as Contract of Service employees of TTMD for the period _____;	None	2 Hours	<i>Admin Clerk</i>
6. Attends Orientation	6. Conducts general orientation re: Administrative Matters Cross reference: Code of Ethics	None	2 Hours	<i>Education Section</i>
7. Attends official training for TTMD newly hired personnel	7.1. Conducts and facilitates training for all newly hired Contract of Service: Program of Instruction		152 Hours	<i>Education Section</i>
	7.2. Reviews results of examination given after the training and recommends to the Head TTMD and Administrative Division the deputation of deserving Newly Hired Personnel		2 Hours	<i>Education Section</i>
	7.3. Endorses to OIC, Personnel Section for Issuance of Office Order to Newly Hired Personnel		30 Hours	<i>Education Section</i>
	7.4. Prepares Office Orders		15 Min.	<i>Personnel Section</i>
	7.5. Recommends approval of the Office Orders by affixing initial of the Administrative Division for approval of the Head		15 Min.	<i>OIC, Administrative Division</i>
	7.6. Reviews, signs and approves Office Order		15 Min.	<i>Head TTMD</i>
	7.7. Releases Office Orders to the newly hired COS		15 Min.	<i>Releasing Clerk</i>
	7.8. Endorses the newly hired COS to the different Divisions for further mentoring on their actual assignments		15 Min.	<i>Chief, Admin Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>25 Days, 3 Hours, &amp; 15 Min.</b>	

## 2. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1.1. Prepares schedules of Program of Instructions of Newly Hired Trainees for approval of the Head TTMD.	None	3 Hours	<i>OIC, Education &amp; Training Section</i>
	1.2. Upon approval, prepares a letter request for Speakers/ Venues for Training/ Seminar.		5 Min.	<i>Educ. Secretariat</i>
2. Submits endorsement letter of Newly Hired Trainees Enforcers from OIC, Admin Division.	2. Receives, records endorsement letter of Newly Hired Trainees from Admin. Division	None	2 Min.	<i>Educ. Secretariat</i>
3. Presents, bring all the required and prescribed training materials.	3.1. Checks, inspect the prescribed individual training materials.	None	1 Hour	<i>Educ. Secretariat</i>
	3.2. Conducts and facilitates training/ seminar to the Newly Hired Trainees as per Program of Instructions.		47 Working Days / 376 Hours	<i>Educ. Secretariat</i>
	3.3. Assesses/evaluates examination of individual trainees.		3 Hours	<i>Educ. Secretariat</i>
	3.4. Endorses Newly Hired Trainees after the prescribed training period to Admin Division for further instructions.		5 Min.	<i>OIC, Education &amp; Training Section</i>
	3.5. Prepares, submit after Activity Report to the Head, TTMD.		30 Min.	<i>Educ. Secretariat</i>
<b>TOTAL:</b>		<b>None</b>	<b>47 Days, 7 Hours &amp; 42 Min.</b>	

### 3. 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request Addressed to the Head, TTMD			Requesting Clients Barangay/Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	5 Min.	<i>Receiving Clerk</i>
	1.2. Receives, records and coordinates approved letter request.		5 Min.	<i>Educ. Secretariat</i>
	1.3. Prepares letter Order for ocular inspection of venue.		5 Min.	<i>TTMD Head and Educ. Secretariat</i>
	1.4. Implements letter order, acknowledges, coordinates and set scheduled for time and date of training /seminar.		30 Min.	<i>Educ. Secretariat</i>
	1.5. Prepares letter order/request for Speakers & Facilitators.		5 Min.	<i>Educ. Secretariat</i>
	1.6. Conducts training/ seminar as set scheduled.		3 Working Days / 24 Hours	<i>Educ. Secretariat and invited Speakers</i>
	1.7. Evaluates/assess Aspirants and check their individual examination		3 Hours	<i>Educ. Secretariat</i>
	1.8. Prepares examination result and submit after activity report to the Head, TTMD		30 Min.	<i>OIC, Educ. Sect. and Educ. Secretariat</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 4 Hours and 20 Min.</b>	

#### 4. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives letter request from Head, TTMD	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 Min.	<i>Head, TTMD/ Educ. Secretariat</i>
	1.2. Coordinates/ Schedules as per Program of Instructions.		30 Min.	<i>Educ. Secretariat</i>
	1.3. Gives instructions to conduct seminars on Road Safety Awareness to Road Users (Students).		30 Min.	<i>Head, TTMD/OIC, Education &amp; Training Section</i>
	1.4. Conducts ocular inspection for venues on Road Safety Awareness seminar to Road Users (Students).		1 Hour	<i>Educ. Secretariat</i>
2 .Attends seminar on Road Safety Awareness.	2.1. Conduct seminar on Road Safety Awareness to Road Users (Students).	None	3 Hours	<i>Educ. Secretariat</i>
	2.2. Prepares and Submit After Activity Report on Road Safety Awareness Road Users (Students) to Head, TTMD.	None	30 Min.	<i>Educ. Secretariat</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Hours</b>	

## 5. 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request Addressed to the Head, TTMD			Barangays	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Min.	<i>Client</i>
	1.2. Coordinates/ Schedules as per Program of Instructions.		30 Min.	<i>Educ. Secretariat</i>
	1.3. Gives instructions to conduct seminars on Road Safety Awareness to Road Users (Barangay Constituents / BPSO).		30 Min.	<i>Head, TTMD/OIC, Education &amp; Training Section</i>
2. Attends seminar on Road Safety Awareness.	2.1. Conduct training seminar on Road Safety Awareness to Road Users (Barangay Constituents / BPSO).	None	1 Day / 8 Hours	<i>Educ. Secretariat &amp; Invited Speakers</i>
	2.2. Prepares and Submit After Activity Report on Road Safety Awareness Road Users Barangay Constituents / BPSO to Head, TTMD.		30 Min.	<i>Educ. Secretariat</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day &amp; 2 Hours</b>	

## 6. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 Min.	<i>Clerk (Receiving and Releasing Section, Administrative Division)</i>
	1.2. Reviews / assess the nature of complaints / request and refer to the OIC, Enforcement for appropriate action / complete staff work		5 Min.	<i>Head, TTMD</i>
	1.3. Review / evaluate / assess the nature of complaint / request and forward to Traffic Enforcement Section (TES) for the conduct of verification / inspections.		5 Min.	<i>OIC, TMED</i>
	1.4. Prepares Letter Order forward to Head, TTMD for approval.		5 Min.	<i>OIC, TMED</i>
	1.5. Reviews and signs the Letter Order		5 Min.	<i>Head, TTMD</i>
	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		72 Hours / 3 Days	<i>OIC, TMED</i>



	individual / sender for the review of OIC, Enforcement			
	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		5 Min.	<i>OIC, TMED</i>
	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		5 Min.	<i>Head, TTMD</i>
	1.9. Check document and sign if found complete; release to Receiving and Releasing Section for appropriate action		5 Min.	<i>Head, TTMD</i>
2. Receive the letter reply and/or copy of endorsement to office concern	2. Releases the document (endorsement / reply letter) to the concerned department / agency, copy furnish the complainant	None	5 Min.	<i>Clerk (Receiving and Releasing Section, Administrative Division)</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days &amp; 50 Min.</b>	

## 7. 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)		
<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 <a href="http://www.qceservice.s.quezoncity.gov.ph">www.qceservice.s.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 Min.	<i>Business Permit and Licensing Department (BPLD)</i>
	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.		5 Min.	<i>Traffic and Transport Management Department (TTMD)</i>
	1.3. Evaluate, check the document and send remarks to tax payer if their application is applicable for Traffic Clearance.		5 Min.	<i>Traffic and Transport Management Department (TTMD)</i>
2. Email to <a href="mailto:qctftmtc@gmail.com">qctftmtc@gmail.com</a> and submit the following requirements based on their remarks.	2.1 Forwarded to Engineering Section Personnel.	None	5 Min.	<i>Engineering Section Personnel</i>
	2.2. 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		5 Min.	<i>Engineering Section- OIC &amp; Receiving/ Releasing Clerk</i>
	2.3. Affixes his signature to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.		5 Min.	<i>Head, TTMD &amp; Receiving/ Releasing Clerk</i>
	2.4. Implements Letter		24 Hours / 3	<i>Section OIC,</i>

	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.		Days	<i>Engineering Section Personnel &amp; Receiving/ Releasing Clerk</i>
	2.5 Approves and signs Traffic Clearance. Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	5 Min.	<i>Head, TTMD</i>
3. Receives TTMD traffic clearance / letter of denial	3. Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests	None	5 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days &amp; 40 Min.</b>	

## 8. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1. 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 Min.	<i>Business Permit and Licensing Department (BPLD)</i>
	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.		5 Min.	<i>Traffic and Transport Management Department (TTMD)</i>
	1.3 Send Remarks to tax payer		5 Min.	<i>Traffic and Transport Management Department (TTMD)</i>
2. Email to <a href="mailto:gctftmtc@gmail.com">gctftmtc@gmail.com</a> and submit the following requirements based on their remarks	2.1 Forwarded to Engineering Section Personnel. (ancillary/evaluator)	None	5 Min.	<i>Engineering Section Personnel</i>
	2.2. Prepares Traffic Clearance.		5 Min.	<i>Engineering Section Personnel</i>
	2.3. Traffic Clearance Received and recorded by the Receiving/ Releasing Clerk		5 Min.	<i>Engineering Section- OIC, Receiving/ Releasing Clerk</i>
	2.4. Forwarded to the office of Head, TTMD for signature		5 Min.	<i>Head, TTMD</i>
3. Receives TTMD traffic clearance	3. Releases Traffic Clearance to requesting party	None	5 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	

## 9. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 Min.	<i>Business Permit and Licensing Department (BPLD)</i>
	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.		5 Min.	<i>Traffic and Transport Management Department (TTMD)</i>
	1.3. Evaluate, check the document and send remarks to tax payer if their application is applicable for Traffic Clearance.		5 Min.	<i>Traffic and Transport Management Department (TTMD)</i>
2. <a href="mailto:gctftmtc@gmail.com">Email to gctftmtc@gmail.com</a> and submit the following requirements based on their remarks	2.1. Forwarded to Engineering Section Personnel. (ancillary/evaluator)	None	5 Min.	<i>Engineering Section Personnel</i>
	2.2. 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	None	5 Min.	<i>Engineering Section- OIC &amp; Receiving/ Releasing Clerk</i>
	2.3. Affixes his signature to the Letter Order. Received and recorded by the Receiving/ Releasing	None	5 Min.	<i>Head, TTMD &amp; Receiving/ Releasing Clerk</i>

	Clerk and forwards the Letter Order to the Engineering Section.			
	2.4. 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.	None	24 Hours / 3 Days	<i>Section OIC, Engineering Section Personnel &amp; Receiving/ Releasing Clerk</i>
3. Pays given amount to the CTO (Miscellaneous Section)	3.1. 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 paid).	None	5 Min.	<i>Section OIC, Engineering Section Personnel &amp; CTO</i>
	3.2. Approve with initial Traffic Clearance		5 Min.	<i>Engineering Section- OIC</i>
	3.3. Forwarded to the office of Head, TTMD for signature		5 Min.	<i>HEAD, TTMD</i>
4. Receives TTMD traffic clearance / letter of denial	4. Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests	None	5 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 50 Min.</b>	

## 10. 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)	
<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 <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 Min.	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.		5 Min.	Traffic and Transport Management Department (TTMD)
	1.3. Send Remarks to taxpayer		5 Min.	Traffic and Transport Management Department (TTMD)
2. Email to <a href="mailto:qctftmtc@gmail.com">qctftmtc@gmail.com</a> and submit the following requirements based on their remarks.	2.1. Forwarded to Engineering Section Personnel. (ancillary/evaluator)	None	5 Min.	Engineering Section Personnel
	2.2. Prepares Traffic Clearance.		5 Min.	Engineering Section Personnel
3. Pays given amount to the CTO (Miscellaneous Section)	3.1. 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 paid).	None	5 Min.	Section OIC, Engineering Section Personnel & CTO
	3.2. Approves and signs Traffic		5 Min.	Engineering Section- OIC,

	Clearance Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section			<i>Receiving/ Releasing Clerk</i>
	3.3. Forwarded to the office of Head, TTMD for signature		5 Min.	<i>Head, TTMD</i>
4. Receives TTMD traffic clearance	4. Releases Traffic Clearance to the requesting party.	None	5 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>45 Min.</b>	



## 11. Issuance of Permit (Truck Ban 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 (photocopy)			Government Agency having project with	
4. Notice to Commence – 1 copy (photocopy)			Government Agency having project with	
5. Payment to the CTO – 1 copy (photocopy)			CTO	
6. Comprehensive Insurance – 1 copy (photocopy)			Insurance Company	
7. List of Franchise for Trucking/Hauling, w /Delivery Vehicle Business & Transport Business – 1set (photocopy)			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 (photocopy)			Land Transportation Office (LTO)	
9. Vehicle Route – 1 copy			Company	
10. Picture of truck			Company	
<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 filled out form and requirements (all Xerox)	1.1. Receives, checks and records submitted documents and attaches routing slip to the documents. To be forwarded to the office of Head, TTMD	None	10 Min.	<i>Receiving and Releasing Clerk</i>
	1.2. Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section.		10 Min.	<i>Head, TTMD &amp; Receiving/ Releasing Clerk</i>
	1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken.		10 Min.	<i>Engineering Section-OIC</i>
2. Pays given amount to the CTO (Miscellaneous	2.1. Gives instruction to the Engineering Personnel to issue Order of Payment, the business	None	10 Min.	<i>Section OIC, Engineering Section Personnel</i>

Section)	owner pays the given amount to the City Treasurer's Office (as soon as it was paid). The Engineering Personnel will make the permit.			
	2.2. After the business owner pays the given amount the Engineering Personnel Prepare Permits.		10 Min.	<i>Engineering Personnel</i>
	2.3. Approves and signs the permits. Received and recorded by the Receiving/Releasing Clerk, forwards file of documents to the Engineering Section.		10 Min.	<i>Head, TTMD</i>
3. Receives TTMD traffic clearance	3. Releases Permit	None	5 Min.	<i>Releasing Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 5 Min.</b>	

## 12. 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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients prepare requests	1.1. Receives and records for new or renewal of Temporary Terminal Permit	None	10 Min.	<i>Receiving and Releasing Clerk</i>
	1.2. Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section.		10 Min.	<i>Head, TTMD &amp; Receiving/ Releasing Clerk</i>
	1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken.		10 Min.	<i>Engineering Section-OIC</i>
	1.4. Prepares Letter Order for ocular inspection/ coordination.		10 Min.	<i>Engineering Section Personnel (Terminal Clerk)</i>

	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.		10 Min.	<i>Engineering Section-OIC &amp; Receiving/ Releasing Clerk</i>
	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.		10 Min.	<i>Head, TTMD &amp; Receiving/ Releasing Clerk</i>
	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.		24 Hours / 3 Days	<i>OIC, Engineering Section Personnel, Terminal Clerk &amp; Receiving/ Releasing Clerk</i>
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 paid). The Engineering Personnel, will make Temporary Terminal Permit.	None	10 Min.	<i>Section OIC, Engineering Section Personnel, (Terminal Clerk) &amp; CTO</i>
	2.2. Reviews evaluate 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 Min.	<i>Section OIC &amp; Receiving / Releasing Clerk</i>
	2.3. Approves and signs	None	10 Min.	<i>Head, TTMD</i>

	Temporary Terminal Permit. Receive and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section.			<i>&amp; Receiving/ Releasing Clerk</i>
3. Receive the Temporary Terminal Permit	3. Releases the document / Temporary Terminal Permit.	None	5 Min.  Note: (Approved request) 26 hours (Disapproved request) 26 Hours	<i>Clerk (Receiving &amp; Releasing Section, Administrative Division)</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 1 Hour, &amp; 35 Min.</b>	

### 13. UOVR Ticket Redemption / Payment for Traffic Violations

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Apprehended Drivers And/ or Motorist			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original OVR Ticket;			Driver / Representative	
2. Affidavit of Loss/Police Blotter (if original OVR ticket was lost)				
3. Photocopy LTO Official Receipt and Certificate of Registration (OR/CR) (if Vehicle Plate confiscated/Motor Vehicle impounded);				
4. Notarized Deed of Sale (if not first/original owner of the motor vehicle);				
5. Traffic Clearance (if involved in road crash)				
6. Authorization Letter (for representative)			Representative and apprehended Driver	
7. Photocopy of valid ID (for representative and apprehended driver/motorist).				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit issue UOVR ticket, Affidavit of Loss/Police blotter, Photocopy of LTO O.R. & C.R.; Notarized Deed of Sale; Traffic Clearance	1.1. Received UOVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.; Notarized Deed of Sale; Traffic Clearance	None	5 Min.	<i>OVR Receiving Clerk located at Windows 1 or 2</i>
<b>IF representative:</b> - 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).			
	1.3. Locates the confiscated item/s or Driver's License photo printout attachment; then attaches it to documents submitted.		10 Min.	<i>Property Custodian Clerk</i>
	1.4. Verifies from the database		15 Min.	<i>EDP Clerk</i>

	records for any unsettled previous apprehension/s from the database.			
2. Receives Order of Payment	2. Prepares and issues Order of Payment	None	5 Min.	EDP Assessment Clerk
	2.2 Releases Order of Payment		3 Min.	<i>OVR Clerk at Counter 4</i>
3. Pay the fines and penalties and receives Official Receipt	3. Receives payment and issues Official Receipt	Fines and Penalties cited in the UOVR ticket	5 Min.	<i>CTO Cashier at Counter 5 or 6</i>
4. Presents Official Receipts and receives confiscated items (if any)	4. 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 Min.	<i>OVR Releasing / Recording Clerk at Counter 2 or 3</i>
<b>TOTAL:</b>		<b>Fines and Penalties cited in the OVR</b>	<b>48 Min.</b>	

## 14. 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Request Letter – 1 copy (original)		Drivers		
2. Photocopy of valid government ID – 1 copy (photocopy)		Drivers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Min.	<i>OVR Receiving Clerk at Window 1 or 2</i>
	1.2. Check records for unsettled apprehension / violation of the driver/ motorist from the database.  <b>Note:</b> If positive for unsettled apprehension / violation refer to <b>(13. OVR Ticket Redemption/ Payment for Traffic Violations)</b> . If no unsettled apprehension, issue the document requested.		5 Min.	<i>EDP Staff</i>
	1.3. Prints requested documents of the driver / motorist.		5 Min.	<i>EDP Staff</i>
	1.4. Sign the printed document (Certificate of Non-apprehension).		5 Min.	<i>Head, TTMD</i>
2. Receive the Certificate of Non-Apprehension	2. 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 Min.	<i>OVR Releasing / Recording Clerk at Counter 3, 4 or 5</i>
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	



## 15. 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			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Alarm Data Entry/Alarm Summary from LTO – 1 copy (original printout)			Driver	
2. Photocopy of valid government ID – 1 copy (photocopy)			Driver	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the Alarm Data Entry/Alarm Summary from LTO / photocopy of valid ID	1.1. Receive the requirement/s	None	5 Min.	<i>OVR Receiving Clerk at Counter 1</i>
	1.2. Check records for unsettled apprehension / violation of the driver from the OVR System.  <b>Note:</b> If positive for unsettled apprehension / violation refer to <b>(Service Name: UOVR Ticket Redemption/Payment for Traffic Violations)</b> before issuance of requested document. If no unsettled apprehension, issue the document requested.		5 Min.	<i>EDP Clerk</i>
	1.3. Prints requested document of the driver / motorist.		5 Min.	<i>EDP Clerk</i>
	1.4. Signs the printed document (Lifting of Alarm).		5 Min.	<i>Head, TTMD</i>
2. Receives the Lifting of Alarm document.	2. Releases the Lifting of Alarm and have the client sign in the duplicate copy of the document as proof of receipt.	None	5 Min.	OVR Releasing / Recording Clerk at Counter 2 or 3
<b>TOTAL:</b>		<b>None</b>	<b>25 Min.</b>	

## 16. Remittance Of UOVR Traffic Violation Ticket

(Photo Printout Of Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, UOVR Ticket Of Other LGU's And Other Documents) / Confiscated Item

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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				
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)				
4. Spot Report – 1 copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Duplicate and Triplicate of UOVR Ticket, photo printout of (Driver's License, Vehicle Plate, LTO OR / CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, and other documents), Traffic Apprehension Report (TAR), Spot Report.	1.1. Receives duplicate and triplicate copy of UOVR ticket, photo printout of (Driver's License, Vehicle Plate, LTO OR / CR, Impounded Motor Vehicle, UOVR Ticket of other LGU's, and other documents), Traffic Apprehension Report (TAR), Spot Report.	None	10 Min.	Receiving Clerk Remittance Window (back of DPOS Bldg. Ground Floor)
	1.2. Encodes all vital information of the apprehended driver / violator from the duplicate copy of UOVR ticket / photo print out submitted;	None	10 Min. (per UOVR ticket)	EDP Staff (Encoding Area)
	1.3. Sorts the duplicate and triplicate copy of the UOVR ticket and arranged the photo printout in chronological order like (Driver's License, LTO OR/CR, UOVR ticket, TOP, Student Permit, etc); – Counter checks the item to the "Transmittal Report"	None	10 Min.	OVR Sorting Clerk (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	15 Min.	Property Custodial Staff (Property Custodial Area)
TOTAL:		None	45 Min.	

## 17. 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)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 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;  <b>Note:</b> If renewal of MMDA Deputation ID, submit the old MMDA Deputation Order ID	1.1. Receives requirements for MMDA Deputation Order ID.	None	5 Min.	<i>Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)</i>
	1.2. Checks and evaluates the submitted requirements if complete.		10 Min.	<i>Property Custodian Clerk</i>
	1.3. Prepares the Enforcer's details and Endorsement Letter for MMDA Deputaion Order ID.		15 Min.	<i>EDP Staff</i>
	1.4. Signs the Endorsement Letter to be sent to MMDA - Office of the Traffic Discipline Office (OTDO)		5 Min.	<i>Head, TTMD</i>
	1.5. Receives / Evaluates the Endorsement Letter and Enforcer's details for approval. When approved, prepares the MMDA Deputation Order ID.		MMDA dependent	<i>MMDA – Office of the Traffic Discipline Office</i>
2. Receive the duly signed Deputation Order ID	2. 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 Min.	<i>Property Custodian Clerk</i>

<b>TOTAL:</b>	<b>None</b>	<b>MMDA Dependent</b>	
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## 18. Issuance of UOVR 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1. Submit Deputation Order ID (Original and 2 pcs, photocopy)	1.1. Receives Deputation Order ID (Original and 2 pcs. Photocopy);	None	5 Min.	<i>Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)</i>
	1.2. Issues UOVR Booklet and Traffic Apprehension Report).		10 Min.	<i>Property Custodian Clerk</i>
2. Receive OVR Booklet and Traffic Apprehension Report (TAR).	2. Releases OVR Booklet and Traffic Apprehension Report (TAR) and has the Traffic Enforcer sign on the logbook to signify receipt of the OVR Booklet and Traffic Apprehension Report (TAR).	None	5 Min.	<i>Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Min.</b>	

## 19. Renewal of UOVR 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, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Consumed UOVR 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	
<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 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 UOVR Booklet, photocopy of Deputation Order ID and clearance from office / unit / agency concerned;	None	10 Min.	<i>Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)</i>
	1.2. Checks/verifies/ signs the Traffic Apprehension Report (TAR) for any corrections and/or discrepancies;		10 Min.	<i>EDP Staff and Property Custodian Clerk</i>
	1.3. Signs the Traffic Apprehension Report (TAR);		5 Min.	<i>Section Chief, OVR/In-charge, Property Custodian Clerk</i>
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 Min.	<i>Property Custodian Clerk</i>
	2.2. Issues Authorization to renew UOVR Booklet;			
3. Submits the	3.1. Receives the	None	10 Min.	<i>Traffic Adjudication</i>

duly signed Traffic Apprehension Report (TAR) and other supporting requirements to Traffic Adjudication Board (TAB).	duly signed Traffic Apprehension Report (TAR) and other supporting requirements; Check if the Traffic Enforcer has no pending case at TAB;		5 Min.	<i>Board (TAB)</i>
	3.2. Signs Authorization issued to renew UOVR Booklet;		5 Min.	<i>Head, TTMD</i>
4. Receive the issued Authorization to renew UOVR Booklet and submit it to the OVR Section.	4. Releases approved Authorization to renew UOVR Booklet	None	5 Min.	<i>Receiving Clerk</i>
5. Submit Authorization	5. Receives the Authorization to renew UOVR Booklet and other requirements. Issue the OVR Booklet and Traffic Apprehension Report (TAR)	None	5 Min.	<i>Property Custodian Clerk</i>
6. Receive the issued OVR Booklet and Traffic Apprehension Report (TAR)	6. Releases UOVR 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 Min.	<i>Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour &amp; 5 Min.</b>	

## 20. Issuance of Suspension Order of Deputized Traffic Enforcer

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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				
3. Traffic Apprehension Report (TAR)				
4. Spot Report				
5. UOVR Booklet				
6. Deputation Order ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Traffic Apprehension Report (TAR), 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), Spot Report (if any);	1.1. Checks Traffic Apprehension Report (TAR), photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, UOVR Ticket of other LGU's, other documents) / Confiscated Items (if any), Spot Report (if any) if there's a Non-Compliance with the Existing Guidelines and Operating Procedures Governing the Issuance of the UOVR.	None	5 Min.	Receiving Clerk Remittance (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Evaluates apprehension in reference to the Administrative Sanctions and Policies.		5 Min.	In-charge, Property Custodian
	1.3. Prepares Memorandum Suspension Order concerning the result of the evaluation conducted by the In-charge, Property Custodian.		5 Min.	EDP Staff
	1.4. Affixes Initials (Memorandum Suspension Order)		5 Min.	In-charge, Property Custodian

	1.5. For Signatures. (Recommending Approval)		5 Min.	<i>Section Chief, OVR Section</i>
	1.6. For Signatures. (Approval)		5 Min.	<i>Head, TTMD</i>
2. Receive the Memorandum Suspension Order.	2. Releases signed Memorandum Suspension Order to concern Deputized Traffic Enforcers.	None	5 Min.	<i>Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)</i>
3. Submit UOVR Booklet, Deputation Order ID, Traffic Apprehension Report (TAR)	3. Receives surrendered UOVR Booklet, Traffic Apprehension Report (TAR) and Deputation Order ID.	None		
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	



## 21. 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, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Suspension Order	1.1. Receives Suspension Order.	None	5 Min.	<i>Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)</i>
	1.2. Checks / verifies the Suspension Order.		5 Min.	<i>In-charge, Property Custodian</i>
	1.3. Prepares Memorandum Lifting of Suspension Order.		5 Min.	<i>EDP Clerk</i>
	1.4. Affixes Initials Memorandum Lifting of Suspension Order.		5 Min.	<i>In-charge, Property Custodian</i>
	1.5. For Signatures. (Recommending Approval)		5 Min.	OIC, OVR Section
	1.6. For Signatures. (Approval)		5 Min.	<i>Head, TTMD</i>
2. Receives Memorandum Lifting of Suspension Order, UOVR Booklet, Traffic Apprehension Report (TAR), Deputation Order ID.	2.1. Releases signed Memorandum Lifting of Suspension Order to concern Deputized Traffic Enforcer.	None	5 Min.	<i>Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)</i>
	2.2. Returns the UOVR Booklet if not consumed, Traffic Apprehension Report (TAR) and Deputation Order ID. Issues New UOVR Booklet and Traffic Apprehension Report (TAR) if consumed UOVR Booklet.			
<b>TOTAL:</b>		<b>None</b>	<b>35 Min.</b>	

## 22. Online Payment of UOVR Ticket 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 / Motorist / Representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. UOVR Ticket Number;			Deputized Traffic Enforcer	
2. Lastname of apprehended driver/motorist			Driver / Representative of Apprehended Drive	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Visit the QC e-Services website  <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a></p> <p><b>LOG IN</b> your QC e-Services Account.</p> <p>If no account yet, create an account using Gmail, Facebook ID or Email Address or click <b>“Register Here”</b> to create your QC e-Services Account.</p>	1. Verify Log-in credential	None	Client dependent	<i>Driver / Representative of the driver</i>
2. Select <b>“OVR Online Payment”</b> icon in the QC E-Services	2. None	None	Client dependent	<i>Driver / Representative of the driver</i>
3. Enter <b>UOVR Ticket No.</b> and <b>Last Name</b> indicated on the actual issued UOVR ticket, click the <b>Accept End User Agreement</b> then click <b>SEARCH</b> button.	3. None	None	Client dependent	<i>Driver / Representative of the driver</i>
<p>4. Click the <b>PAY FINE</b> button if you prefer to pay online via GCash / PayMaya / PayGate or Landbank online funds transfer.</p> <p>Click the <b>PRINT BILL</b> button to print the <b>Order of Payment</b> which you need to bring if you prefer to pay in-person / walk-in at the TTMD - QC OVR Redemption Section or</p>	4. None	None	Client dependent	<i>Driver / Representative of the driver</i>

at any Landbank (over the counter) branches.				
<p>5. Choose payment method and follow the instructions to pay the fines and penalties.</p> <p><b>REMINDER:</b></p> <ul style="list-style-type: none"> <li>• <b><u>For Landbank online payment</u></b> - once the online transfer of funds is completed, email the photo of proof of payment / reference slip (received thru email of QC-eServices) to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a> to mark your transaction as paid.</li> <li><b><u>For Landbank over-the-counter payment</u></b> - once the deposit is completed, send a photo of the Order of Payment and validated deposit slip to <a href="mailto:misctaxpayment.cto@quezoncity.gov.ph">misctaxpayment.cto@quezoncity.gov.ph</a> to mark your transaction as paid</li> </ul>	5. Validate payment w/in 2-3 working / business days and issue Official Receipt	None	2 to 3 Working / Business Days	CTO Online Payment Group / Bank Teller
<p>6. Claim the Official Receipt (O.R.) validated by CTO Online Payment Group.</p> <p>LOCATION:</p> <p><b>OVR Redemption Section - Traffic and Transport Management Department</b></p> <p>Ground Floor DPOS Building, Gate 3 corner Kalayaan Avenue, QC</p>	6. Verifies / locates and releases the Official Receipt (O.R.) and have the client sign on the transmittal form as proof of receipt to the document.	None	5 Min.	OVR Online Payment Clerk at Counter 2 or 3

Hall Compound, Diliman, Quezon City  <b>Notes/Instruction:</b>  <ul style="list-style-type: none"> <li><i>In claiming a hard copy of the validated Official Receipt, present the original UOVR Ticket at the OVR Section for the release of the Official Receipt and Confiscated item (If any).</i></li> <li><i>If the UOVR Ticket was lost, submit an Affidavit of Loss.</i></li> </ul>				
	<b>TOTAL:</b>	<b>Fines and Penalties cited in the OVR</b>	<b>2 to 3 Working / Business Days and 5 Min.</b>	

## 23. Filing Of Protest/Contest Against The Issued Violation On The OVR Ticket And/Or Multiple Violations/ Apprehensions

Office or Division:	Traffic Adjudication Board (TAB)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Apprehended Motorist Contesting the Issued Violation/s Cited in OVR Ticket/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents documents for evaluation	1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer	None	10 Min.	TAB Clerk
2. Accomplishes Complaint Sheet Form	2. Schedules the date and time of hearing  The date of hearing is schedule 2-5 working days after the filing of protest	None	10 Min.	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 Min.	TAB Clerk
	3.2. Serves summon/s to apprehending officer/s		10 Min.	TAB Clerk
HEARING				
4. Driver and	4.1. Conducts Hearing with	None	45 Min.	Hearing Officer/

Apprehending Officer/s attend the scheduled hearing	both parties			<i>TAB Clerk</i>
	if case is resolved:		30 Min.	<i>Hearing Officer/ TAB Clerk</i>
	4.2. Prepares Resolution Form for signatures of a Board Member			
	if there is a sanction to be meted to the apprehending Officer,		30 Min.	<i>TAB Clerk</i>
	4.3. Prepares Memorandum concerning the result of the investigation conducted by the Hearing Officer or Board Members reference to Quezon City Management Code			
	4.4. Prepares Memorandum for review/initial of Head, TTMD		10 Min.	<i>TAB Clerk</i>
	4.5. Serve Approved Memorandum to apprehending Officer/s		10 Min.	<i>TAB Clerk</i>
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	if case not settled:	None	10 Min.	<i>TAB Clerk</i>
	4.6. Schedule hearing with the Board for final disposition within 2 working days and prepare summon/s to the concerned Apprehending Officer/s.			
	4.7. Serves summon/s to Apprehending Officer/s		10 Min.	<i>TAB Clerk</i>
	5.1. Receives and evaluates the submitted copy of Memorandum for Suspension of Booklet and appeal letter.		10 Min.	<i>TAB Clerk</i>
6. Apprehending Officer/s secures the approved	5.2. Prepares Memorandum of Lifting of Suspension for review/initial of Head, TTMD	None	10 Min.	<i>Head, TTMD</i>
	6. Releases approved Memorandum of Lifting of Suspension		10 Min.	<i>TAB Clerk</i>

Memorandum of Lifting of Suspension				
<b>BOARD HEARING</b>				
7. Driver and Apprehending Officer/s attend the scheduled Board Hearing	7.1. Conducts hearing with both parties	None	45 Min.	<i>Board Members/TAB Clerk</i>
	7.2. Prepares Resolution Form for signatures of a Board Members	None	30 Min.	<i>Hearing Officer/TAB Clerk</i>
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 Min.	<i>TAB Clerk</i>
	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 Min.	<i>Hearing Officer/TAB Clerk</i>
	8.3. Request letter to Land Transportation Office (LTO) for review/initial of Head, TTMD	None	10 Min.	<i>Head, TTMD</i>
	8.4. Serve Request Letter to Land Transportation Office (LTO)	None	10 Min.	<i>TAB Clerk</i>
9. Proceeds to OVR Redemption Center for process (OVR ticket redemption for confiscated driver's license/ vehicle plates/ impounded vehicles)				
<b>TOTAL:</b>		<b>None</b>	<b>5 Hours 30 Min.</b>	

## 24. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents documents for evaluation	1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer	None	10 Min.	<i>TAB Clerk</i>
2. Accomplishes letter of appeal	2. Verify if the appeal of penalties can be amended.	None	10 Min.	<i>TAB Clerk</i>
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 Min.	<i>TAB Clerk</i>
	if the appeal is denied:  3.2. Proceed to OVR for Payment of Fines and Penalties.		10 Min.	<i>Hearing Officer/TAB Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 Min.</b>	



## 25. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Application for Temporary Terminal Permit Form with required documents	1.1. Receives / reviews / records documents submitted for Temporary Terminal Permit	None	10 Min.	<i>Inspection and Monitoring Section</i>
	1.2. Prepares Letter Order		10 Min.	<i>TRD Clerk</i>
	1.3. Approves / Signs Letter Order		10 Min.	<i>Chief, TRD</i>
	1.4. Implements Letter Order and Conducts ocular inspection of TC terminal/s.		8 Hours	<i>TRD Field Inspector</i>
	1.5. Field Inspector prepares inspection report and recommends for approval or denial of TC Terminal		1 Hour	<i>TRD Field Inspector</i>
	1.6. Prepares Temporary Tricycle Terminal Permit or Letter of Denial		10 Min.	<i>Inspection and Monitoring Section</i>
	1.7. Checks, reviews document and affixes initial for approval of the Head		10 Min.	<i>Chief, TRD</i>
	1.8. Approves Permit or signs Letter of Denial		10 Min.	<i>Head, TTMD</i>
2. Receives the Temporary Tricycle Terminal Permit	2. Issues Tricycle Terminal Permit	None	10 Min.	<i>Releasing Clerk / Inspection and Monitoring Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 2 Hours, &amp; 10 Min.</b>	

## 26. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring TC Unit at TRD together with OR/CR and MTO for Physical Inspection	1. Checks documents presented, inspects, tests and takes picture of TC Unit.	None	15 Min.	<i>Inspection and Monitoring Section</i>
2. Presents all the requirements needed for TC Franchise Registration	2.1. Receives / reviews / records documents for TC Franchise Registration	None	5 Min.	<i>Receiving Clerk</i>
	2.2. Verifies latest Annual Payments		5 Min.	<i>Computer Encoder / Files &amp; Records Clerk / Verifier</i>
3. Proceeds to Assessment Window, receives Order of Payments	3. Evaluates / Assesses and issues Order of Payment	None	5 Min.	<i>Processing and Research Section</i>
4. Pays tricycle fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.	4. Accepts payment and issues Official Receipt	Annual TC Registration of PHP 400.00 (FOR HIRE) and PHP 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 Min.	<i>Cashier, CTO</i>
5. Submits Official Receipt	5.1. Receives Official Receipts and stamps	None	5 Min.	<i>Processing and Research Section</i>

at TRD	Schedule of Release			
	5.2. Encodes / Updates records of all applicants within a day		8 Hours	<i>Encoder / Record Section</i>
	5.3. Prints all necessary documents of applicants within a day		8 Hours	<i>Encoder / Typing Clerks</i>
	5.4. Checks / reviews / validates the documents and affixes initial forward to the Chief, TRD for initial		1 Hour	<i>Chief, Processing and Research Section</i>
	5.5. Reviews the documents for completeness and compliance to existing ordinance/s and laws, transmit to the Head, TTMD for signature		1 Hour	<i>Chief, TRD</i>
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section		1 Hour	<i>Head, TTMD</i>
6. Receives TRD Transaction Request Form and Schedule of LTO Transmittal	6.1. Issues Transaction Request and Schedule of Transmittal to LTO Agency	None	5 Min.	<i>Releasing Clerk</i>
	6.2. Prepares Transmittal to LTO		1 Hour	<i>Processing and Research Section</i>
	6.3. Signs / approves Transmittal Letter		30 Min.	<i>Head, TTMD</i>
7. Registers tricycle unit for current year at LTO Agency	7. Transmits to LTO; secures and file Transmittal Letter Received by LTO	None	3 Hours	<i>TRD Liaison Officer</i>
8. Presents the latest / current Registration of tricycle unit/s.	8. Issues Annual Sticker, MTOP, QC Official Receipt	None	5 Min.	<i>Preleasing Clerk Processing and Research Section</i>
<b>TOTAL:</b>		<b>Annual TC Registration</b>	<b>2 Days, 7 Hours, &amp; 45 Min.</b>	

## 27. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring PC Unit at TRD together with CR and POP for Physical Inspection	1. Checks documents presented, inspects, tests and takes picture of PC Unit.	None	15 Min.	<i>Inspection and Monitoring Section</i>
2. Presents all the requirements needed for PC Franchise Registration	2.1. Receives / reviews / records documents submitted for PC Franchise Registration	None	5 Min.	<i>Receiving Clerk</i>
	2.2. Verifies latest Annual Payments		5 Min.	<i>Computer Encoder / Files &amp; Records Clerk / Verifier</i>
3. Proceeds to Assessment Window, receives Order of Payments	3. Evaluates / Assesses and issues Order of Payment	None	5 Min.	<i>Processing and Research Section</i>
4. Pays pedicabs fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.	4. Accepts payment and issues Official Receipt	Annual Pedicabs Registration of ₱275.00 (Utility)	5 Min.	<i>Cashier, CTO</i>
5. Submits Official Receipt at TRD	5.1. Receives Official Receipts and stamps Schedule of Release	None	5 Min.	<i>Processing and Research Section</i>
	5.2. Encodes / Updates records of all applicants within a day		8 Hours	<i>Encoder / Record Section</i>
	5.3. Prints all necessary		8 Hours	<i>Encoder / Typing Clerks</i>

	documents of applicants within a day			
	5.4. Checks / reviews / validates the documents and affixes initial forward to the Office of the Asst. Head for initial		1 Hour	<i>Chief, Processing &amp; Research Section</i>
	5.5. Reviews the documents for completeness and compliance to existing ordinance/s and laws, transmit to the Head, TTMD for signature		1 Hour	Chief, TRD
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section		1 Hour	<i>Head, TTMD</i>
6. Secures Pedicabs Operators Permit (POP) and TRD Registration of Pedicab unit/s.	6. Issues Annual Sticker, POP, QC Official Receipt	None	5 Min.	<i>Preleasing Clerk Processing and Research Section</i>
<b>TOTAL:</b>		<b>Annual PC Registration (PHP 275.00)</b>	<b>2 Days, 3 Hours, &amp; 45 Min.</b>	

## 28. 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>CLIENT STEPS</b>	<b>AGENCY ACTIONS</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 Min.	<i>Radiotelephone Operators</i>
	1.2. Person concerned assess the nature of the requests / assistance needed and provide immediate action	None	2 Min.	<i>Radiotelephone Operators</i>
	1.3. End Users informed of the action taken	None	2 Min.	<i>Radiotelephone Operators</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 Min.</b>	

## 29. Quezon City Public Transport Service Implementation of QCity 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>	
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 or TTMD-8-703-8906			QC Web Portal	
4. Text-in Complaints – (Comcen: 09178446565)			QC Web Portal	
5. Walk-in TTMD form			TTMD Receiving Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</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 Min.	<i>Clerk (Receiving and Releasing Section, Administrative Division)</i>
	1.2. Reviews / asses the nature of complaints and refer to the OIC, TMD for appropriate action / complete staff work.		5 Min.	<i>Head, TTMD</i>
	1.3. Reviews / evaluates / assess the nature of complaint and conduct inspection / investigation relative to the complaint		5 Min.	OIC, TMD
	1.4. Coordinate / Set schedule of dialogue /meeting to the complainant		5 Min.	OIC, TMD
	1.5. <b>Bus Driver Conductor</b> - 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, TMD initial / signature and transmit to Head, TTMD for		5 Min.	<i>Head, TTMD</i>

	signature / approval.			
	<b>1.6 Quezon City Bus Employees</b> - Prepare Transmittal / Incident Report for OIC, PTSS initial / signature and transmit to Head, TTMD for signature / perusal			
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 Min.	<i>Clerk (Receiving and Releasing Section</i>
	2.2. Review the request and forwards to OIC, TMD for appropriate actions		5 Min.	<i>Head, TTMD</i>
	2.3. Review the nature of request and coordinate details with the requesting party.		5 Min.	OIC, TMD
	<b>TOTAL:</b>		<b>40 Min.</b>	





## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>How to send feedback</b></p>	<p>Fill up the Client Satisfaction Measurement Survey Form found at designated areas of concerned city department/office/unit (DOU) and drop it in the Suggestion Box.</p> <p>Contact us through <a href="http://www.quezoncity.gov.ph">www.quezoncity.gov.ph</a></p> <p>Accomplish the survey form found at <a href="http://www.ratemyservice.dilg.gov.ph">www.ratemyservice.dilg.gov.ph</a></p> <p>Call Trunkline No.: 8988-4242 Call Hotline: 122 Send thru Email: <a href="mailto:mayor@quezoncity.gov.ph">mayor@quezoncity.gov.ph</a></p>
<p><b>How feedbacks are processed</b></p>	<p>Every week, the Quezon City Citizen Services Department opens the Suggestion Box, compiles, records and classifies all forms. Remarks requiring action will be routed to the concerned officer/employee of each DOU for appropriate action. Reply must be submitted within three (3) days upon receipt of the transmittal. The response of the city DOU shall then be relayed to the concerned citizen.</p> <p>For those sent through the website or email, the QCCSD or the city DOU which received the feedback shall forward the matter to the concerned city DOU for proper action and secure reply within three (3) days upon receipt. Action taken by the city DOU shall be sent to the concerned client.</p> <p>Survey from the DILG shall be processed by that agency.</p> <p>Inquiries and/or follow-ups may be done through telephone no. 8988-4242 or through 122.</p>



<b>How to file a complaint</b>	<p>Fill up the Client Satisfaction Measurement Survey Form found at designated areas of the concerned city department/office/unit and drop it in the Suggestion Box.</p> <p>Write a letter addressed to the City Mayor which may be filed through walk-in or through email (<a href="mailto:mayor@quezoncity.gov.ph">mayor@quezoncity.gov.ph</a>).</p> <p>Call our Hotline 122 providing the following:</p> <ul style="list-style-type: none"> <li>- name of city official/employee or city department/office being complained</li> <li>- incident</li> <li>- evidence, as warranted</li> </ul>
<b>How complaints are processed</b>	<p>The complaint will be routed to the concerned city department/office/unit (DOU) for proper action and secure the reply of the involved DOU within three (3) days upon receipt of the transmittal. The response of the city DOU shall then be relayed to the concerned citizen.</p> <p>Inquiries and/or follow-ups may be done through Telephone Nos. 8988-4242 or 122, or through email (<a href="mailto:mayor@quezoncity.gov.ph">mayor@quezoncity.gov.ph</a>).</p>
<b>Contact Information</b>  <i>Quezon City Hotline</i>  <i>Contact Center ng Bayan (CCB)</i> <i>Civil Service Commission</i>  <i>Presidential Complaints Center (PCC), Office of the President</i>  <i>Anti-Red Tape Authority (ARTA)</i>	<p>122</p> <p>0908-881-6565  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  1-6565  <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></p> <p>8888</p> <p><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478-5043</p>



## LIST OF DEPARTMENTS / OFFICES / UNITS

OFFICE	ADDRESS	CONTACT INFORMATION	EMAIL ADDRESS
<b>Office of the City Mayor</b>	3rd Floor, High Rise Building, Office of the Mayor, Quezon City Hall, Elliptical Road, Diliman, Quezon City	8988-4242 loc. 8300, 8303, 8302, 8430, 8195	<a href="mailto:mayor@quezoncity.gov.ph">mayor@quezoncity.gov.ph</a>
<b>Internal Audit Service</b>	4th Floor, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 1203	<a href="mailto:InternalAudit@quezoncity.gov.ph">InternalAudit@quezoncity.gov.ph</a>
<b>Secretary to the Mayor</b>	2nd Floor, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8919, 8920, 8921, 8525	<a href="mailto:secm@quezoncity.gov.ph">secm@quezoncity.gov.ph</a>
<b>Quezon City Education Affairs Unit</b>	12th Floor Main Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 7330, 1205	<a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>
<b>Quezon Memorial Circle Administration Office</b>	Elliptical Road, Diliman, Quezon City	8731-8391	<a href="mailto:QMC@quezoncity.gov.ph">QMC@quezoncity.gov.ph</a>
<b>Office of the Vice Mayor</b>	2nd Floor, Legislative Wing, City Hall Complex, Diliman, Quezon City	8988-4242 loc. 8205	<a href="mailto:OVM@quezoncity.gov.ph">OVM@quezoncity.gov.ph</a>
<b>Office of the City Administrator</b>	4th Floor, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8425	<a href="mailto:ocadmin@quezoncity.gov.ph">ocadmin@quezoncity.gov.ph</a>
<b>Amoranto Sports Complex</b>	Don A. Roces Ave, Diliman, Quezon City	8374-2593 / 0960-416-2094 / 0917-137-3563	<a href="mailto:amorantosc@quezoncity.gov.ph">amorantosc@quezoncity.gov.ph</a>



<b>Barangay and Community Relations Department</b>	2nd Floor, Community Center, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8161, 8191, 8256	<a href="mailto:BCRD@quezoncity.gov.ph">BCRD@quezoncity.gov.ph</a>
<b>Board of Assessment Appeals</b>	3rd Floor, Civic Center Building B, City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8374	<a href="mailto:boardofassessmentapeals@quezoncity.gov.ph">boardofassessmentapeals@quezoncity.gov.ph</a>
<b>Business Permits and Licensing Department</b>	Ground Floor, Civic Center Building A, Quezon City Hall Complex, Mayaman St., Diliman, Quezon City	8988-4242 loc. 8174	<a href="mailto:BPLD@quezoncity.gov.ph">BPLD@quezoncity.gov.ph</a>
<b>City Accounting Department</b>	3rd & 4th Floor, Finance Bldg., Quezon City Hall, Kalayaan Ave., Diliman, Quezon City	8988-4242 loc. 8328, 8339	<a href="mailto:CityAccounting@Quezoncity.gov.ph">CityAccounting@Quezoncity.gov.ph</a>
<b>City Architect Department</b>	5th Floor, Civic Center D (BRO) Building, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 1501, 1509, 8166	<a href="mailto:cityarchitect@quezoncity.gov.ph">cityarchitect@quezoncity.gov.ph</a>
<b>City Budget Department</b>	6th Floor, Finance Building, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 1118 to 1124	<a href="mailto:CityBudget@quezoncity.gov.ph">CityBudget@quezoncity.gov.ph</a>
<b>City Civil Registry Department</b>	Civic Center Building C, Quezon City Hall Compound, Mayaman Street corner East Avenue, Diliman, Quezon City	8925-0453 / 8928-4242 loc.1515	<a href="mailto:civilregistry@quezoncity.gov.ph">civilregistry@quezoncity.gov.ph</a>
<b>City General Services Department</b>	8th Floor & 9th Floor, Main Building Quezon City Hall	8988-4242 loc. 8600, 8623, 8632	<a href="mailto:GSD@quezoncity.gov.ph">GSD@quezoncity.gov.ph</a>



<b>City Legal Department</b>	7th Floor, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8700	<a href="mailto:citylegal@quezoncity.gov.ph">citylegal@quezoncity.gov.ph</a>
<b>City Planning and Development Department</b>	4th Floor, Civic Center D (BRO building), Mayaman St., City Hall Compound, Diliman, Quezon City	8988-4242 loc. 1005 to 1016	<a href="mailto:cpdd@quezoncity.gov.ph">cpdd@quezoncity.gov.ph</a>
<b>City Real Estate Management and Control Office</b>	8th Floor, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8039	<a href="mailto:CREMCO@quezoncity.gov.ph">CREMCO@quezoncity.gov.ph</a>
<b>City Treasurer's Office</b>	Annex Building, Mayaman St., City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8317, 8145, 8156, 8157	<a href="mailto:CTO@quezoncity.gov.ph">CTO@quezoncity.gov.ph</a>
<b>City Veterinary Department</b>	6th Floor Quezon City Hall, Civic Center Building A, Mayaman Street, City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8036	<a href="mailto:CVD@quezoncity.gov.ph">CVD@quezoncity.gov.ph</a>
<b>Climate Change and Environmental Sustainability Department</b>	6th Floor, Civic Center D (BRO Building), Mayaman St., City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8348, 8349, 8359, 8360	<a href="mailto:ClimateChange@quezoncity.gov.ph">ClimateChange@quezoncity.gov.ph</a>
<b>Department of Public Order and Safety</b>	Gate 3, DPOS Building, Quezon City Hall Compound, Kalayaan Avenue, Diliman, Quezon City	8924-1851	<a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a>
<b>Department of Sanitation and Cleanup Works of Quezon City</b>	6th Floor, Building Regulatory Offices (Civic Center D) Mayaman St., Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8362	<a href="mailto:TFSolidWaste@quezoncity.gov.ph">TFSolidWaste@quezoncity.gov.ph</a>



<b>Department of the Building Official</b>	Ground to 3rd Floors, Civic Center D (BRO Bldg.), Mayaman St., Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8905, 8916	<a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a>
<b>Gender and Development Council Office</b>	6th Floor, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8732, 8737, 8739	<a href="mailto:GADCouncil@quezoncity.gov.ph">GADCouncil@quezoncity.gov.ph</a>
<b>Housing Community Development and Resettlement Department</b>	3rd Floor, Civic Center Building C, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8642 to 8645, 7606	<a href="mailto:HCDRD@quezoncity.gov.ph">HCDRD@quezoncity.gov.ph</a>
<b>Human Resource Management Department</b>	10th Floor, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8502, 8504, 8500	<a href="mailto:HRMD@quezoncity.gov.ph">HRMD@quezoncity.gov.ph</a>
<b>Investment Affairs Office</b>	6th Floor, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 1506, 1507	<a href="mailto:IAO@quezoncity.gov.ph">IAO@quezoncity.gov.ph</a>
<b>Local Economic Investment Promotions Office</b>	6th Floor, East Wing, High Rise Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 1505, 1506, 1507	<a href="mailto:LEIPO@quezoncity.gov.ph">LEIPO@quezoncity.gov.ph</a>
<b>Market Development and Administration Department</b>	4th and 5th Floor Civic Center Bldg. A, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8357	<a href="mailto:MDAD@quezoncity.gov.ph">MDAD@quezoncity.gov.ph</a>
<b>Novaliches District Hospital</b>	683 Quirino Highway, Barangay San Bartolome, Novaliches, Quezon City	8931-0307	<a href="mailto:NDH@quezoncity.gov.ph">NDH@quezoncity.gov.ph</a>



<b>Office for Senior Citizens' Affairs</b>	Ground Floor Community Center Building, Gate-3 Quezon City Hall Compound, Kalayaan Avenue, Diliman, Quezon City,	8988-4242 loc. 1104 / 8703-2843	<a href="mailto:OSCA@quezoncity.gov.ph">OSCA@quezoncity.gov.ph</a>
<b>Office of the City Assessor</b>	Ground Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8185	<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>
<b>Department of Justice - Office of the City Prosecutor Quezon City</b>	4th Floor, Hall of Justice Bldg., Quezon City Hall Compound, Diliman, Quezon City	0956-369-5722	<a href="mailto:ocpquezoncity@doj.gov.ph">ocpquezoncity@doj.gov.ph</a>
<b>Office of the Secretary to the Sangguniang Panlungsod</b>	Ground Floor Legislative Wing, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 7420, 8309 to 8311	<a href="mailto:citysec@quezoncity.gov.ph">citysec@quezoncity.gov.ph</a>
<b>Parks Development and Administration Department</b>	4th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8446 to 8452, 8461, 8462	<a href="mailto:pdad@quezoncity.gov.ph">pdad@quezoncity.gov.ph</a>
<b>People's Law Enforcement Board</b>	Ground Floor Legislative Wing, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8136	<a href="mailto:PLEB@quezoncity.gov.ph">PLEB@quezoncity.gov.ph</a>
<b>Persons with Disability Affairs Office</b>	Ground Floor Community Center, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8123, 7809	<a href="mailto:PDAO@quezoncity.gov.ph">PDAO@quezoncity.gov.ph</a>
<b>Procurement Department</b>	2nd Floor Finance Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8712, 8710, 8709	<a href="mailto:procurement@quezoncity.gov.ph">procurement@quezoncity.gov.ph</a>





<b>Public Affairs and Information Services Department</b>	12th Floor, High Rise Building, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 1503, 1504, 1510, 1511	<a href="mailto:PAISD@quezoncity.gov.ph">PAISD@quezoncity.gov.ph</a>
<b>Quezon City Anti-Drug Abuse Advisory Council</b>	Ground Floor, Legislative Wing, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8196 or 8272	<a href="mailto:qcadaac@quezoncity.gov.ph">qcadaac@quezoncity.gov.ph</a>
<b>Quezon City Bangsamoro Affairs Service</b>	3rd Floor, Community Center Bldg., Quezon City Hall Compound, Diliman, Quezon City	7978-1469 / 0917-179-3162	<a href="mailto:QCBAS@quezoncity.gov.ph">QCBAS@quezoncity.gov.ph</a>
<b>Quezon City Citizen Services Department</b>	Roof deck, Civic Center Building D, Mayaman St., Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8407 & 8416	<a href="mailto:qcitizenservice@qchelpline122onmicrosoft.com">qcitizenservice@qchelpline122onmicrosoft.com</a>
<b>Quezon City Department of Engineering</b>	5th, 6th, 7th, and 8th Floors, Civic Center Bldg. B, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8658, 8659, 8538	<a href="mailto:engineering@quezoncity.gov.ph">engineering@quezoncity.gov.ph</a>
<b>Quezon City Disaster Risk Reduction and Management Office</b>	Quezon City Hall Compound, Kalayaan Avenue, Diliman, Quezon City	8988-4242 loc. 8038 / 8928-4396	<a href="mailto:QCDRRMO@quezoncity.gov.ph">QCDRRMO@quezoncity.gov.ph</a>
<b>Quezon City District Action Offices</b>	<p><b><u>DISTRICT 1</u></b> 176 San Antonio Street corner Mangga Street, Brgy. Katipunan, Quezon City</p> <p><b><u>DISTRICT 2</u></b> Commonwealth Barangay Hall 28 Commonwealth Avenue corner Katuparan Street, Brgy</p>	<p>359-3133 0946-017-2013</p> <p>0927-943-3520</p>	<p><a href="mailto:district1ao@quezoncity.gov.ph">district1ao@quezoncity.gov.ph</a></p> <p><a href="mailto:d2ao@quezoncity.gov.ph">d2ao@quezoncity.gov.ph</a></p>





	<p>Commonwealth, Quezon City</p> <p><b><u>DISTRICT 3</u></b> 25 Calderon Street, Brgy Marilag, Quezon City</p> <p><b><u>DISTRICT 4</u></b> Archival Center, Scout Reyes Street, Brgy Paligsahan, Quezon City</p> <p><b><u>DISTRICT 5</u></b> Novaliches District Center, Moses Street, Jordan Plaines, Brgy Sta Monica, Quezon City</p> <p><b><u>DISTRICT 6</u></b> Multi-Purpose Building, Cenacle Drive, Sanville Subdivision, Brgy. Culiat, Quezon City</p>	<p>0967-446-0888 0968-559-8002</p> <p>0966-628-5891</p> <p>8359-3349 0960-564-7377</p> <p>0969-321-4901 0995-554-0043</p>	<p><a href="mailto:d3ao@quezoncity.gov.ph">d3ao@quezoncity.gov.ph</a></p> <p><a href="mailto:districtiv.office@gmail.com">districtiv.office@gmail.com</a></p> <p><a href="mailto:NDC@quezoncity.gov.ph">NDC@quezoncity.gov.ph</a></p> <p><a href="mailto:d6ao@quezoncity.gov.ph">d6ao@quezoncity.gov.ph</a></p>
<b>Quezon City Drug Treatment and Rehabilitation Center (TAHANAN)</b>	<p>Ground Floor Legislative Wing, Quezon City Hall, Diliman, Quezon City</p> <p>Molave Ext., Diamond Hills, Payatas B, Quezon City</p>	<p>8988-4242 loc. 8153</p> <p>8400-5025 8288-5877</p>	<p><a href="mailto:qcdtrc@quezoncity.gov.ph">qcdtrc@quezoncity.gov.ph</a></p>
<b>Quezon City General Hospital</b>	Seminary Road, Barangay Bahay Toro, Project 8, QCGH, Quezon City	8863-0800	<a href="mailto:QCGH@quezoncity.gov.ph">QCGH@quezoncity.gov.ph</a>
<b>Quezon City Health Department</b>	QC Hall Compound, Mayaman St., corner Kalayaan Ave., Gate 4, Diliman, Quezon City	8988-4242 loc. 1607	<a href="mailto:CityHealth@quezoncity.gov.ph">CityHealth@quezoncity.gov.ph</a>



<b>Quezon City Information Technology Development Department</b>	5th Floor, High Rise Building, Quezon City Hall compound, Diliman, Quezon City	8988-4242 loc. 8200, 8279	<a href="mailto:ITDD@quezoncity.gov.ph">ITDD@quezoncity.gov.ph</a>
<b>Quezon City KABAHAGI Center for Children with Disabilities</b>	Serbisyong Bayan Park, Batasan Hills, Quezon City	8246-2350 loc. 101 to 107	<a href="mailto:qckabahagicenter@quezoncity.gov.ph">qckabahagicenter@quezoncity.gov.ph</a>
<b>Public Employment Service Office</b>	4th Floor, Civic Center Building A, City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8435 to 8437	<a href="mailto:PESO@quezoncity.gov.ph">PESO@quezoncity.gov.ph</a>
<b>Quezon City Protection Center</b>	Quezon City General Hospital and Medical Center Compound, Seminary Road, Brgy. Bahay Toro, Quezon City	7006-1513 / 8863-0800 loc. 714	<a href="mailto:ProtectionCenter@quezoncity.gov.ph">ProtectionCenter@quezoncity.gov.ph</a>
<b>Quezon City Public Library</b>	Gate 3, Quezon City Hall Compound, Diliman, Quezon City	8922-4060 / 8927-9834	<a href="mailto:qcplibrary@quezoncity.gov.ph">qcplibrary@quezoncity.gov.ph</a>
<b>Quezon City Tourism Department</b>	8th Floor, Civic Center Building A, Quezon City Hall Compound, Diliman, Quezon City	8988-4242 loc. 8841 to 8846	<a href="mailto:QCTD@quezoncity.gov.ph">QCTD@quezoncity.gov.ph</a>
<b>Quezon City University</b>	673 Quirino Highway, San Bartolome, Novaliches, Quezon City	8806-3324	<a href="mailto:QCUniversity@quezoncity.gov.ph">QCUniversity@quezoncity.gov.ph</a>
<b>Quezon City Youth Development Office</b>	7th Floor Civic Building A, Mayaman Street, Quezon City Hall Compound, Diliman, Quezon City	8988 4242 loc. 8738, 8707	<a href="mailto:qcydo@quezoncity.gov.ph">qcydo@quezoncity.gov.ph</a>

