THE NAVOTAS CITY

CITIZEN’S CHARTER

**A Guidebook on the Navotas City Government Frontline Services**

**INTRODUCTION**

During the Administration of Former Mayor Hon. Tobias Reynald M. Tiangco, now Representative of the Lone District of Navotas in the House of Representatives, Navotas adopted its Citizen’s Charter which was launch on June 24, 2009, one of the highlights during the city’s 2nd year cityhood anniversary celebration. It is the result of a house bill that was passed in 2007, Republic Act 9485 or the "Anti-Red Tape Act of 2007 states that all government offices and agencies including Local Government Units (LGU) and Government owned or controlled corporations (GOCC) should have a charter.

The Navotas City Citizen’s Charter is a tool developed by the City Government to empower its citizenry by promoting transparency and accountability in the delivery of service. It is designed to promote good governance by operationalizing its four elements:

- Accountability or the building of government capacity to make public officials answerable to the people.

- Participation or participatory development process that ensures people’s access to institution that promotes development.

- Predictability or legal frameworks, which is not only the presence of rules that regulate behaviour but also their fair and consistent application, and

- Transparency or information openness, the availability of information to the general public.

The guidebook describes the frontline or key services of the City Government, written for the benefit of its customers. Its strength lies in the way the services are presented: the step-by-step procedure for availing each service, the response time for its delivery, and the city hall officers and staff responsible for the services.

These information are complemented by a list of requirements a customer must comply to facilitate service delivery, amount of fees required if there are any and procedures for filing complaints for unsatisfactory or undelivered service.

For more than three years of adoption, the city government received positive feedbacks that give inspiration to the present Administration headed by Hon. John Reynald M. Tiangco to streamline the current process for much better and faster delivery of services. He immediately created a Task Force and a Technical Working Group who were given the task of revising the charter to a more concise but effective version.

With the revision, public client can be rest assured of much better, honest, more efficient and friendly service.

**Welcome to the revised Navotas City Citizen’s Charter and experience the Navotas’ new style of good governance!**

Republic of the Philippines

**City of Navotas**

**OFFICE OF THE CITY MAYOR**

**FOREWORD**

Navotas’ culture of transparency has transformed our city into a model of excellence in governance, as evidenced by the *"The Seal of Good Housekeeping Award"* given by the Department of Interior and Local Government last December 26, 2011.  It is with pride and honour that from the 17 Cities and 1 Municipality in the National Capital Region, our beloved city is one of the four awardees of this prestigious award. As inspired public servants of the Navotas City Government, we will continue to institutionalize accountability, practice transparency and introduce innovations as an integral part of our governance.

We take pride in our ability to ensure openness in government services and transactions and afford every Navoteño his constitutional right to information. The Navotas City Citizen’s Charter will continue to encourage people’s participation through comments and feedback as a means of empowering them. The reason behind the revision of the current Navotas City’s Citizen’s Charter is to streamline the current process to a more concise but faster, effective and efficient delivery of basic services. With the revised charter, we will continue to be faithful to our written pledge of rendering services with utmost efficiency, sincerity and convenience at the least cost or in some other instances even free in providing transparency and ensuring proper accountability in the government service.

 This revised charter is the next logical step in the continuing evolution of a new services orientation and consciousness that has become part of the Navotas City Government.

To the men and women who worked hard and toiled selflessly in revising this Charter, I commend you all.

**Mabuhay ang Navotas! Mabuhay ang mga Navoteño!**

**Itaas ang Antas ng Buhay ng Bawat Navoteño!**

**JOHN REYNALD M. TIANGCO**

*City Mayor*

**MISSION:**

“The Mission of the Navotas City Local Government is to harness all resources to serve the need of its constituency towards industrialization through dedicated and accountable Public Officials and an empowered citizenry”

**VISION:**

“Navotas as a Marina City in a well ordered urban landscape serving as a regional fishing hub with a healthy and empowered community in a sustainable environment governed by a transparent, dedicated, responsive, and financial self-sufficient local government.”

**PERFORMANCE PLEDGE**

We, Officials and Employees of the City

Government of Navotas pledge to:

A-lways see to it that your needs are

attended to promptly, efficiently and

courteously by our able personnel who are truly dedicated to public service;

C-ommit ourselves to abide by the

standards set in this Charter;

T-ake action on your complaints and

grievances, welcome and value your

comments and suggestions should you feel

that we have fallen short of your

expectations.

All these we pledge because we believe

you are the *“Most Important Partner of the City*

*Government.”*

**OUR SERVICE STANDARDS**

1. All of our personnel are enjoined to observe courtesy that they must at all times serve your needs with a smile.
2. They are also required to be wearing the Official Uniform with name tags or ID for easy identification.
3. You can always expect them to greet you and politely ask for your required service.
4. They are knowledgeable and well-versed with their job and trained to act or respond immediately to your request.
5. The waiting areas and its premises are maintained to make your visit or brief stay as comfortable as possible.
6. Everyone is expected to be friendly, cheerful, hospitable and responsible that any act that is considered disrespectful and annoy visitors and clients are strictly prohibited within the City Hall and its premises.

**“Remember you are our very important guest and as valued partner of the**

**City Government, please feel at home. . .**

**For this is also your home.”**

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY AGRICULTURE OFFICE:**  Issuance of Auxiliary Invoice  Processing of Registration of Banca Three (3) Gross Tonage and below | Php 2.00/tub  1.00/piece  2.00/sack  Php 100.00 – 0.1.1 GT  120.00 – 1.1.2 GT  130.00 – 2.1.3 GT | Auxiliary Invoice  Permit to Operate | 6 minutes  27 minutes | Reloader Purchaser  City Agriculture Office  Navotas Fishery Port Complex  City Agriculturist/OIC-FARMC  City Agriculture Office  Ground Floor, Navotas City Hall-Main |
| **CITY ASSESSOR’S OFFICE:**  Issuance of Tax Declaration for New Undeclared Building and Machinery  Transfer of Tax Declaration to the New Owner/Segregation/Consolidation  Re-assessment/Re-Classification of Land and Improvement  Processing of Cancellation of Tax Declaration  Issuance of Certified True Copy of Tax Declaration  Tax Mapping or Verification of Lots and Improvements  Issuance of Certification of Property or Non-Property Holdings | Php 100.00  Php 100.00  Php 60.00  Php 60.00  Php 60.00 | Tax Declaration for New Building and Machinery  Tax Declaration to the New Owner/Segregation/ Consolidation  -  -  Certified True Copy of Tax Declaration  Certification of Tax Map  Certification of Property or Non-Property Holdings | 3 days & 10 minutes  4 days & 20 minutes  4 days & 20 minutes  3 days & 13 minutes  22 minutes  27 minutes  27 minutes | City Assessor  City Assessor’s Office  2nd flr. Navotas City Hall-Main |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY ASSESSOR’S OFFICE:**  Issuance of Certification of No Improvement for Lots  Correction/Change of Property Identification Number (P.I.N)  Issuance of Certification of Latest Tax Declaration for the Bureau of Internal Revenue  Other Services:  Cases:   * Correction/Change of Declared Owner * Correction/Change of Declared Area * Correction/Change of Details * Correction/Change of Mailing Address * Correction/Change of Location * Correction/Change of Transfer of Certificate of Title (TCT) Number * Correction/Change of Block and Lot Number * Correction/Change of Effectivity | Php 60.00  Php 60.00  Php 100.00 | Certification of No Improvement for Lots  Certification of Latest Tax Declaration | 27 minutes  3 days & 12 minutes  20 minutes  1 hour | City Assessor  City Assessor’s Office  2nd flr. Navotas City Hall-Main  -do- |
| **BARANGAY AFFAIRS AND COMMUNITY RELATION OFFICE:**  Issuance of Certificate of Service for Barangay Officials | (None) | Certificate of Service | 7 minutes | Barangay Affairs & Community Relation Officer  Ground flr. Navotas City Hall-Main |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **BUREAU OF FIRE PROTECTION:**  Issuance of Fire Safety Inspection Certificate (FSIC) for Business Permit  Issuance of Fire Safety Inspection Certificate (FSIC) for Occupancy Permit  Issuance of Fire Safety Evaluation Certificate for Building Permit  Issuance of Certificate of Electrical Inspection (CEI)/Electrical Installation Clearance (EIC) for Electrical Permit Application | Based on R.A. 9514  Based on Fire Code of the Philippines | Fire Safety Inspection Certificate  Fire Safety Inspection Certificate  Fire Safety Evaluation Clearance  Certificate of Electrical Inspection | 21 hours & 20 minutes  22 hours  21 hours & 20 minutes  13 hours & 30 minutes | City Fire Marshall  Bureau of Fire Protection Building |
| **CITY BUSINESS PERMITS & LICENSING OFFICE:**  Standard Business Registration and Permit Process  Processing of Renewal of Business Permit  Minimally Regulated Business Registration & Permit Process  Processing of Registration of Baklad and Tahungan  Issuance of Occupational Permit | See Annexes  -do-  -do-  -do-  -do- | Application Form for New Business Permit  Business Permit & License  Application Form for Renewal of Business Permit  Business Permit & License  Application Form for New Business Permit  Business Permit & License  Application Form  Business Permit & License for Baklad and Tahungan  Occupational Permit Form | 2 days & 30 minutes  20 minutes  30 minutes  20 minutes  10 minutes | Business Permit & Licensing Office Chief  BPLO, 2nd flr. Navotas City Hall-Main |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY ENGINEERING OFFICE:**  Processing of Application for Excavation Permit  Processing of Application for the Refund of Excavation Permit Fee | See Annexes | Excavation Permit | 10 minutes  1 day | City Engineer  City Engineering Office, 2nd flr. Navotas City Hall-Main |
| **CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE:**  Special Waste Collection Services  Settlement of Penalties on Violation of Ordinance | Based on Municipal Ordinance No. 2002-25 | Certificate of Settlement | 32 minutes  20 minutes | City Environment & Natural Resources Officer, CENRO Lower Ground Floor, Navotas City Hall-Main |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY FRANCHISING PERMIT PROCESSING UNIT:**  \*Processing of Permit to Operate (Franchise) of Motorized Tricycle  Application for Tricycle Regulatory Permit for Private Tricycle/Pedicab  \*\*Processing of Application for Tricycle Regulatory Permit for Private Tricycle/Pedicab  \*\*Actual Issuance of Tricycle Regulatory Sticker for Private Tricycle/Pedicab  \*Processing of Renewal of Permit to Operate (Franchise) of Tricycle De Padyak/Pedicab  \*\*\*Franchise/Unit Verification of Public Utility Jeepney in LTFRB  Issuance of PUJ Regulatory Sticker  Issuance of Motorized Tricycle/De Padyak Fare Matrix  Issuance of Motorized Tricycle/De Padyak Driver’s ID | See Schedule of Fees  See Annexes  Php 40.00 (to be paid to LTFRB)  See Schedule of Fees | Permit to Operate  Temporary Pass/Stub | 36 minutes  1 day & 5 minutes  15 minutes  5 minutes  31 minutes  5 minutes (Transaction In FPPU)  One to Two Months (LTFRB)  21 minutes, (if the unit was already verified by LTFRB)  9 minutes (actual transaction)  22 minutes (actual transaction) | City Franchising Unit-OIC  Lower Ground Floor, Navotas City Hall-Main |

*\*During the time of renewal, releasing of stickers shall be done at 3:00 PM, Monday-Saturday from January to March, based on Municipal Ordinance No. 2005-15*

*Actual date of issuance of Tricycle Regulatory Sticker depends upon the volume of applicants, and may take more than 10 days. A stub will be issued to client stating the date and time of return for the installation of tricycle regulatory sticker.*

*\*\*Actual date of issuance of tricycle regulatory sticker is clearly stated in the stub issued. Failure to return on the date specified shall mean disapproval of the application.*

*\*\*\*Franchise/Unit Verification of Public Utility Jeepney in LTFRB, takes more than 10 days, hence does not fall in the period of completion of transaction prescribed in the Anti-Red Tape Act of 2007.*

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY GENERAL SERVICES OFFICE:**  Rental of Function Room  Rental of Navotas Youth Center  Rental of Navotas City Sports Complex | See Annexes | Rental Agreement  Rental Agreement  Rental Agreement | 37 minutes  27 minutes  37 minutes | City General Services Officer 2nd flr. Back of Justice Hall |
| **CITY HEALTH OFFICE:**  Laboratory Services  X-ray Services  Ultrasound Services  ECG Services  Delivery Services  Issuance of Health Certificates   * White Card (Food Handler) * Pink Card   Emergency Cases  Issuance of Sanitary Permit  Navotas Hospitalization Program  Hospitalization of NHP Beneficiaries  Medical and Dental Services | See Annexes  -do-  -do-  -do-  -do-  Php 40.00  -do-  -do-  -do- | Laboratory Result Form  X-ray Form  Ultrasound Form  ECG Result  Birth Certificate Form  Occupational Permit  Pink Card  -  Sanitary Permit  Application Form  Letter of Eligibility & Letter of Authority  - | 4 hours & 7 minutes  3 days, 11 minutes & 20 seconds  3 days, 11 minutes & 20 seconds  3 days, 11 minutes & 20 seconds  15 hours, 12 minutes & 10 seconds  1 hour, 22 minutes & 10 seconds  53 minutes  Depends upon the Status of Patients  5 minutes  \*1 hour & 25 minutes  5 minutes  35 minutes | City Health Officer  2nd flr. City Health Office  Navotas Lying-In Clinic |

*\*Processing of Phil Health ID takes more than a month because Phil Health cater Metro Manila LGU and other provinces throughout the country.*

*\*Barangay Health Workers will locate the address of benificiaries one by one and inform them to proceed to the City Health Office for the issuance of claim stub for the issuance of Phil Health Card, and to attend lecture and information education. It may take more than 10 days.*

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY HUMAN RESOURCE AND DEVELOPMENT OFFICE:**  Processing of Mayor’s Clearance (Fire Arms)  Processing of Mayor’s Clearance (Local Employment)  Processing of Certified True Copies of Documents  Processing of Certification(Employment, OJT, Service Record, GSIS & Other Certifications) | Php 10.00  Php 10.00  Php 5.00  Php 10.00 | Mayor’s Clearance  Mayor’s Clearance  Certified True Copies of Document/s  Certification | 11 minutes  11 minutes  5 minutes  5 minutes | Human Resource & Development Officer  Ground flr. Navotas City Hall-Main |
| **CITY LOCAL BUILDING OFFICIAL’S OFFICE:**  Processing of Application for Building Permit  Processing of Application for Electrical Permit  Processing of Application for Certificate of Final Electrical Inspection (CFEI)  Processing of Application for Mechanical Permit  Processing of Application for Demolition Permit  Processing of Application for Occupancy Permit | Based on National Building Code of the Philippines  (See Annexes) | Building Permit  Electrical Permit  Certificate of Final Electrical Inspection  Mechanical Permit  Demolition Permit  Occupancy Permit | 3 days & 17 minutes  2 days & 24 minutes  2 days & 7 minutes  2 days & 14 minutes  2 days & 14 minutes  2 days & 14 minutes | Local Building Official  2nd flr. Navotas City Hall-Main |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY CIVIL REGISTRAR’S OFFICE:**  Issuance of Certified Xerox Copy of Birth Certificate  Issuance of Certified Xerox Copy of Marriage Certificate  Issuance of Certified Xerox Copy of Death Certificate  Issuance of Civil Registry Documents in Security Papers (SECPA)  Issuance of Certified Xerox Copy of Birth Certificate – Foundling  Timely Registration of Birth Certificate of an Illegitimate Child  Application for Supplemental Report  Registration of Death Certificate | Php 60.00  Php 80.00  Php 50.00  Php 180.00  Php 60.00  Php 260.00  Php 120.00  Php 230.00 | Certified Xerox Copy of Birth Certificate  Certified Xerox Copy of Marriage Certificate  Certified Xerox Copy of Death Certificate  Civil Registry Documents in Security Papers (SECPA)  Certified Xerox Copy of Birth Certificate – Foundling  Birth Certificate  Annotated Birth/Marriage/Death Certificate, including the Affidavit of Supplemental Report  Death Certificate | 20 minutes  20 minutes  20 minutes  8 days, 2 hours & 20 minutes  4 hours  3 days, 2 hours and 5 minutes  5 days, 1 hour & 40 minutes  3 hours | Local Civil Registrar  2nd flr. Navotas City Hall-Main |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **NAVOTAAS HANAPBUHAY CENTER:**  **FINANCING & LOAN APPLICATION ASSISTANCE UNIT**  Processing of Financing and Loan Assistance (Tulong Puhunan)  Renewal of Financing and Loan Assistance  Processing of Withdrawal of the Savings  **COOPERATIVE DEVELOPMENT AND CAPABILITY BUILDING UNIT**  Orientation Seminar (Pre-Membership Education Seminar) on Credit Cooperative  Processing of Clearance for the Availment of Financing & Loan Application Assistance (Tulong Puhunan) |  | -Application Form  -Kahilingan sa Pag-utang Form  -Savings and Loan Booklet  -Application Form  -Kahilingan sa Pag-utang Form  -Savings and Loan Booklet | 3 days and 24 minutes (excluding document’s tracking on voucher)  2 days and 22 minutes (excluding document’s tracking on voucher)  19 minutes & 30 seconds(excluding document’s tracking on voucher)  20 minutes  30 minutes | NHC Program Director  Ground flr. Navotas City Hall-Main |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **NAVOTAAS HANAPBUHAY CENTER:**  **COOPERATIVE DEVELOPMENT AND CAPABILITY BUILDING UNIT**  Issuance of Certified Photocopy of Cooperative List  Assistance for Registration of Proposed Cooperative at the Cooperative Development Authority (CDA)  Technical and Professional Assistance on Cooperative  **PRODUCT RESEARCH AND DEVELOPMENT AND BUSINESS PROMOTION UNIT**  Seminar on Good Manufacturing Practices for Food and Good Manufacturing Process for Non-Food Products  **LIVELIHOOD TRAININGS AND DEVELOPMENT SEMINAR UNIT**  Seminar on How to Start A Business  Seminar on How to Sustain your Business |  |  | 10 minutes  50 minutes  20 minutes  13 minutes  13 minutes  13 minutes | NHC Program Director  Ground flr. Navotas City Hall-Main |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **NAVOTAS POLYTECHNIC COLLEGE:**  Processing of Application for College Entrance Test  Pre-Registration Process for New Student and Transferee  Processing of Application for Enrollment of New (Freshmen) and Transferee  Processing of Application for Enrollment of Regular Enrollees/Old Students  Issuance of Certificate of Graduation  Issuance of Certification, Authentication and Verification (CAV) for CHED  Issuance of Certificate of Good Moral Character  Issuance of Certificate of Grades and Certificate of Enrollment  Issuance of Transcript of Records/Honorable Dismissal  Issuance of College Diploma | Php 100.00  Php 20.00/each  Php 60.00 (CAV)  Php 20.00  Php 120.00 | Application Stub  Pre-Registration Form  Registration Form  Registration Form  Certificate of Graduation  CAV  Certificate of Good Moral Character  Certificate of Grades or Enrollment  Transcript of Records/ Honorable Dismissal  College Diploma | 37 minutes  20 minutes  1 hour & 25 minutes  1 hour & 15 minutes  1 hour  1 hour & 20 minutes  1 hour & 5 minutes  1 hour & 35 minutes  4 days & 50 minutes  4 days & 5 minutes | Navotas Polytechnic College President  Navotas Polytechnic College  Bangus St., NBBS  NPC- Registrar  Navotas Polytechnic College President  Navotas Polytechnic College  Bangus St., NBBS  NPC- Registrar |

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY PLANNING AND DEVELOPMENT OFFICE:**  Processing of Locational Clearance for Building Permit  Processing of Locational Clearance for Business Permit | See Annexes | Locational Clearance Form  Locational Clearance Form | 15 minutes  1 day & 12 minutes | City Planning & Dev’t. Officer  Ground flr. Navotas City Hall-Main |
| **CITY PUBLIC EMPLOYMENT SERVICE OFFICE:**  **Navotaas Hanapbuhay Center-Job Placement System Unit**  Issuance of Job Referrals  Special Program for Employment of Students | (None) | National Manpower Registry System  SPES Application Form | 22 minutes  10 minutes | City PESO Manager  Ground flr. Navotas City Hall-Main |
| **CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE:**  Processing of Medical Assistance (With M.O. Cong. Referral)  Processing of Medical Assistance (Social Case Study Report)  Processing of Application for Libreng Libing Program |  | -  -  Intake form/Rental Agreement | 15 minutes  1 day & 20 minutes  25 minutes | City Social Welfare & Development Officer  Lower Ground flr. Navotas City Hall-Main |

*\*Upon completion of the requirements for Community Organization for Livelihood Assistance, complete documents shall be submitted to the concerned offices responsible for the processing of disbursement using the prescribed procedures of Evelio B. Javier Foundation (EBJF)*

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE:**  Marriage Counseling Services  Parents Effectiveness Services (PES)  Issuance of Senior Citizen’s ID and Booklet  \*Issuance of Burial Assistance to Senior Citizens | See Annexes | Marriage Counseling Certificate  Certificate of Completion  OSCA Application Form | 3 hours & 15 minutes  2 days  20 minutes  55 minutes (actual release of Burial Assistance takes One (1) to Two (2) months) | City Social Welfare & Development Officer  Lower Ground flr. Navotas City Hall-Main |
| **CITY TRAFFIC AND PARKING MANAGEMENT OFFICE:**  Redemption of Confiscated Driver’s License  Release of Confiscated Safe Keep Vehicle | See Annexes |  | 4 minutes  15 minutes | CTPMO Chief  Lower Ground flr. Navotas City Hall-Main |

*\*Upon completion of the requirements for Community Organization for Livelihood Assistance, complete documents shall be submitted to the concerned offices responsible for the processing of disbursement using the prescribed procedures of Evelio B. Javier Foundation (EBJF)*

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| **TYPE OF FRONTLINE SERVICE** | **FEES** | **FORMS** | **PROCESSING TIME**  **(under normal circumstances per transaction)** | **IN-CHARGE/WHERE TO FIND?** |
| **CITY TREASURER’S OFFICE:**  Processing of Real Property Tax Payments  Issuance of Tax Clearance Certificate (Real Property Tax)  Processing of Transfer Tax Payments  Processing of Business Tax Payments  Issuance of Community Tax Certificate (CTC)  Processing of Miscellaneous Fees  Processing of Application for Business Retirement/Termination  Processing of Navotas City Cemetery Burial Services | As Computed  Php 10.00  As Computed  As Indicated in the Order of Payment  Based on Reported Income  As indicated in the Order of Payment  -do-  -do- | Validated Official Receipts  Transfer Tax Clearance  Official Receipt  Official Receipt  Community Tax Certificate  Official Receipt  Application Form  Kahilingan Form | 10 minutes (Duration is good only if tax payment is for the current year or one to two years of tax delinquency)  10 minutes (if more than two years of tax delinquency)  20 minutes (if NHA Properties and other properties with revised Tax Declaration not included/encoded under B series)  16 minutes  15 minutes  10 minutes  3 minutes  2 minutes  3 days, 2 minutes & 30 seconds  12 minutes & 30 seconds | City Treasurer  2nd flr. Navotas City Hall-Main  OIC  Navotas City Cemetery |

**CITY AGRICULTURE OFFICE**

**Vision:** We envision Navotas to be dynamic and sustainable urban city with technically-advanced urban fisherfolks as well as women and youth doing profitable business and guided by sound principles of resource sustainability social justice and strong private sector participation.

**Mission:** To promote agri-fishery development in the city by helping fishing communities, women and youth sector to become empowered, more productive and entrepreneurial by producing accessible and affordable food and acquiring decent income.

**MS. JOEBE F. GONZALES**

*City Agriculturist*

Contact Number: 281-85-37 loc. 122

**ISSUANCE OF AUXILIARY INVOICE**

**Schedule of Availability of Service:**

*24 hours, 7 days a week*

**Who may avail of the service?**

*-Fish and Fishery Products Traders/Dealers*

**What are the requirements?**

*Auxiliary Card with Load*

**Duration:** 6 minutes

**How to avail of the service:**

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| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Present Fishery Products for Inspection | Inspection of fishery products | 3 minutes | Staff on Duty |  |  |
| 2 | Pay Auxiliary Fee  Receive Official Receipt | Process Payment and Issue Official Receipt. | 3 minutes | Staff on Duty | Php 2.00/tubs  1.00/pc  2.00/sack | Auxiliary Invoice Receipt |
| END OF TRANSACTION | | | | | | |

**REGISTRATION OF BANCA THREE (3) GROSS TONAGE & BELOW**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-Marginal Fisheries folks*

**What are the requirements?**

1. *Barangay Clearance*
2. *Police Clearance*
3. *Community Tax Certificate (Cedula)*
4. *Old Registration*
5. *New Registration: Builders Certificate, Certificate of Ownership*
6. *Newly Acquired: Deed of Sale (Notarized)*

**Duration:** 27 minutes

**How to avail of the service:**

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| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit all the requirements for registration (FARMC Office)  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements (FARMC).  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 4 minutes | Josie Cruz  *Admin Asst.* |  | Application Form |
| 2 | Receive Order of Payment and Proceed to the City Treasurer’s Office | Boat Admeasurement  Process Registration  Issue Order of Payment, and advise the client to pay to the City Treasurer’s Office | 5 minutes  10 minutes | Allan Ventabal  *Bantay Dagat Member*  Josie Cruz  *Admin Asst.* |  |  |
| 3 | Pay to the CTO | Process payment and Issue Official Receipt. | 5 minutes | City Treasurer’s Office | 0.1-1 GT-P100  1.1-2 GT-P120  2.1-3 GT-P130 | Official Receipt |
| 4 | Present Official Receipt.  Receive the approved Registration of Banca and Permit to Operate. | Approve the Registration of Banca and Permit to Operate.  Release the approved Registration of Banca and Permit to Operate. | 1 minute  2 minutes | Joebe F. Gonzales  *City Agriculturist*  Josie Cruz  *Admin Asst.* |  | Permit to Operate  Certificate of No. MBOL(optional) |
| END OF TRANSACTION | | | | | | |

**CITY ASSESSOR’S OFFICE**

**Vision:** To provide an accurate, proper, prompt and systematic delivery of services at all times through modern technology.

**Mission:** \*To have a systematic and effective accounting and inventory of all real property through knowledgeable human resources (personnel) and computerized real property tax assessment system.

\*To provide friendly, prompt, efficient and courteous assessment services at all times.

**ENGR. MA. CORAZON DC. BERCILES**

*City Assessor*

Contact Number: 281-85-37 loc. 212, 205 & 210

**ISSUANCE OF TAX DECLARATION FOR NEW UNDECLARED BUILDING AND MACHINERY**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners.*

**What are the requirements?**

*Applicants must secure the following requirements:*

1. *Building Plans and Permit.*
2. *Occupancy Permit*

* *If no Building Plans and Occupancy Permit.*
* *With building permit, but the construction is partially or not completed within the year*
  + *Submit Sworn Statement stating the true ownership of the building, date of start and completion of construction including estimated cost of the building*
* *Requesting person is not the lot owner*
  + *Submit consent or Authorization of the owner*

1. *For Machinery*

* *Itemized list and description of machinery*
* *Sworn Declaration of ownership of the property*

1. *Photograph/Picture of the property*

**Duration:** 3 days and 10 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements  If the documents are complete, mark “receive for processing.”  Record the date and time of application.  Advise the client for an ocular inspection and return after three (3) working days.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Jocelyn DS. Diesta  *Local Assessment Operations Officer III*  Vicente P. Reyes II  *Taxmapper III*  Evita F. Magno  *Local Assessment Operations Officer II*  Melvin V. Soriano  *Draftsman III*  Flerida I. Cognito  *Data Entry Machine Operator IV*  Zenaida D.Lacson  *Bookbinder III*  Evelyn D. Manalili  *Bookbinder III* |  |  |
| 2 |  | Conduct ocular inspection | Shall be  done during the 3-day period | Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes |  |  |
| 3 |  | Compute the property assessment.  Pre-approval and review of the computation.  Record and assign Tax Declaration Number.  Encode and print Tax Declaration and Notice of Assessment.  Affix initials by the Encoder  Record data in the index card.  Check encoded data and affix initials by the checker.  Final check and affix initials by the appraiser.  Approve the Tax Declaration and Notice of Assessment. | Shall be  done during  the 3-day  period  Shall be  done during  the 3-day  period | Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor*  Jocelyn DS. Diesta  Evita F. Magno  Flerida Cognito  Liza D. Baesa  Flerida I. Cognito  Zenaida D. Lacson  Jasmin V. Cruz  Helen A. Cruz  Ma. Perla I.Dionisio  Liza D. Baesa  Evelyn D. Manalili  Flerida I. Cognito  Zenaida D. Lacson  Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 4 | Receive the owner’s copy of Tax Declaration and Notice of Assessment | Release the owner’s copy of Tax Declaration and Notice of Assessment  \*If the owner failed to get the requested document, the Owner’s Copy of Tax Declaration and Notice of Assessment shall be sent thru Registered Mail.  \*If the Registered Mail returned, assistance of Barangay Personnel shall be secured. | 5 minutes | Flerida I. Cognito  Evelyn D. Manalili  Ma. Perla I. Dionisio  Liza D. Baesa  Liza D. Baesa  Helen A. Cruz |  | Owner’s Copy of Tax Declaration and Notice of Assessment |
| END OF TRANSACTION | | | | | | |

**TRANSFER OF TAX DECLARATION TO THE NEW OWNER OR SEGREGATION OR CONSOLIDATION**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners*

**What are the requirements?**

*Applicants must secure the following requirements:*

1. *Certified photocopy of Transfer Certificate of Title (TCT)*
2. *Copy of Deed of Sale or Deed of Conveyance*
3. *Duplicate Copy of Certificate Authorizing Registration (CAR) or Certified True Copy from Bureau of Internal Revenue (BIR)*
4. *Photocopy of Official Receipt of transfer tax payment*
5. *Tax Clearance or current Real Property Tax payment*
6. *Photograph/Picture of Property*
7. *Administrative Fee*

***NOTE:***

*\*In case of segregation or consolidation additional requirements are required*

*- Approved Subdivision plan or Consolidation plan*

**Duration:** 4 days and 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements  If the documents are complete, mark “receive for processing”.  Record the date and time of application   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment and advise the client to pay Administrative Fee or Secretary’s Fee to the City Treasurer’s Office, and return to City Assessor’s Office to submit Official Receipt. | 10 minutes | Jocelyn DS. Diesta  *Local Assessment Operations Officer III*  Vicente P. Reyes II  *Taxmapper III*  Evita F. Magno  *Local Assessment Operations Officer II*  Melvin V. Soriano  *Draftsman III*  Flerida I. Cognito  *Data Entry Machine Operator IV*  Zenaida D.Lacson  *Bookbinder III*  Evelyn D. Manalili  *Bookbinder III* |  | Order of Payment |
| 2 | Pay Administrative Fee or Secretary’s Fee to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Offfice | Php 100.00 | Official Receipt |
| 3 | Return to CAO and submit Official Receipt | Receive Official Receipt and advise the client to return after four (4) working days. | 2 minutes | Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Flerida I. Cognito  Evelyn D. Manalili  Zenaida D. Lacson |  |  |
| 4 |  | Conduct ocular inspection  Prepare appraisal card  Pre-approval and review the computation  Record and assign Tax Declaration Number  Encode and print Tax Declaration and Notice of Assessment. Affix signature of the Encoder.  Record data in the index card.  Cancel previous Tax Declaration  Check encoded data and affix initials by the Checker.  Final check and affix initials by the appraiser  Approve the Tax Declaration and Notice of Assessment | Shall be  done during  the 4-day  period  Shall be  done during  the 4-day  period | Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor*  Jocelyn DS. Diesta  Evita F. Magno  Flerida I. Cognito  Liza D. Baesa  Flerida I. Cognito  Jasmin V. Cruz  Zenaida V. Lacson  Helen A. Cruz  Ma. Perla I. Dionisio  Liza D. Baesa  Evelyn D. Manalili  Flerida I. Cognito  Zenaida D. Lacson  Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 5 | Return to CAO and receive the owners copy of Tax Declaration and Notice of Assessment | Release the owner’s copy of Tax Declaration and Notice of Assessment.  \*If the owner failed to get the requested document, the Owner’s Copy of Tax Declaration and Notice of Assessment shall be sent thru Registered Mail.  \*If the Registered Mail returned, assistance of Barangay Personnel shall be secured. | 3 minutes | Flerida I. Cognito  Evelyn D. Manalili  Ma. Perla I. Dionisio  Liza D. Baesa  Liza D. Baesa  Helen A. Cruz |  | Owner’s Copy of Tax Declaration and Notice of Assessment |
| END OF TRANSACTION | | | | | | |

**RE-ASSESSMENT OR RE-CLASSIFICATION OF LAND AND IMPROVEMENTS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-Property owners*

**What are the requirements?**

1. *Request Letter from the Property Owner*
2. *Barangay Certification*
3. *Sworn Statement stating the change of actual use of the property*
4. *Photograph/Picture of the Property*
5. *Secretary’s Fee*

**Duration:** 4 days and 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit the requirements   * Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.   Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment and advise the client to pay Administrative Fee or Secretary’s Fee to the City Treasurer’s Office, and return to City Assessor’s Office to submit Official Receipt. | 10 minutes | Jocelyn DS. Diesta  *Local Assessment Operations Officer III*  Vicente P. Reyes II  *Taxmapper III*  Evita F. Magno  *Local Assessment Operations Officer II*  Melvin V. Soriano  *Draftsman III*  Louie Angelo S. Reyes  *Draftsman III* |  |  |
| 2 | Pay Administrative Fee or Secretary’s Fee to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | Php 100.00 | Official Receipt |
| 3 | Return to CAO and submit Official Receipt | Receive Official Receipt and advise the client to return after four (4) working days. | 2 minutes | Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano |  |  |
| 4 |  | Conduct ocular inspection  Prepare appraisal card  Pre-approval and review the computation  Record and assign Tax Declaration Number  Encode and print Tax Declaration and Notice of Assessment. Affix initials by the Encoder  Record data in the index card  Cancel previous Tax Declaration  Check encoded data and affix initials by the Checker.  Final check and affix initials by the appraiser  Approve the Tax Declaration and Notice of Assessment | Shall be  done during  the 4-day  period  Shall be  done during  the 4-day  period | Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor*  Jocelyn DS. Diesta  Evita F. Magno  Flerida I. Cognito  Liza D. Baesa  Flerida I. Cognito  Zenaida D. Lacson  Jasmin V. Cruz  Helen A. Cruz  Evelyn D. Manalili  Ma. Perla I. Dionisio  Liza D. Baesa  Flerida I. Cognito  Zenaida D. Lacson  Jasmin V. Cruz  Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 5 | Return to CAO and receive the owners copy of Tax Declaration and Notice of Assessment | Release the owner’s copy of Tax Declaration and Notice of Assessment.  \*If the owner failed to get the requested document, the Owner’s Copy of Tax Declaration and Notice of Assessment shall be sent thru Registered Mail.  \*If the Registered Mail returned, assistance of Barangay Personnel shall be secured. | 3 minutes | Flerida I. Cognito  Ma. Perla I. Dionisio  Evelyn D. Manalili  Liza D. Baesa  Liza D. Baesa  Helen A. Cruz |  | Owner’s Copy of Tax Declaration and Notice of Assessment |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF CANCELLATION OF TAX DECLARATION**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-Property owners*

**What are the requirements?**

1. *Request Letter from the Property Owner*
2. *Sworn Statement stating the status of the Request*
3. *Barangay Certification*
4. *Demolition Permit (if available)*
5. *Fire Department Certificate (if gutted by fire)*
6. *Photograph/Picture of the Property*

**Duration:** 3 days and 13 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Advise the client for an ocular inspection and to return after three (3) working days. | 10 minutes | Jocelyn DS. Diesta  *Local Assessment Operations Officer III*  Vicente P. Reyes II  *Taxmapper III*  Evita F. Magno  *Local Assessment Operations Officer II*  Melvin V. Soriano  *Draftsman III*  Louie Angelo S. Reyes  *Draftsman III* |  |  |
| 2 |  | Conduct ocular inspection  Prepare Cancellation Report  Pre-approval and review  Record and assign cancellation number  Encode and print the Cancellation Report, and affix initials by the Encoder.  Cancel the previous Tax Declaration  Check encoded data and affix initials by the Checker.  Final check and affix initials by the appraiser.  Approve the Cancellation Report. | Shall be  done during  the 3-day  period | Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor*  Jocelyn DS. Diesta  Evita F. Magno  Flerida I. Cognito  Liza D. Baesa  Flerida I. Cognito  Zenaida D. Lacson  Jasmin V. Cruz  Helen A. Cruz  Evelyn D. Manalili  Ma. Perla I. Dionisio  Liza D. Baesa  Flerida I. Cognito  Zenaida D.Lacson  Jasmin V. Cruz  Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 3 | Return to CAO and receive the owner’s copy of Cancellation Report | Release the owner’s copy of Cancellation Report.  \*If the owner failed to get the requested document, the Owner’s Copy of Tax Declaration and Notice of Assessment shall be sent thru Registered Mail.  \*If the Registered Mail returned, assistance of Barangay Personnel shall be secured. | 3 minutes | Flerida I. Cognito  Ma. Perla I. Dionisio  Evelyn D. Manalili  Liza D. Baesa  Liza D. Baesa  Helen A. Cruz |  | Owner’s Copy of Cancellation Report |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners*

**What are the requirements?**

1. *Accomplished Request Form*
2. *Community Tax Certificate (Cedula)*
3. *Documentary Stamp*
4. *Consent or Authorization of the Lot Owner, if the requesting person is not the Lot Owner.*
5. *Secretary’s Fee*

**Duration:** 22 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit Accomplished Request Form and requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment, advise the client to pay Verification Fee and Certification Fee to the City Treasurer’s Office and submit Official Receipt to CAO | 5 minutes | Flerida I. Cognito  *Data Entry Machine Operator IV*  Helen A. Cruz  *Data Entry Machine Operator II*  Jasmin V. Cruz  *Data Entry Machine Operator II*  Zenaida D. Lacson  *Bookbinder III*  Liza D. Baesa  *Bookbinder III* |  | Order of Payment |
| 2 | Pay Certification and Verification fees to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | Php 60.00 | Official Receipt |
| 3 | Return to CAO and submit Official Receipt | Receive Official Receipt, advise the client to wait while request is being processed.  Process the request  Affix initials to the Certified True Copy of Tax Declaration  Approve Certified True Copy of Tax Declaration | 10 minutes | Flerida I. Cognito  Helen A. Cruz  Jasmin V. Cruz  Zenaida D. Lacson  Evelyn D. Manalili  Liza D. Baesa  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 4 | Receive the Certified True Copy of Tax Declaration | Release the Certified True Copy of Tax Declaration | 2 minutes | Flerida I. Cognito  Helen A. Cruz  Jasmin V. Cruz  Zenaida D. Lacson  Evelyn D. Manalili  Liza D. Baesa |  | Certified True Copy of Tax Declaration |
| END OF TRANSACTION | | | | | | |

**TAX MAPPING OR VERIFICATION OF LOTS AND IMPROVEMENTS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners*

**What are the requirements?**

1. *Accomplished Request Form*
2. *Community Tax Certificate (Cedula)*
3. *Documentary Stamp*
4. *Secretary’s Fee*

**Duration:** 27 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit Accomplished Request Form and requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment, advise the client to pay Verification Fee and Certification Fee (Photo Copy of Tax Map) to the City Treasurer’s Office and submit Official Receipt to CAO. | 5 minutes | Vicente P. Reyes II  *Taxmapper III*  Melvin V. Soriano  *Draftsman III*  Louie Angelo S. Reyes  *Draftsman III*  Flerida I. Cognito  *Data Entry Machine Operator IV*  Helen A. Cruz  *Data Entry Machine Operator II*  Evelyn D. Manalili  *Bookbinder III* |  | Order of Payment |
| 2 | Pay Verification Fee and Certification Fee (Photo Copy of Tax Map) to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | Php 60.00 | Official Receipt |
| 3 | Return to CAO and submit Official Receipt | Receive Official Receipt, advise the client to wait while request is being processed.  Process the request  Verify lots/improvements from the Computer/Tax Map/Real Property Assessment Form No. 1 (book) and affix signature upon verification.  Approve Certified Xerox Copy of Tax Map | 15 minutes | Vicente P. Reyes II  Melvin V. Soriano  Louie Angelo S. Reyes  Flerida I. Cognito  Helen A. Cruz  Evelyn D. Manalili  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 4 | Receive the Certified Xerox Copy of Tax Map | Release the Certified Xerox Copy of Tax Map | 2 minutes | Vicente P. Reyes II  Melvin V. Soriano  Louie Angelo S. Reyes  Flerida I. Cognito  Helen A. Cruz  Evelyn D. Manalili |  | Certified Xerox Copy of Tax Map |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFICATION OF PROPERTY OR NON-PROPERTY HOLDINGS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners*

**What are the requirements?**

1. *Accomplished Request Form*
2. *Community Tax Certificate (Cedula)*
3. *Documentary Stamp*
4. *Secretary’s Fee*

**Duration:** 27 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit Accomplished Request Form and requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Request Form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment, advise the client to pay Verification Fee and Certification Fee to the City Treasurer’s Office and submit Official Receipt to CAO | 5 minutes | Flerida I. Cognito  *Data Entry Machine Operator IV*  Helen A. Cruz  *Data Entry Machine Operator II*  Jasmin V. Cruz  *Data Entry Machine Operator II*  Zenaida D. Lacson  *Bookbinder III*  Evelyn D. Manalili  *Bookbinder III* |  | Order of Payment |
| 2 | Pay Verification Fee and Certification Fee to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | Php 60.00 | Official Receipt |
| 3 | Return to CAO and submit Official Receipt | Receive Official Receipt, advise the client to wait while request is being processed.  Search/verify from the computer the name of the requesting property owner, and Tax Declaration Number of the Property.  Upon verification, print copy of Certification and affix signature  Approve the Certification | 15 minutes | Flerida I. Cognito  Helen A. Cruz  Jasmin V. Cruz  Zenaida D. Lacson  Evelyn D. Manalili  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 4 | Receive Certification of Property or Non Property Holdings | Release Certification of Property or Non Property Holdings | 2 minutes | Flerida I. Cognito  Helen A. Cruz  Jasmin V. Cruz  Zenaida D. Lacson  Evelyn D. Manalili |  | Certification of Property or Non-Property Holdings |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFICATION OF NO IMPROVEMENT FOR THE LOT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners*

**What are the requirements?**

1. *Accomplished Request Form*
2. *Community Tax Certificate (Cedula)*
3. *Documentary Stamp*
4. *Sworn Statement that there is no improvement erected on their lot.*
5. *Secretary’s Fee*

**Duration:** 27 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit Accomplished Request Form and requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Request Form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment, advise the client to pay Verification Fee and Certification Fee to the City Treasurer’s Office and submit Official Receipt to CAO | 5 minutes | Flerida I. Cognito  *Data Entry Machine Operator IV*  Helen A. Cruz  *Data Entry Machine Operator II*  Jasmin V. Cruz  *Data Entry Machine Operator II*  Zenaida D. Lacson  *Bookbinder III*  Evelyn D. Manalili  *Bookbinder III*  Liza D. Baesa  *Bookbinder III* |  | Order of Payment |
| 2 | Pay Verification Fee and Certification Fee to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | Php 60.00 | Official Receipt |
| 3 | Return to CAO and submit Official Receipt | Receive Official Receipt, advise the client to wait while request is being processed.  Search/verify from the computer the name of the requesting property owner, and Tax Declaration Number of the Property.  Upon verification, print copy of Certification and affix signature  Approve the Certification | 15 minutes | Flerida I. Cognito  Helen A. Cruz  Jasmin V. Cruz  Zenaida D. Lacson  Evelyn D. Manalili  Liza D. Baesa  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 4 | Receive Certification of No improvement for the Lot | Release Certification of No Improvement for the Lot | 2 minutes | Flerida I. Cognito  Helen A. Cruz  Jasmin V. Cruz  Zenaida D. Lacson  Evelyn D. Manalili  Liza D. Baesa |  | Certification of No Improvement for the Lot |
| END OF TRANSACTION | | | | | | |

**CORRECTION/CHANGE OF PROPERTY IDENTIFICATION NUMBER (P.I.N.)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners.*

**What are the requirements?**

1. *Request Letter from the Property Owner*
2. *Sworn Statement stating the status of the Request*
3. *Photograph/Picture of the property*

**Duration:** 3 days and 12 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements  If the documents are complete, mark “receive for processing.”  Record the date and time of application.  Advise the client for an ocular inspection and return after three (3) working days.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Advise the client for an ocular inspection and to return after three (3) working days | 10 minutes | Jocelyn DS. Diesta  *Local Assessment Operations Officer III*  Vicente P. Reyes II  *Taxmapper III*  Evita F. Magno  *Local Assessment Operations Officer II*  Melvin V. Soriano  *Draftsman III*  Louie Angelo S. Reyes  *Draftsman III* |  |  |
| 2 |  | Conduct ocular inspection  Prepare Real Property Field Appraisal and Assessment Sheet  Pre-approval and review  Record and assign Tax Declaration Number.  Encode and print Tax Declaration and affix initials by the Encoder  Cancel the previous Tax Declaration  Check encoded data and affix initials by the checker.  Final check and affix initials by the appraiser.  Approve the New Tax Declaration | Shall be  done during  the 3-day  period | Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor*  Jocelyn DS. Diesta  Evita F. Magno  Flerida Cognito  Liza D. Baesa  Flerida I. Cognito  Zenaida D. Lacson  Jasmin V. Cruz  Helen A. Cruz  Evelyn D. Manalili  Ma. Perla I. Dionisio  Liza D. Baesa  Flerida I. Cognito  Zenaida D. Lacson  Jasmin V. Cruz  Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 3 | Return to CAO and receive the owner’s copy of Cancellation Report | Release the owner’s copy of Tax Declaration  \*If the owner failed to get the requested document, the Owner’s Copy of Tax Declaration shall be sent thru Registered Mail.  \*If the Registered Mail returned, assistance of Barangay Personnel shall be secured. | 2 minutes | Flerida I. Cognito  Evelyn D. Manalili  Ma. Perla I. Dionisio  Liza D. Baesa  Liza D. Baesa  Helen A. Cruz |  | Owner’s Copy of Tax Declaration |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFICATION OF LATEST TAX DECLARATION FOR THE BUREAU OF INTENAL REVENUE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners.*

**What are the requirements?**

1. *Accomplished Request Form*
2. *Community Tax Certificate (Cedula)*
3. *Documentary Stamp*
4. *Secretary’s Fee*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit Accomplished Request Form and the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements  If the documents are complete, mark “receive for processing.”  Record the date and time of application.  Advise the client for an ocular inspection and return after three (3) working days.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment, advise the client to pay Verification Fee and Certification Fee to the City Treasurer’s Office and submit Official Receipt to CAO. | 3 minutes | Flerida I. Cognito  *Data Entry Machine Operator IV*  Helen A. Cruz  *Data Entry Machine Operator II*  Jasmin V. Cruz  *Data Entry Machine Operator II*  Zenaida D. Lacson  *Bookbinder III*  Evelyn D. Manalili  *Bookbinder III*  Liza D. Baesa  *Bookbinder III* |  |  |
| 2 | Pay Verification Fee and Certification Fee to the CTO. | Process payment and issue Official Receipt. | 5 minutes | City Treasurer’s Office | Php 60.00 | Official Receipt |
| 3 | Return to CAO and submit Official Receipt | Receive Official Receipt, advise the client to wait while the request is being processed.  Search/verify from the computer the name of the requesting property owner, and Tax Declaration Number of the property.  Upon verification print copy of Certification and affix signature  Approve the Certification. | 10 minutes | Flerida I. Cognito  Helen A. Cruz  Jasmin V. Cruz  Zenaida D. Lacson  Evelyn D. Manalili  Liza D. Baesa  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 4 | Receive Certification of Latest Tax Declaration. | Release Certification of Latest Tax Declaration. | 2 minutes | Flerida I. Cognito  Helen A. Cruz  Jasmin V. Cruz  Zenaida D. Lacson  Evelyn D. Manalili  Liza D. Baesa |  | Certification of Latest Tax Declaration |
| END OF TRANSACTION | | | | | | |

**OTHER SERVICES**

**CASES:**

**Correction/Change of Declared Owner**

**What are the requirements?**

1. *Certified True Copy of Transfer Certificate of Title*
2. *Deed of Sale*
3. *Affidavit and/or Letter Request from the Property Owner*
4. *Administrative Fee*

**Correction/Change of Declared Area**

**What are the requirements?**

1. *Certified True Copy of Transfer Certificate of Title*
2. *Certification from NHA (If NHA Property)*
3. *Affidavit and/or Letter Request from the Property Owner*
4. *Administrative Fee*

**Correction/Change of Details**

**What are the requirements?**

1. *Certified True Copy of Transfer Certificate of Title*
2. *Administrative Fee*

**Correction/Change of Mailing Address**

**What are the requirements?**

1. *Affidavit and/or Letter Request from the Property Owner*
2. *Administrative Fee*

**Correction/Change of Location**

**What are the requirements?**

1. *Certified True Copy of Transfer Certificate of Title*
2. *Affidavit and/or Letter Request from the Property Owner*
3. *Administrative Fee*

**Correction/Change Transfer of Certificate of Title (TCT) Number**

**What are the requirements?**

1. *Certified True Copy of Transfer Certificate of Title*
2. *Affidavit and/or Letter Request from the Property Owner*
3. *Administrative Fee*

**Correction/Change of Block and Lot Numbers**

**What are the requirements?**

1. *Certification from NHA (If NHA Property)*
2. *Affidavit and/or Letter Request from the Property Owner*
3. *Transfer Certificate of Title*
4. *Administrative Fee*

**Correction/Change of Effectivity**

**What are the requirements?**

1. *Certification from NHA (If NHA Property)*
2. *Affidavit and/or Letter Request from the Property Owner*
3. *Deed of Sale/Contract to Sell (if any)*
4. *Administrative Fee*

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Property Owners*

**Duration:** 1 hour

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PLEASE LOOK FOR:**  (Person-in-charge) | **FEES** | **FORMS\*** |
| 1 | Submit Accomplished Request Form and requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Request Form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment, advise the client to pay Verification Fee and Certification Fee to the City Treasurer’s Office and submit Official Receipt to CAO | 5 minutes | Jocelyn DS. Diesta  *Local Assessment Operations Officer III*  Vicente P. Reyes II  *Taxmapper III*  Evita F. Magno  *Local Assessment Operations Officer II*  Melvin V. Soriano  *Draftsman III*  Flerida I. Cognito  *Data Entry Machine Operator IV*  Zenaida D.Lacson  *Bookbinder III*  Evelyn D. Manalili  *Bookbinder III* |  | Order of Payment |
| 2 | Pay Administrative Fee and Secretary’s Fee to the CTO. | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | Php 100.00 | Official Receipt |
| 3 | Return to CAO and submit Official Receipt | Receive Official Receipt, advise the client to wait while request is being processed.  Prepare appraisal card  Pre-Approve the Correction/Change of:  Declared Owner  Declared Area  Completion of Details  Mailing Address  Location  Transfer of Certificate of Title Number  *(TCT Number)*  Block and Lot Numbers  Effectivity  Property Identification Number (P.I.N)  Record and assign Tax Declaration Number  Encode and print Tax Declaration and Notice of Assessment. Affix initials by the Encoder  Record data in the index card  Cancel previous Tax Declaration  Check encoded data and affix initials by Checker  Final check and affix initials by the appraiser  Approve the Tax Declaration and Notice of Assessment | 10 minutes  5 minutes  5 minutes  10 minutes  5 minutes  5 minutes  3 minutes  3 minutes  2 minutes | Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor*  Jocelyn DS. Diesta  Evita F. Magno  Flerida I. Cognito  Liza D. Baesa  Flerida I. Cognito  Jasmin V. Cruz  Zenaida D. Lacson  Helen A. Cruz  Evelyn D. Manalili  Ma. Perla I. Dionisio  Liza D. Baesa  Flerida I. Cognito  Jasmin V. Cruz  Zenaida D. Lacson  Jocelyn DS. Diesta  Vicente P. Reyes II  Evita F. Magno  Melvin V. Soriano  Louie Angelo S. Reyes  Engr. Ma. Corazon DC. Berciles  *City Assessor* |  |  |
| 4 | Return to CAO and receive the owners copy of Tax Declaration and Notice of Assessment | Release the owner’s copy of Tax Declaration and Notice of Assessment  \*If the owner failed to get the requested document, the Owner’s Copy of Tax Declaration and Notice of Assessment shall be sent thru Registered Mail.  \*If the Registered Mail returned, assistance of Barangay Personnel shall be secured. | 2 minutes | Flerida I. Cognito  Evelyn D. Manalili  Ma. Perla I. Dionisio  Liza D. Baesa  Liza D. Baesa  Helen A. Cruz |  | Owner’s Copy of Tax Declaration and Notice of Assessment |
| END OF TRANSACTION | | | | | | |

**CITY BARANGAY AFFAIRS AND COMMUNITY RELATIONS OFFICE**

**Vision:** To promote quality service and harmonious relationship with Barangay Officials and the community.

**Mission:** To work cooperatively and efficiently with Barangay Officials and the community of Navotas.

**MR. DANILO S. DAR SANTOS**

*Barangay Affairs and Community Relations Officer*

Contact Number: 281-85-37 loc. 105

**ISSUANCE OF CERTIFICATE OF SERVICE FOR BARANGAY OFFICIALS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*All incumbent Barangay Officials*

**What are the requirements?**

*Accomplished Request Form*

**Duration:** 7 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Submit Accomplished Request Form  Receive the Certificate | Receive/Review Accomplished Request Form and verify records of the requesting Barangay Official.  Record the date and time of application.  Advise the client to wait while request is being processed  Process the document requested  Approve the Certificate of Service  Issue the Certificate | 4 minutes  3 minutes | Ace Mariano  *BACRO Staff*  Danilo Dar S. Santos  *BACRO Head*  Ace Mariano  *BACRO Staff* | NONE | Certificate of Service |
| END OF TRANSACTION | | | | | | |

**BUREAU OF FIRE PROTECTION**

**Vision:** A world-class fire protection agency, working towards a public safety conscious society.

**Mission:** To prevent and suppress destructive fire; enforce fire-related laws, and provide emergency medical and rescue services.

**CHIEF INSPECTOR PAUL I. PILI, BFP**

*City Fire Marshall*

Contact Number: 281-08-54

**ISSUANCE OF FIRE SAFETY INSPECTION CERTIFICATE (FSIC) FOR BUSINESS PERMIT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All applicants for Business Permit in Navotas City*

**What are the requirements?**

1. *Endorsement from Business Permit and Licensing Office*
2. *Business Permit application with assessment.*
3. *Certificate of Occupancy of the Building*
4. *Certificate of Electrical Inspection*
5. *Three(3) sets of Fire and Life Safety Assessment Report (FALAR) Part 3 (for Occupancy of at least 50 persons)*
6. *Copy of Fire Insurance (If any)*
7. *Other pertinent documents as deemed necessary.*

**Duration:** 21 hours and 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5 | Submit the duly Accomplished Application Form with complete requirements to the CRO  Wait for the release of Order of Payment (OP)  Pay the FCF to BFP Collecting Officer  Present Machine Validated OP/OR as basis for issuance of Claim Stub.  Release Claim Stub to CRO | Check Application Form and requirements and endorse to Fire Code Fees Assessor (FCFA)  Assess Fire Code Fee (FCF) and Issue Order of Payment (OP) to the applicant and return application with complete documents to CRO.  Collect Fire Code Fees and Machine Validated OP/Issue OR  Record the FSIC Application to Logbook;  Payment date of FCF;  Issue Claim Stub and endorse to C, FSES  Receive Application and Assign FS Inspector/s and Prepare Inspection Order (IO).  Approve/Sign Inspection Order (IO)  Record and release Inspection Order to assigned Fire Safety Inspector  Conduct Fire Safety Inspection; Prepare and submit After Inspection Report (AIR).  Receive and evaluate After Inspection Report and supporting documents; Indicate the recommendation/Action in the After Inspection Report and Sign.  Disposition on the Final Action in the After Inspection Report.  If no Fire Code violations,  Prepare three (3) copies of Fire Safety Inspection Certificate (FSIC),  NOTE: If with violations, issue Notice to Comply (NTC), Notice to Correct Violation (NTCV) based on the Final Action of the After Inspection Report.  Sign FSIC/NTC/NTCV.  Receive and Report Final Action; Record amount of FCF; OR Number;  Payment date in the FSIC and return file copy with supporting documents to Chief, FSES.  Release original copy of Fire Safety Inspection Certificate/Notice to Comply (NTC)/Notice to Correct Violation (NTCV) to applicant and endorse one (1) copy to Business Permits and Licensing Office (BPLO) | 10 minutes  10 minutes  10 minutes  15 minutes  1 hour  30 minutes  15 minutes  16 hours    30 minutes  1 hour  30 minutes  Forty five (45) working days  30 minutes  15 minutes  5 minutes | Customer Relation Officer  (CRO)  Fire Code Fees Assessor  BFP Collecting Officer  Customer Relation Officer  Chief, FSES  City Fire Marshall  Chief, FSEU  Fire Safety Inspectors  Chief, FSES  City Fire Marshall  CRO  Chief, FSES  City Fire Marshall  City Fire Marshall  Customer Relation Officer | See Annexes Schedule of Fees, based on R.A. 9514 | FSIC Application Form  Order of Payment  Inspection Order  Fire Safety Inspection Certificate |
| END OF TRANSACTION | | | | | | |

*\*An Inspection Order shall be issued designating the Fire Safety Inspector who will inspect the establishment.*

**ISSUANCE OF FIRE SAFETY INSPECTION CERTIFICATE (FSIC) FOR OCCUPANCY PERMIT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All applicants for Occupancy Permit in Navotas City*

**What are the requirements?**

1. *Endorsement from Local Building Official (LBO)*
2. *One (1) set of approved building plan*
3. *Certificate of Completion*
4. *Certificate of Electrical Inspection*
5. *Photocopy of Building Permit and Assessment of Occupancy Permit Fee*
6. *Three (3) sets of Fire and Life Safety Assessment Report (FALAR), Part 1 and/or Part 2 for Occupancy of at least 50 persons.*
7. *Fire Safety Evaluation Clearance.*
8. *Other pertinent documents as deemed necessary.*

**Duration:** 22 hours

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5 | Submit the duly Accomplished Application Form with complete requirements to the CRO  Wait for the release of Order of Payment (OP)  Pay the FCF to BFP Collecting Officer  Present Machine Validated OP/OR as basis for issuance of Claim Stub.  Release Claim Stub to CRO | Check Application Form and requirements and endorse to Fire Code Fees Assessor (FCFA)  Assess Fire Code Fee (FCF) and Issue Order of Payment (OP) to the applicant and return application with complete documents to CRO.  Collect Fire Code Fees and Machine Validated OP/Issue OR  Record the FSIC Application to Logbook;  Payment date of FCF;  Issue Claim Stub and endorse to C, FSES  Receive Application and Retrieve FSEC and Building Plans with Fire Safety Checklist (FSC) or latest After Inspection Report from the Local BFP records, and attach to the application. Assign Fire Safety Inspector/s and Prepare Inspection Order (IO).  Approve/Sign Inspection Order (IO)  Record and release Inspection Order to assigned Fire Safety Inspector  Conduct Fire Safety Inspection; Prepare and submit After Inspection Report (AIR).  Receive and evaluate After Inspection Report and supporting documents; Indicate  The recommendation/Action in the After Inspection Report and Sign.  Disposition on the Final Action in the After Inspection Report.  If no violations, Prepare three (3) copies of Fire Safety Inspection Certificate (FSIC) based on the Final Action of the After Inspection Report.  NOTE: If with violations issue, Notice to Comply (NTC)/Notice to Correct Violation (NTCV) based on the final action of the After Inspection Report.  Sign FSIC/NTC/NTCV.  Receive and Report Final Action; Record amount of FCF; OR Number;  Payment date in the FSIC and return file copy with supporting documents to Chief, FSES.  Release original copy of Fire Safety Inspection Certificate/Notice to Comply/Notice to Correct Violation to applicant and endorse one (1) copy to Office of the Building Official. | 10 minutes  10 minutes  10 minutes  15 minutes  1 hour  30 minutes  10 minutes  16 hours  1 hour  1 hour  30 minutes  Forty five (45) working days  30 minutes  30 minutes  5 minutes | Customer Relation Officer  Fire Code Fees Assessor  BFP Collecting Officer  Customer Relation Officer  Chief, FSES  City Fire Marshall  Chief, FSES  Fire Safety Inspectors  Chief, FSES  City Fire Marshall  Chief, FSES  City Fire Marshall  Customer Relation Officer  Customer Relation Officer | See Annexes Schedule of Fees, based on R.A. 9514 | FSIC Application Form  Order of Payment  Inspection Order  Fire Safety Inspection Certificate |
| END OF TRANSACTION | | | | | | |

*\*An Inspection Order shall be issued designating the Fire Safety Inspector who will inspect the establishment.*

**ISSUANCE OF FIRE SAFETY EVALUATION CLEARANCE (FSEC) FOR BUILDING PERMIT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All applicants for Building Permit in Navotas City*

**What are the requirements?**

1. *Endorsement from Local Building Official.*
2. *Six (6) sets of Building Plans and Specifications.*
3. *One (1) set of notarized Bill of Materials and Cost Estimate*
4. *Three (3) sets of Detailed Fire Safety Plans and Specifications or Fire and Life Safety Assessment Report 1 (FALAR-1) for Occupancy of at least 50 persons.*

**Duration:** 21 hours and 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5 | Submit the duly Accomplished Application Form with complete requirements to the CRO  Wait for the release of Order of Payment (OP)  Pay the Fire Code Fees to BFP Collecting Officer  Present Machine Validated OP/OR as basis for issuance of Claim Stub.  Release Claim Stub to CRO | Check Application Form and requirements and endorse to Fire Code Fees Assessor (FCFA)  Assess Fire Code Fees (FCF) and Issue Order of Payment (OP) to the applicant and return application with complete documents to CRO.  Collect Fire Code Fees and Machine Validated OP/Issue OR  Record the Fire Safety Evaluation Clearance Application to Logbook; Payment date of FCF;  Issue Claim Stub and endorse to Chief, FSES  Receive Application and Assign Building Plan Evaluator  Evaluate Building Plans and Accomplish Fire Safety Checklist (FSC)  Review BPE findings and recommend issuance of FSEC.  Disposition on the issuance of FSEC.  Receive and Record Final Action on FSEC and Building Plans with FS Checklist; Record amount of FCF; OR Number; Payment Date in the FSEC and return file copy with supporting documents to Chief, FSES.  Release original copy of FSEC and Building Plans with Fire Safety Checklist to applicant and endorse five (5) sets to the Office of the Building Official. | 10 minutes  10 minutes  10 minutes  15 minutes  15 minutes  16 hours  2 hours  2 hours  15 minutes  5 minutes | Customer Relation Officer  Fire Code Fees Assessor  BFP Collecting Officer  Customer Relation Officer  Chief, FSES  Building Plan Evaluator  Chief, FSES  City Fire Marshall  Customer Relation Officer  Customer Relation Officer | See Annexes Schedule of Fees, based on R.A. 9514 | Fire Safety Evaluation Clearance Application Form  Order of Payment  Official Receipt  Fire Safety Evaluation Clearance/Fire Safety Checklist and evaluated building plans |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFICATE OF ELECTRICAL INSPECTION (CEI)/ ELECTRICAL INSTALLATION CLEARANCE (EIC) FOR ELECTRICAL PERMIT APPLICATION**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All applicants for Electrical Permit in Navotas City*

**What are the requirements?**

1. *Endorsement from Local Building Official.*
2. *Duly accomplished Electrical Permit form.*
3. *Four (4) sets of Electrical Plans with specifications and bills of materials duly signed/sealed by a Professional Electrical Engineer.*
4. *Xerox copy of PRC ID and PTR of Professional Electrical Engineer*
5. *Copy of Fire Insurance (if any)*
6. *Building permit for new construction and renovation*
7. *Certificate of Occupancy*
8. *Fire Inspection Certificate*
9. *Barangay Clearance of Electrical Permit application and Cedula*

**Duration:** 13 hours and 30 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5 | Submit the duly Accomplished Application Form with complete requirements to the CRO  Wait for the release of Order of Payment (OP)  Pay the Fire Code Fees to BFP Collecting Officer  Present Machine Validated OP/OR as basis for issuance of Claim Stub.  Present Claim Stub to CRO | Check Application Form and requirements and endorse to Fire Code Fees Assessor (FCFA)  Assess Fire Code Fees (FCF) and Issue Order of Payment (OP) to the applicant and return application with complete documents to CRO.  Collect Fire Code Fees and Machine Validated OP/Issue OR  Record the CEI Application to Logbook; Payment date of FCF;  Issue Claim Stub and endorse to C, FSES  Receive Application and Assign Electrical Inspector/s and Prepare Inspection Order (IO)  Approve/Sign Inspection Order  Record and release IO to assigned Electrical Inspector/s  Conduct Electrical Inspection; Prepare and submit After Inspection Report (AIR)  Receive and evaluate After Inspection Report and supporting documents; Indicate the recommendation/action in the After Inspection Report and Sign.  Disposition on the Final Action in the After Inspection Report.  If no violations, Prepare three (3) copies of Certificate of Electrical Inspection based on the Final Action of the After Inspection Report.  NOTE: If with violations issue Notice to Comply/Notice to Correct Violations/ Order to pay fines based on the final action of the After Inspection Report.  Sign CEI/NTC/NTCV  Receive and Report Final Action; Record amount of FCF; OR Number; Payment Date in the CEI and return file copy with supporting documents to Chief, FSES.  Release original copy of CEI to applicant and endorse one (1) copy of CEI/NTC/NTCV with Electrical Plans to Local Building Official. | 10 minutes  10 minutes  10 minutes  15 minutes  30 minutes  15 minutes  10 minutes  10 hours  30 minutes  15 minutes  20 minutes  Forty five (45) working days  10 minutes  30 minutes  5 minutes | Customer Relation Officer    Fire Code Fees Assessor  BFP Collecting Officer  Customer Relation Officer  Chief, FSES  City Fire Marshall  Chief, FSES  Electrical Inspectors  Chief, FSES  City Fire Marshall  Customer Relation Officer  City Fire Marshall  Customer Relation Officer | See Annexes Schedule of Fees, based on R.A. 9514 | CEI Application Form  Order of Payment  Official Receipt  Inspection Order  Certificate of Electrical Inspection/Notice to Comply/Notice to Correct Violation |
| END OF TRANSACTION | | | | | | |

*\*An Inspection Order shall be issued designating the Electrical Inspectors who will inspect the establishment.*

**CITY BUSINESS PERMITS AND LICENSING OFFICE**

**Vision:** To dub Navotas as a progressive, business friendly and globally competitive city.

**Mission:** \*To regulate the business activity, ensure that businesses meet certain standards for public safety and public health and perform in a way consistent with the legal and policy guidelines of the locality.

\*To provide an added source of revenue.

\*To create an enabling environment for business and investments.

\*To encourage small business enterprises and those within the so-called informal economy to register and be covered by legal and institutional protection that comes from registration.

**MS. MARITA DP. TRINIDAD**

*CBPLO Chief*

Contact Number: 283-58-63 / 281-85-37 loc. 200 & 211

**STANDARD BUSINESS REGISTRATION & PERMIT PROCESS**

New Application:

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All qualified business applicants who want to establish business in Navotas City*

**What are the requirements?**

*Applicants must secure the following requirements, based on Executive Order No.02, Series 2008.*

1. *Barangay Business Clearance from the barangay where the business is located.*
2. *Locational Clearance from CPDO as to compliance to the Land Use & Zoning Ordinance.*
3. *Community Tax Certificate (Cedula)*
4. *Tax Identification Number from BIR.*
5. *Accomplished Application Form.*
6. *Picture of business establishment & sketch of location.*
7. *Fire Safety Inspection Certificate (based on the Fire Code of the Philippines)*
8. *Sanitary Permit (based on the Revenue Code of Navotas, Municipal Ordinance No. 92-12)*
9. *DTI or SEC Registration.*
10. *Articles of Incorporation & By-Laws for Corporation or partnership.*
11. *Proof of Ownership, if the place of business is owned.*
12. *Lease Contract, if the place of business is rented, & proof of ownership of the lessor.*
13. *Affidavit of Undertaking & Affidavit of Waiver, signed by the owner or his duly authorized representative, notarized by a licensed lawyer.*
14. *Other requirements as per line of business.*

**Duration:** 2 days and 30 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the fully accomplished Application Form & all the requirements.   * Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Advise the client for an ocular inspection, and to return after two (2) working days | 10 minutes | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks* |  | Application Form for New Business |
| 2 | \* Receive the documents, and sign in the logbook.  \*Upon compliance, notify BPLO for the modification /correction made | Inspect the place of business  If found to be in compliance with all the existing laws, recommend approval of license/permit.  Submit to the Asst. Chief for final evaluation and review.  \*If non compliant in any existing ordinance/law with regards to the operation of business, make a written notice stating the modification/correction the client has to comply.  \*Return the documents to the client and advise to notify BPLO upon compliance for re-inspection. Ask to acknowledge receipt of the returned documents and sign in the logbook.  \*Record the time and date of return.  \*Conduct re-inspection to verify compliance.  *(Note: One time inspection with CPDO, CHO, BFP & LBOO)* | Shall be done during the 2-day period  Shall be done during the 2-day period | Roberto B. Pascual  *Head, Inspection Team*  Ryan S. Ycasas  Rhodora S. Villanueva  Merry Rose S. Castillo  Adriano B. Dela Cruz  Roy ST. Navarro  Marjan P. Costillas  *Field Inspectors* |  |  |
| 3 |  | Makes final evaluation and review of the submitted requirements & Field Inspectors’ recommendation for approval. If complete, affix initial for the approval of the BPLO Chief.  Approve the application for Business Permit. | Shall be done during the 2-day period | Roberto B. Pascual  *Head, Inspection Team*  Marita DP. Trinidad  *CBPLO Chief* |  |  |
|  |  | Assess Taxes, Fees & Charges. | Shall be done during the 2-day period | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks* |  | Order of Payment |
| 4 | Return to BPLO and receive the documents. | Return the documents to the client and advise to pay to the City Treasurer’s Office | 2 minutes | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks* |  |  |
| 5 | Pay Taxes, Fees & Charges to the CTO. | Process payment and issue Official Receipt. | 10 minutes | City Treasurer’s Office | See Attached Schedule of Fees based on the Revenue Code of Navotas | Official Receipt |
| 6 | Return to BPLO and submit all the documents, including Official Receipts. | Receive the submitted documents, including receipts of payments for printing of the Business Permit.  Affix initial in the Business Permit for the signature of BPLO Chief.  Sign the Business Permit. | 3 minutes | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks*  Roberto B. Pascual  *Head, Inspection Team*  Marita DP. Trinidad  *CBPLO Chief* |  |  |
| 7 | Receive Business Permit & License & Business Registration Plate. | Release the Business Permit & License & Business Registration Plate.  Advise the client to submit Post Requirements 60 days from the date of release of Business Permit, non compliance revokes said permit. | 5 minutes | Rhodora S. Villanueva  *Releasing Clerk* |  | Business Permit & License. |
| END OF TRANSACTION | | | | | | |

**\*Application Form is available FREE OF CHARGE**

*Note: All Post Requirements must be submitted 60 days from the date of release of business permit. Non-compliance revokes said permit.*

**PROCESSING OF RENEWAL OF BUSINESS PERMITS:**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All qualified business applicants who want to renew their business permit.*

**What are the requirements?**

*Applicants must secure the following requirements, based on Executive Order No.009, Series 2010.*

1. *Previous Year’s Business Permit.*
2. *Barangay Business Clearance from the barangay where the business is located.*
3. *Locational Clearance from CPDO as to compliance to the Land Use & Zoning Ordinance.*
4. *Community Tax Certificate (Cedula)*
5. *Accomplished Application Form.*
6. *Fire Safety Inspection Certificate (based on the Fire Code of the Philippines)*
7. *Sanitary Permit (based on the Revenue Code of Navotas, Municipal Ordinance No. 92-12)*
8. *Previous Year’s Income Tax Return (ITR)*
9. *11 months VAT or NON VAT Return or Quarterly Vat Return (at least 3 quarters, duly received by BIR or its duly authorized collecting agents/banks for businesses with gross receipts/sales of P 500,000.00 and up.*
10. *Audited Financial Statement for business with P 300,000.00 and up gross receipts/sales.*
11. *Affidavit of Undertaking & Affidavit of Waiver, signed by the owner or his duly authorized representative, notarized by a licensed lawyer.*
12. *Other requirements as per line of business.*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the fully accomplished Application Form for Renewal of Business Permit & all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Recommend approval of the application.  Submit for final evaluation and review of the Asst. chief and approval of the BPLO Chief.  Makes final evaluation and review of the submitted requirements, If complete, affix initials for the approval of the BPLO Chief.  Approve the application for renewal of business permit.  Assess Taxes, Fees & Charges.  Return the documents to the client and advise to pay to the City Treasurer’s Office | 3 minutes  1 minute  1 minute  1 minute | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks*  Roberto B. Pascual  *Head, Inspection Team*  or  Kristine D. Lazaro  *CBPLO Staff*  Marita DP. Trinidad  *CBPLO Chief*  Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks* |  | Application Form for Renewal of Business Permit  Order of Payment |
| 2 | Pay Taxes, Fees & Charges to the CTO. | Process payment and issue Official Receipt. | 10 minutes | City Treasurer’s Office | See Attached Schedule of Fees based on the Revenue Code of Navotas | Official Receipt |
|  | Return to BPLO and submit all the documents, including Official Receipts. | Receive the submitted documents, including receipts of payments for printing of the Business Permit.  Affix initial in the Business Permit for the signature of BPLO Chief.  Sign the Business Permit. | 1 minute  1 minute  1 minute | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks*  Roberto B. Pascual  *Head, Inspection Team*  Marita DP. Trinidad  *CBPLO Chief* |  |  |
| 3 | Receive Business Permit & License & Business Registration Plate. | Release the Business Permit & License & Business Registration Plate/Sticker.  Advise the client to submit Post Requirements 60 days from the date of release of Business Permit, non compliance revokes said permit. | 1 minute | Rhodora S. Villanueva  *Releasing Clerk* |  | Business Permit & License. |
| END OF TRANSACTION | | | | | | |

**\*Application Form is available FREE OF CHARGE**

*Note: All Post Requirements must be submitted 60 days from the date of release of business permit. Non-compliance revokes said permit.*

**MINIMALLY REGULATED BUSINESS REGISTRATION & PERMIT PROCESS**

New Application

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All minimally regulated business applicants that conduct low-risk activities which do not pose danger to public health, public safety, public morals, or to public policy, under normal circumstances, including but not limited to the following:*

* *Sari-sari Store Class C with projected annual gross receipts/sales of P70,000.00 or - Gymnasium of fitness center*

*more but less than 100,000.00 - Market stall*

* *Sari-sari Store Class B with projected annual gross receipts/sales of P100,000.00 or - Photo Studio*

*more but less than P200,000.00, no retailing of LPG - Pawnshop*

* *Carinderia - Gift shop*
* *General Merchandise without flammable/combustible substances. - Money Transfer or Bayad Center*
* *Commercial and Residential Lessor - Fish Buyer & Seller*
* *Bank - Barber Shop or Beauty Shop*
* *Display Office or Office only*
* *Laundry Shop*

**What are the requirements?**

*Applicants must secure the following requirements, based on Executive Order No.009, Series 2010.*

1. *Accomplished Application Form.*
2. *Barangay Business Clearance from the barangay where the business is located.*
3. *Locational Clearance from CPDO as to compliance to the Land Use & Zoning Ordinance.*
4. *Community Tax Certificate (Cedula)*
5. *Affidavit of Undertaking & Affidavit of Waiver, signed by the owner or his duly authorized representative, notarized by a licensed lawyer.*
6. *Picture of business establishment & sketch of location.*
7. *Fire Safety Inspection Certificate (based on the Fire Code of the Philippines)*
8. *Sanitary Permit (based on the Revenue Code of Navotas, Municipal Ordinance No. 92-12)*
9. *For Single Proprietorship, its DTI Registration*
10. *For Partnership, the Certificate of Partnership and Partnership Resolution authorizing the application of the business permit.*
11. *For Corporations, the Certificate of Incorporation and the Secretary’s Certificate authorizing the application of the business.*
12. *Proof of Ownership, Contract of Lease or Letter of Authority or Consent to Use the place of business issued by the registered owner of the property.*
13. *Other requirements as per line of business.*

**Duration:** 30 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the fully accomplished Application Form & all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Makes final evaluation and review of the submitted requirements, If complete, affix initials for the approval of the BPLO Chief.  Approve the application for Business Permit.  Assess Taxes, Fees & Charges.  Return the documents to the client and advise to pay to the City Treasurer’s Office | 5 minutes  3 minutes  2 minutes  3 minutes | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks*  Roberto B. Pascual  *Head, Inspection Team*  or  Kristine D. Lazaro  *CBPLO Staff*  Marita DP. Trinidad  *CBPLO Chief*  Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks* |  | Application Form for New Business  Order of Payment |
| 2 | Pay Taxes, Fees & Charges to the CTO. | Process payment and issue Official Receipt. | 10 minutes | City Treasurer’s Office | See Attached Schedule of Fees based on the Revenue Code of Navotas | Official Receipt |
|  | Return to BPLO and submit all the documents, including Official Receipts. | Receive the submitted documents, including receipts of payment, for printing of the Business Permit.  Affix initial in the Business Permit for the signature of BPLO Chief.  Sign the Business Permit. | 2 minutes  1 minute  1 minute | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks*  Roberto B. Pascual  *Head, Inspection Team*  Marita DP. Trinidad  *CBPLO Chief* |  |  |
| 3 | Receive Business Permit & License & Business Registration Plate. | Release the Business Permit & License with remarks **“SUBJECT FOR INSPECTION”** & Business Registration Plate/Sticker.  \*Advise the client for an ocular inspection 24 hours upon receipt of the permit. | 3 minutes | Rhodora S. Villanueva  *Releasing Clerk* |  | Business Permit & License |
| END OF TRANSACTION | | | | | | |

**\*Application Form is available FREE OF CHARGE**

*Note: All Post Requirements must be submitted 60 days from the date of release of business permit. Non-compliance revokes said permit.*

**PROCESSING OF REGISTRATION OF BAKLAD AND TAHUNGAN**

Renewal Application:

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All Navoteños who put up Baklad & Tahungan in the marine waters 15 kilometers from the shoreline under the jurisdiction of Navotas City.*

**What are the requirements?**

*Applicants must secure the following requirements:*

1. *Barangay Business Clearance*
2. *Clearance from CPDO.*
3. *Community Tax Certificate (Cedula)*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the fully accomplished Application Form for Renewal of Business Permit & all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Recommend approval of the application.  Submit for final evaluation & review of the Asst. Chief and approval of the BPLO Chief.  Makes final review of the submitted requirements, If complete, affix initials for the approval of the BPLO Chief.  Approve the application for the renewal of Baklad & Tahungan.  Assess Taxes, Fees & Charges.  Return the documents to the client and advise to pay to the City Treasurer’s Office | 3 minutes  1 minute  1 minute  1 minute | Adriano B. Dela Cruz  *Selador*  Ma. Lyn Iglesia-Nepa  *Front Line Service Provider/ Assessment Clerk*  Roberto B. Pascual  *Head, Inspection Team*  Marita DP. Trinidad  *CBPLO Chief*  Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks* |  | \*Application Form for Renewal of Permit |
| 2 | Pay Taxes, Fees & Charges to the CTO. | Process payment and issue Official Receipt. | 10 minutes | City Treasurer’s Office | See Annexes | Official Receipt |
|  | Return to BPLO and submit all the documents, including Official Receipts. | Accept the submitted documents, including receipts of payments for printing of the Business Permit.  Affix initial in the Business Permit for the signature of BPLO Chief.  Sign the Business Permit. | 1 minute  1 minute  1 minute | Ma. Lyn Iglesia-Nepa  Lolita C. Bantilan  Maria Ana E. Edra  *Front Line Service Providers/ Assessment Clerks*  Roberto B. Pascual  *Head, Inspection Team*  Marita DP. Trinidad  *CBPLO Chief* |  |  |
| 3 | Receive Business Permit & License & Business Registration Plate. | Release the Business Permit & License & Business Registration Plate | 1 minute | Ma. Lyn Iglesia-Nepa  *Front Line Service Provider* |  | Business Permit & License |
| END OF TRANSACTION | | | | | | |

**\*Application Form is available FREE OF CHARGE**

**ISSUANCE OF OCCUPATIONAL PERMIT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All job applicants in Navotas, whether Navoteño or not, whose nature of work was stated in Section 180.D of the Revenue Code of Navotas.*

**What are the requirements?**

*Applicants must secure the following requirements*

1. *Community Tax Certificate (Cedula)*
2. *Certificate of Attendance on Seminar on Food Handling from City Health Office*
3. *1 (2 x 2) picture*

**Duration:** 10 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive the documents | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive and process the Occupational Permit.”   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Give the documents to the client and advise to go to Legal Office for the notarization of permit and pay to the City Treasurer’s Office | 3 minutes | Francisco C. Centeno Jr.  *CBPLO Staff* |  |  |
| 2 | Proceed to Legal Office for Notary | Notarize the Occupational Permit Form. |  | City Legal Office |  |  |
| 3 | Pay to the CTO. | Process payment and issue Official Receipt. | 5 minutes | City Treasurer’s Office | P 60.00 | Official Receipt |
| 4 | Receive Occupational Permit | Approve the application for Occupational Permit.  Record the Occupational Permit.  Release the Occupational Permit to client. | 1 minute  1 minute | Marita DP. Trinidad  *CBPLO Chief*  Francisco C. Centeno Jr.  *CBPLO Staff* |  | Occupational Permit |
| END OF TRANSACTION | | | | | | |

**CITY ENGINEERING OFFICE**

**Vision:** With the aid and support of the constituency the new City of Navotas can keep abreast with the other progressive cities in the Metropolis Engineering- wise through various modern infrastructure projects.

**Mission:** To provide excellent engineering and construction support services to the citizens and administration of the City Government of Navotas.

**ENGR. MIGUEL P. SERRANO, JR.**

*City Engineer*

Contact Number: 281-85-37 loc. 209 & 206

**PROCESSING OF APPLICATION FOR EXCAVATION PERMIT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*All individuals who want to have waterline connection,*

*MWSI; Electric and Telecommunication Company*

**What are the requirements?**

1. *Barangay Clearance*
2. *Maynilad Permit*

**Duration:** 10 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Submit the requirements.  Receive the Order of Payment and proceed to City Treasurer’s Office | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue Order of Payment and advise the client to pay to the City Treasurer’s Office (CTO). | 5 minutes | Wilbert Cruz |  | Order of Payment |
| 3 | Pay fees to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | See Annexes | Official Receipt |
| 5 | Return to CEO and present O.R | Prepare and issue the Excavation Permit | 5 minutes | Wilbert Cruz |  | Excavation Permit |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR THE REFUND OF EXCAVATION PERMIT FEE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*All applicants who want to refund their Excavation Permit Fee*

**What are the requirements?**

* *Original Receipt*

**Duration:** 1 day

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Present and submit the original receipt for the restoration and maintenance fee | Inspect on the area will be conducted after the submission of the receipt.  Prepare the **“Certification”** that the location is 100 % restored.  Forward the necessary documents to the City Treasurer’s Office (CTO) for processing | 1 day | Wilbert Cruz |  |  |
| 2 | Proceed to City Treasurer’s Office (CTO) for the releasing of Check. | Release the Check |  | City Treasurer’s Office |  | Check |
| END OF TRANSACTION | | | | | | |

**CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE**

**Vision:** The City Environment and Natural Resources Office will be a highly professionalized office, dedicated at preserving and protecting the environment in coordination and cooperation with a citizenry devoted to an ecologically-balanced way of life in harmony with its God-given natural resources.

**Mission:** Be in the frontline of delivery of basic services concerning the protection and conservation of the environment and natural resources.

**MR. JOSELITO V. OSETE**

*CENRO Chief*

Contact Number: 282-03-78

**SPECIAL WASTE COLLECTION SERVICES**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

*Saturday, 8:00 am to 12:00 noon*

**Who may avail of the service?**

*-Business establishment, Private Institutions and Individual*

**What are the requirements?**

1. *Business permit, for business establishments*
2. *Request form for institutions and individuals*

**Duration:** 32 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the accomplished requisition slip for Waste Collection Services | Receive requisition slip and inspect the type/volume of waste  Issue advise slip to the client  Advise the client to proceed at BPLO to secure Order of Payment | 10 minutes | Supervisor-Waste Collection Monitoring |  | Requisition Slip  Advise Slip |
| 2 | Present advise slip to BPLO and secure Order of Payment | Process order of payment and advise client to pay to the City Treasurer’s Office |  | BPLO |  | Order of Payment |
| 3 | Pay Waste Collection Services to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | Based on Mun. Ordinance 2002—25 | Official Receipt |
| 4 | Proceed to CENRO and present O.R and copy Order of Payment | Acknowledge and record for scheduling.  Advise dispatcher for waste collection Waste Collection | \*\*\*5 minutes  10 minutes | CENRO Clerk  Dispatcher and waste collection crew |  |  |
| 5 | Acknowledge service and affix signature to the Acknowledgement Receipt | Receive the copy of acknowledgement slip duly signed by the client for recording. | 2 minutes | Waste Collection Crew and CENRO Clerk |  |  |
| END OF TRANSACTION | | | | | | |

*Note:*

*\*\*\*Depending on the volume and number of trips required in a given transaction.*

**SETTLEMENT OF PENALTIES ON VIOLATION OF ORDINANCE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Apprehended offenders on Environmental Ordinances (Municipal Ordinances Nos. 2003-13, 2005-06 and 2006-07)*

**What are the requirements?**

*Copy of Environmental Violation Receipt (EVR) and/or Court Order*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Present Environmental Violation Receipt at City Environment and Natural Resources Office | Process the settlement:   * If Payment of fine issue Order of Payment and advise to pay to the City Treasurer’s Office   \*In case of lost EVR, verify in the  database   * If by Community Service, advise the client to execute promissory note; Set the date of community service. | 10 minutes | CENRO Clerk |  | Order of Payment |
| 2  3 | Proceed to CTO and pay the penalty  Render community service  Present O.R at CENRO  Return to CENRO  Receive certificate of settlement | Process payment and issue O.R  Supervise the client during community service  Acknowledge and record settlement  Acknowledge accomplishment of community service.  Issue Certificate of Settlement | 5 minutes  \*\*\*  5 minutes | City Treasurer’s Office  Supervisor  *Brigada ng Kalinisan*  CENRO Clerk | \*\*\*Based on Municipal Ordinances No. 2003-13, 2005-06 & 2006-07 | Official Receipt  Certificate of Settlement |
| END OF TRANSACTION | | | | | | |

*Note:*

*\*\*\*Depending on the frequency of violation.*

*\*Community Service depends on the violation committed*

**CITY FRANCHISING PERMIT PROCESSING UNIT**

**Vision:** We envision a well organized Public Transportation Industry.

**Mission:** To regulate the issuance of permits to legitimate tricycle operators in Navotas, to achieve the optimum number of vehicles circulating in Navotas, to ensure decent livelihood for the operators and drivers, at the same time safety and convenience of the riding public.

**MS. REGINA M. CONCEPCION**

*CFPPU Officer-In-Charge*

Contact Number: 281-32-19

**PROCESSING OF RENEWAL OF PERMIT TO OPERATE (FRANCHISE) OF MOTORIZED TRICYCLE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*All Operators of Tricycle de motor who renew their Franchise*

**What are the requirements?**

1. *Application Form 2 pcs.*
2. *Previous Application Form, Permit to Operate, OR (Franchise)*
3. *Official Receipt / Certificate of Registration O.R./C.R. (Original and Xerox copy)*
4. *Barangay Clearance (original)*
5. *Tricycle Operator & Driver’s Association (TODA) Certificate (original)*
6. *Voter’s ID (if Navoteño)*
7. *Community Tax Certificate (Cedula) (Xerox Copy)*
8. *Driver’s License (Xerox Copy) 2 pcs.*
9. *2x2 ID picture of operator (1pc.)*
10. *2x2 ID picture of driver (2pcs.)*
11. *Road Worthiness form*

**Duration:** 36 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Application Form and Requirements  Receive Transaction Number and wait to be called  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Transaction Number and wait to be called | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Give Transaction Number and wait to be called.   * If transfer of ownership, issue Request Slip and advise the client to proceed to Legal Office/Private Lawyer to execute Affidavit of Waiver with Transfer of Rights and/or change motor | 5 minutes | Wilfreda Muleta  Michiel Gumogda  *Receiving Clerk*  Wilfreda Muleta  Michiel Gumogda  *Receiving Clerk* |  | Application Form  Request Slip |
| 2  3 | Receive the documents | Final check/verify the documents  Upon verification, encode/update records  Print Permit to Operate   * If there were problems encountered on the existing account, like fake/tampered Registration, issue Verification Stub and inform the client that the Registration will be subjected to LTO verification and advise to return on the date indicated in the Stub. Ask to return the Transaction Number given.   Approve Permit to Operate  Call the transaction number, give the documents to the client and advise to proceed to Legal Office/Private Lawyer for notarization of Application Form and pay to the City Treasurer’s Office | 5 minutes  1 minute | Alvin Domingo  Jonathan Ku  *Encoders*  Regina Concepcion  *OIC-Franchising Unit* |  | Permit to Operate |
| 4 | Proceed to Legal Office / Private Lawyer, present/submit the documents for notarization | Notarize Application Form |  | Legal Office / Private Lawyer |  |  |
| 5 | Pay to the CTO | Process Payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | See attached  Schedule of fees | Official Receipt |
| 6 | Return to FPPU and present OR, PTO and Duly Notarized Application Form  Receive copy of approved Franchise and stub. | Receive the documents, ask the client to affix signature and thumb mark in the ID.  Give owner’s copy of Franchise and stub and advise the client to return on the scheduled date indicated in the stub for the issuance of tricycle regulatory sticker and Driver’s ID | 10 minutes | Wingly Vargas  *Releasing Clerk* |  |  |
| 7 | Go to FPPU Office and present copy of Franchise and tricycle unit  Receive the documents and driver’s ID | Receive the documents, and issue driver’s ID.  \*Check motor/chassis/plate number and attach tricycle regulatory sticker in the tricycle’s sidecar. | 5 minutes | Wingly Vargas  *Releasing Clerk* |  |  |
| END OF TRANSACTION | | | | | | |

*Note:*

*\*During the time of renewal, releasing of stickers will be done at 3pm and all Satrudays from January to March as per City Ordinance 2005-15*

*\*Actual date of issuance of tricycle regulatory sticker depends upon the volume of applicants, and may take more than 10 days. A stub will be issued to client stating the date and time of return for the installation of tricycle regulatory sticker.*

**APPLICATION FOR TRICYCLE REGULATORY PERMIT FOR PRIVATE TRICYCLE/PEDICAB**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Owners of Private Motorized Tricycle/Pedicab with Business*

**What are the requirements?**

**FOR PRIVATE TRICYCLE FOR PRIVATE PEDICAB**

1. *Application Form 2 pcs. 1. Application Form 2 pcs.*
2. *Barangay Business Permit / Business Permit from BPLO 2. Barangay Business Permit/Business Permit from BPLO*
3. *Official Receipt/Certificate of Registration O.R./C.R. (Original and Xerox copy) 3.Barangay Clearance (original)*
4. *Barangay Clearance (original) 4. Voter’s ID (if Navoteño)*
5. *Voter’s ID (if Navoteño) 5. Community Tax Certificate(Cedula) (Xerox Copy)*
6. *Community Tax Certificate (Cedula) (Xerox Copy) 6. Affidavit of Waiver*
7. *Driver’s License (Xerox Copy) 2 pcs.*
8. *2x2 ID pictures of driver and owner (1pc.)*
9. *Picture of Tricycle (front and back)*
10. *Affidavit of Waiver*

*Additional Requirements for Private Motorized Tricycle used as School Service*

1. *Birth Certificate of Son/s/Daughter/s of the Owner*
2. *Certificate of Enrollment of the Children*

*Note 1: Pedicab sidecar must be open type synchorize*

*Note2: Sidecar of Private Motorized Tricycle to be used for business must be open type. Side car of Private Motorized Tricycle used as School Service must be closed and with paint, bearing signage “Private, not for Hire” (4 inches per letter)*

**Duration:** 1 day and 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Application Form and Requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Temporary Pass/Stub | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Give Temporary Pass Stub and advise the client to return after one (1) working day for the processing of application.  \*If transfer of ownership and/or change motor, issue Request Slip and advise the client to proceed to Legal Office/Private Lawyer to execute Affidavit of Waiver with Transfer of Rights and/or Change Motor. | 5 minutes | Wilfreda Muleta  Michiel Gumogda  *Receiving Clerk* |  | Application Form  Request Slip |
| 2 |  | Final check/verify the documents  Upon verification, encode/update records  Print Permit to Operate and issue Order of Payment   * If case of Tampered documents and others, return the documents to the client for correction/rectification. Advise the client to return upon compliance. Ask to return the Transaction Number given.   Approve Permit to Operate | Shall be done during the 1-day period | Alvin Domingo  Jonathan Ku  *Encoders*  Regina Concepcion  *OIC-Franchising Unit* |  | Permit to Operate |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR TRICYCLE REGULATORY PERMIT FOR PRIVATE TRICYCLE/PEDICAB**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Owners of Private Motorized Tricycle/Pedicab with Business*

**What are the requirements?**

*-Temporary Pass/Stub given by FPPU*

**Duration:** 15 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Return to FPPU Office and present the Stub. | Receive Stub, give the documents to the client and advise to go to Legal Office/Private Lawyer for notarization of the Application Form and pay to CTO. | 5 minutes | Wilfreda Muleta  Michiel Gumogda  *Receiving Clerk* |  | Permit to Operate |
| 2 | Proceed to Legal Office / Private Lawyer and present/submit the documents for notarization.  Proceed to City Treasurer’s Office to pay fees. | Notarize Application Form  Process payment and issue Official Receipt |  | Legal Office / Private Lawyer  City Treasurer’s Office |  | Official Receipt |
| 3 | Return to FPPU and present OR, PTO and Duly Notarized Application Form  Receive Tricycle Regulatory Permit (Plate) and Temporary Pass/Stub | Receive the documents, ask the client to affix signature/thumb mark in the ID.  Issue the Tricycle Regulatory Permit (Plate), advise to fix and display properly in the Private Motorized Tricycle/Pedicab.  Issue a temporary pass/stub and advise the client to return on the date indicated in the stub. | 10 minutes | Wingly Vargas  *Releasing Clerk* |  | Tricycle Regulatory Permit (Plate)  Temporary Pass/Stub |
| END OF TRANSACTION | | | | | | |

*Note: Renewal of permit for Private Motorized Tricycle/Pedicab goes with same process, instead of Tricycle Regulatory Permit (Plate), only Validation sticker shall be issued.*

*\*If the application for the Tricycle Regulatory Permit for Private Motorized Tricycle / Pedicab is only for renewal,* ***Tricycle Regulatory******Sticker*** *shall issue to the client instead of plate.*

*\*Actual date of issuance of validation sticker is clearly stated in the stub issued. Failure to return on the scheduled date shall mean disapproval of the application.*

**ACTUAL ISSUANCE OF TRICYCLE REGULATORY STICKER FOR PRIVATE TRICYCLE/PEDICAB**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Owners of Private Motorized Tricycle/Pedicab with Business*

**What are the requirements?**

*-Temporary Pass/Stub given by FPPU*

*-Private Motorized Tricycle/ Pedicab*

**Duration:** 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Return to FPPU Office, bring the Private Motorized Tricycle/Pedicab and present stub.  Receive Driver’s ID | Receive Stub and check the private motorized tricycle/pedicab.  \*Check motor/chassis/plate number (for Private Motorized Tricycle only).  \*If the Private Motorized Tricycle/Pedicab is in compliance with the prescribed design/type and the plate was fixed/displayed properly, attach tricycle regulatory sticker in the plate.  \*If the Private Motorized Tricycle/Pedicab is not compliant with the prescribed design/type, return the stub and advise the client to make rectification/correction. Return to FPPU Office upon compliance.  Issue driver’s ID. | 5 minutes | Wingly Vargas  *Releasing Clerk* |  | Driver’s ID |
| END OF TRANSACTION | | | | | | |

*Note: Renewal of permit for Private Motorized Tricycle/Pedicab goes with same process, instead of Tricycle Regulatory Permit (Plate), only Validation sticker shall be issued.*

*\*If the application for the Tricycle Regulatory Permit for Private Motorized Tricycle / Pedicab is only for renewal,* ***Tricycle Regulatory******Sticker*** *shall issue to the client instead of plate.*

*\*Actual date of issuance of validation sticker is clearly stated in the stub issued. Failure to return on the scheduled date shall mean disapproval of the application.*

**PROCESSING OF RENEWAL OF PERMIT TO OPERATE (FRANCHISE) OF TRICYCLE DE PADYAK/PEDICAB**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-All Operators of Tricycle de Padyak / Pedicab who renew their Franchise*

**What are the requirements?**

1. *Application Form 2 pcs.*
2. *Previous Application Form, Permit to Operate, OR (Franchise)*
3. *Barangay Clearance (original)*
4. *Tricycle Operator & Driver’s Association (TODA) Certificate (original)*
5. *Voter’s ID (if Navoteño)*
6. *Community Tax Certificate(Cedula) (Xerox Copy)*
7. *2x2 ID picture of operator (1pc.)*
8. *2x2 ID picture of driver (2pcs.) optional*
9. *Affidavit of Waiver*

**Duration:** 31 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Application Form and Requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Transaction Number and wait to be called | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Give Transaction Number and wait to be called. | 5 minutes | Wilfreda Muleta  Michiel Gumogda  *Receiving Clerk* |  | Application Form |
| 2  3 | Receive the documents | Final check/verify the documents  Upon verification, encode/update records  Print Permit to Operate and issue Order of Payment   * In case of Tampered documents and others, return documents to the client for correction/rectification. Advise the client to return upon compliance. Ask to return the Transaction Number given.   Approve Permit to Operate  Call the Transaction Number, give the documents to the client and advise to go to Legal Office/Private Lawyer for notarization of Application Form and pay to the CTO | 5 minutes  1 minute | Alvin Domingo  Jonathan Ku  *Encoders*  Regina Concepcion  *OIC-Franchising Unit* |  | Order of Payment  Permit to Operate |
| 4 | Proceed to Legal Office / Private Lawyer, present/submit the documents for notarization | Notarize Application Form |  | Legal Office / Private Lawyer |  |  |
| 5 | Pay to the City Treasurer’s Office | Process Payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | See attached  Schedule of fees | Official Receipt |
| 6 | Return to FPPU and present OR, PTO and Duly Notarized Application Form  Receive copy of approved Franchise and stub. | Receive the documents, ask the client to affix signature and thumb mark in the ID. And give owner’s copy of Approved Franchise  Issue stub, advise the client to return on the scheduled date for the issuance of ID and tricycle regulatory sticker indicated on the stub. | 10 minutes | Wingly Vargas  *Releasing Clerk* |  | Franchise |
| 7 | Return to FPPU Office and present PTO and Tricycle De padyak  Receive Tricycle driver’s ID | \*Issue Tricycle Regulatory sticker and attach to the sidecar.  Issue driver’s ID | 5 minutes | Wingly Vargas  *Releasing Clerk* |  | ID |
| END OF TRANSACTION | | | | | | |

*Note:*

*\*During the time of renewal, releasing of stickers will be done at 3pm and all Satrudays from January to March as per City Ordinance 2005-15*

*\*Actual issuance of tricycle regulatory sticker depends upon the volume of applicants and may take more than 10 days. A stub will be issued to client stating the date and time of return for the installation of tricycle regulatory sticker.*

**FRANCHISE/UNIT VERIFICATION OF PUBLIC UTILITY JEEPNEY IN THE LAND TRANSPORTATION, FRANCHISING AND REGULATORY BOARD (LTFRB)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*Operators of Public Utility Jeepney (PUJ) who have their Franchise in LTFRB*

**What are the requirements?**

1. *Application Form 2 pcs.*
2. *O.R./C.R. (Xerox Copy)*
3. *Decision (Xerox Copy)*
4. *Verification Fee (to be paid to LTFRB)*

**Duration:** 5 minutes (transaction in FPPU Office) One (1) to Two (2) Months (LTFRB)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the requirements  Receive verification stub and pay verification fee (LTFRB) | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Record the date and time of application.  Give verification stub  Accept payment (to be paid to LTFRB)  Advise to call FPPU Office for follow-up of application. | 5 minutes | Wilfreda Muleta  Michiel Gumogda  *Receiving Clerk* | P 40.00 (LTFRB) | Verification Slip |
| END OF TRANSACTION | | | | | | |

*Note: Franchise/Unit verification of PUJ in LTFRB takes more than 10 days, hence does not fall in the period of completion of transaction prescribed in the Anti-Red Tape Act.*

*PUJ Operators were advised to submit Application for Franchise/Unit Verification two (2) months before the renewal month based on the 2008 agreement with the PUJ’s Association President.*

**ISSUANCE OF P.U.J. REGULATORY STICKER**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-All Operators of Public Utility Jeepney who have route in Navotas and approved franchise in Land Transportation, Franchising & Regulatory Board (LTFRB)*

**What are the requirements?**

1. *Application Form 2 pcs.*
2. *Official Receipt/Certificate of Registration O.R./C.R. (Original and Xerox Copy)*
3. *Decision (Xerox Copy)*
4. *Community Tax Certificate (Cedula) (Xerox Copy)*
5. *Application for Extension of Validity (if expired)*
6. *Clearance (if expired)*
7. *Official Receipt from LTFRB (if expired)*

**Duration:** 21 minutes (if the unit was already verified by LTFRB)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Give the verification slip to check the status of the application for unit verification.  If verified, submit the accomplished application form and requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive transaction number and wait to be called  Receive the documents | Accept the verification slip, if the unit was already verified by LTFRB, ask the client to submit the requirements.  Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Give transaction number and wait to be called.   * If not yet verified, advise the client to call FPPU Office for follow-up   Final Check/verify the documents  Upon verification, encode/update records  Print Order of Payment   * In case of tampered/fake registration or franchise, immediately endorse to Legal Office for appropriate action * If there were problems encountered on the existing account, return the document to the client for correction/rectification. Advise the client to return the transaction number given.   Approve the Unit Verification and Application Form  Call the transaction number, give the documents to the client and advise to go to Legal Office/Private Lawyer for notarization of Application Form and pay to the City Treasurer’s Office | 5 minutes  5 minutes  1 minute | Wilfreda Muleta  Michiel Gumogda  *Receiving Clerk*  Alvin Domingo  Jonathan Ku  *Encoders*  Regina Concepcion  *OIC – Franchising Unit* |  | Application Form  Order of Payment |
| 3 | Proceed to Legal Office / Private Lawyer for notary | Notarize Application Form / PTO |  | Legal Office / Private Lawyer |  |  |
| 4 | Pay to the City Treasurer’s Office | Process Payment and issue Official Receipt | 5 minutes | CTO | See attached  Schedule of fees | Official Receipt |
| 5 | Return to FPPU and present OR and Duly Notarized Application Form  Receive copy of approved Application Form and OR | Receive the documents.  Give owner’s copy of Approved Application Form and OR  Issued PUJ regulatory sticker | 5 minutes | Wingly Vargas  *Releasing Clerk* |  | Approved Application Form  Regulatory Sticker |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF MOTORIZED TRICYCLE / DE PADYAK FARE MATRIX**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*All Operators of Tricycle de Motor / De Padyak who have their Permit to Operate (franchise)*

**What are the requirements?**

1. *Original Franchise*

**Duration:** 9 minutes (actual transaction)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the requirements | Receive the requirement/s.  Issue Order of Payment and advise the client to go to City Treasurer’s Office and pay fees. | 5 minutes | Wingly Vargas  *Releasing Clerk* |  |  |
| 2 | Pay fees to the City Treasurer’s Office | Process payment and issue Official Receipt |  | City Treasurer’s Office | Php 50.00 | Official Receipt |
| 3 | Return to FPPU, present the Official Receipt  Pay Lamination Fee | Receive OR  Accept Lamination Fee (to be paid at the laminating service with OR)  Issued Fare Matrix Stub and advise the client to return after two (2) working days | 2 minutes | Wingly Vargas  *Releasing Clerk* | Php 40.00  (to be paid at the laminating service contractor) | Fare Matrix Stub |
| 4 | Return to FPPU and present the Fare Matrix Stub | Get the stub and issue Fare Matrix | 2 minutes | Wingly Vargas  *Releasing Clerk* |  | Fare Matrix |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF MOTORIZED TRICYCLE/DE PADYAK DRIVER’S I.D.**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-All Drivers of Tricycle de Motor / De Padyak who want to secure their Driver’s ID.*

**What are the requirements?**

**FOR TRICYCLE DE-MOTOR FOR DE-PADYAK/PEDICAB**

1. *Accomplished Driver’s ID Form 1. Accomplished Driver’s ID Form*
2. *Driver’s License 2 pc. (Xerox copy) 2. Community Tax Certificate (Cedula)*
3. *2x2 ID Picture 1 pc. 3. 2x2 ID picture 1pc.*

*4. Barangay Clearance*

1. *Certified Photocopy of Franchise*

**Duration:** 22 minutes (actual transaction)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the requirements | Receive the requirements  Issue order of payment and advise the client to pay fees to City Treasurer’s Office. | 5 minutes | Wingly Vargas  *Releasing Clerk* |  | Order of Payment |
| 2 | Pay to the CTO | Process Payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | Php 40.00 | Official Receipt |
| 3 | Return to FPPU and present O.R.  Pay Lamination Fee | Receive O.R., advise the client to affix signature, thumb mark on the ID.  Accept Lamination Fee (to be paid at the laminating service with OR)  Return O.R. and advise the client to return after three (3) working days. | 5 minutes | Wingly Vargas  *Releasing Clerk* | Php 25.00  (to be paid at the laminating service contractor) |  |
| 4 | Return to FPPU and Present O.R. | Issue Driver’s ID | 2 minutes | Wingly Vargas  *Releasing Clerk* |  | Driver’s ID |
| END OF TRANSACTION | | | | | | |

**CITY GENERAL SERVICES OFFICE**

**Vision:** The City General Services envisions itself to be an active partner of the City Government of Navotas by delivering more responsive and quality services through committed, service-oriented and technologically advanced personnel.

**Mission:** Provision of systematic and highest standard of general services to Navotas City Government and its constituent that is effective, efficient and economical.

**ENGR. CESAR FLORES**

*City General Services Officer*

Contact Number: 283-84-97 / 281-85-37 loc. 110, 109 & 120

**RENTAL OF FUNCTION ROOM**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Individual or groups who want to avail the facility.*

**What are the requirements?**

* + - 1. *Letter of intent / Rental Form*
      2. *Community Tax Certificate (Cedula)*
      3. *Passport (if foreigner)*

**Duration:** 37 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Letter of Intent/Rental Form and requirements | Receive Accomplished Rental Form/Intent and requirements.  Check the availability of the requested schedule  \*If requested, assist the client in ocular inspection of the Function Room | 15 minutes | Melanie Vagilidad  *Clerk* |  | Letter of Intent/Rental Form |
| 2 |  | Discuss the terms & conditions stipulated in the Contract | 5 minutes | Melanie Vagilidad  *Clerk* |  |  |
| 3 | Agree/conform with the terms and conditions of the rental, and sign the contract.  Receive Order of Payment | Prepare/Fill-out the Contract for the rental of the Function Room and ask the client to sign  Prepare/Affix initial in Order of Payment for approval of the GSO.  Approve the Order of Payment,  Issue Order of Payment, advise the client to pay to the City Treasurer’s Office, return to GSO and submit OR | 5 minutes  5 minutes | GSO Staff  Engr. Cesar Flores  *General Services Officer* |  | Rental Agreement  Order of Payment |
| 4 | Pay to the CTO | Process Payment and issue Official Receipt | 5 minutes | City Treasurer’s Office |  | Official Receipt |
| 5 | Return to GSO and submit OR  Receive original copy of OR and Contract. | Receive OR & reproduce copy  Release original copy of OR and contract | 2 minutes | Margie Palabrica  Jayson Salilican  *GSO Staff* |  | Rental Agreement |
| END OF TRANSACTION | | | | | | |

**RENTAL OF NAVOTAS YOUTH CENTER**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*Individual or groups who want to avail the facility.*

**What are the requirements?**

1. *Letter of intent / Rental Form*
2. *Community Tax Certificate (Cedula)*
3. *Passport (if foreigner)*

**Duration:** 27 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Letter of Intent/Rental Form and requirements | Receive Accomplished Rental Form/Intent  Check the availability of the requested schedule  If requested, assist the client in ocular inspection of the Navotas Youth Center | 5 minutes | Melanie Vagilidad  *Clerk* |  | Letter of Intent/Rental Form |
| 2 |  | Discuss the terms & conditions stipulated in the Contract | 5 minutes | Melanie Vagilidad  *Clerk* |  |  |
| 3 | Agree/conform with the terms and conditions of the rental, and sign the contract.  Receive Order of Payment | Prepare/Fill-out the Contract for the rental of the Navotas Youth Center and ask the client to sign  Prepare Order of Payment for approval of the GSO.  Approve the Order of Payment, sign in the contract  Issue Order of Payment, advise the client to pay to the City Treasurer’s Office, return to GSO and submit OR | 5 minutes  5 minutes | GSO Staff  Engr. Cesar Flores  *General Services Officer* |  | Rental Agreement  Order of Payment |
| 4 | Pay to the CTO | Process Payment and issue Official Receipt | 5 minutes | City Treasurer’s Office |  | Official Receipt |
| 5 | Return to GSO and submit OR  Receive original copy of OR and Contract. | Receive OR & reproduce copy  Release original copy of OR and contract | 2 minutes | Margie Palabrica  Jayson Salilican  *GSO Staff* |  | Rental Agreement |
| END OF TRANSACTION | | | | | | |

**RENTAL OF NAVOTAS CITY SPORTS COMPLEX**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Individual or groups who want to avail the facility.*

**What are the requirements?**

1. *Letter of intent / Rental Form*
2. *Community Tax Certificate (Cedula)*
3. *Passport (if foreigner)*

**Duration:** 37 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Letter of Intent/Rental Form and requirements | Receive Accomplished Rental Form/Intent and requirements.  Check the availability of the requested schedule  \*If requested, assist the client in ocular inspection of the Function Room | 15 minutes | Melanie Vagilidad  *Clerk* |  | Letter of Intent/Rental Form |
| 2 |  | Discuss the terms & conditions stipulated in the Contract | 5 minutes | Melanie Vagilidad  *Clerk* |  |  |
| 3 | Agree/conform with the terms and conditions of the rental, and sign the contract.  Receive Order of Payment | Prepare/Fill-out the Contract for the rental of the Function Room and ask the client to sign  Prepare/Affix initial in Order of Payment for approval of the GSO.  Approve the Order of Payment,  Issue Order of Payment, advise the client to pay to the City Treasurer’s Office, return to GSO and submit OR | 5 minutes  5 minutes | GSO Staff  Engr. Cesar Flores  *General Services Officer* |  | Rental Agreement  Order of Payment |
| 4 | Pay to the CTO | Process Payment and issue Official Receipt | 5 minutes | City Treasurer’s Office |  | Official Receipt |
| 5 | Return to GSO and submit OR  Receive original copy of OR and Contract. | Receive OR & reproduce copy  Release original copy of OR and contract | 2 minutes | Margie Palabrica  Jayson Salilican  *GSO Staff* |  | Rental Agreement |
| END OF TRANSACTION | | | | | | |

**CITY HEALTH OFFICE**

**Vision:** We envision a well functioning Health Department, made up of God-fearing, knowledgeable, highly competent, satisfied and dedicated health workers, working hand in hand with supportive Local Government and an empowered populace, guided by the spirit of equality and compassion, we hope to effectively deliver high quality health services to the people of Navotas so as to realize a healthy, productive citizenry.

**Mission:** To provide the people of Navotas with the highest degree of quality health care thru:

-Strong partnership with Local Government;

-Effective Human Resource Management;

-An active community involvement; and

-Intensive information, education and communication activities.

**DR. LIBERTY DOMINGO**

*Acting City Health Officer*

Contact Number: 281-87-28 / 283-06-97

**LABORATORY SERVICES**

**Schedule of Availability of Service:**

*City Health Office - Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

*Health Centers - Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*Persons/patients need the service*

**What are the requirements?**

*Laboratory request of services needed by the physician*

*Specimen*

**Duration:** 4 hours and 7 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3 | Submit request and specimen  Pay Lab. Fees to the Cashier  Return and Receive the result. | Accept request and specimen/record the information  Advise the patient to pay to the Cashier  Process payment and Issue official receipts  Examine the specimen  Record and Issue the results of Laboratory test. | 5 minutes  \*4 hours  2 minutes | Laboratory Aide  Medical Technologist /*Lab. Aide (Authorized)*  Med. Tech.  Med. Tech./Lab. Aide | As per Ordinance No. 92-12  Urinalysis -25.00  Fecalysis-20.00  CBC-30.00  Hemoglobin-15.00  WBC diff. Count-15.00  RBC Count-10.00  ESR-10.00  Bleeding/Clothing Time-10.00  Platelet-15.00  **Blood Chemistry**  -Fasting Blood Sugar-60.00  -BUN-80.00  -Cholesterol-80.00  -Creatinine-80.00  -Uric Acid-80.00  -Triglyceride-90.00  -LDL/HDL-120.00  -SGOT-50.00  -SGPT-50.00  -FBS Strip Mtd.-40.00  Vaginal Smear-35.00  Sputum Exams-FREE | Patient record  Official Receipt  Laboratory Results |
| END OF TRANSACTION | | | | | | |

*\*Actual examination of specimen (50 or more specimen) shall be done during the four (4) hour period.*

**X-RAY SERVICES**

**Schedule of Availability of Service:**

*City Health Office - Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

*Health Centers - Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*Persons/patients need the service*

**What are the requirements?**

*Laboratory Request by the physician*

**Duration:** 3 days, 11 minutes and 20 seconds

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4 | Submit Request  Pay X-ray Fees to the Cashier  Proceed to X-ray room  Return/Receive the x-ray result | Accept request and record the information, advise the patient to pay to the Cashier  Process payment and Issue O.R.  Conduct X-ray examination and advise to return after 3 days for the result  Reading of x-ray film  Record and issue the result | 1 minute  10 seconds  10 minutes  \*3 days  10 seconds | X-ray attendant    X-ray attendant  X-ray Technologist  Radiologist  X-ray Tech./Attendant | See attach Ordinance No. 2006-03 | Official Receipt  X-ray results form |
| END OF TRANSACTION | | | | | | |

*\*Actual reading of x-ray films shall be done during the 3-day period. The Radiologist is available only every Tuesday and Thursday.*

**ULTRASOUND SERVICES**

**Schedule of Availability of Service:**

*City Health Office - Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

*Health Centers - Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*Persons/patients need the service*

**What are the requirements?**

*Request by the physician*

**Duration:** 3 days, 11 minutes and 20 seconds

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4 | Submit Request  Pay Ultrasound Fees to the Cashier  Proceed to the examination room  Return and receive the result | Receive request and record the information.  Advise the patient the process of examination and pay to the Cashier.  Process payment and Issue O.R., and advise to proceed to examination room  Conduct ultrasound of requested parts of the body  Advise the patient to return after three (3) days for the result.  Read the ultrasound examination  Record and issue the result | 1 minute  10 seconds  10 minutes  \*3 days  10 seconds | Attendant/  Sonologist    Attendant  Sonologist  Sonologist  Sonologist/Attendant | See attach Ordinance No. 2007-07  Ultrasound paper and results | Official Receipt |
| END OF TRANSACTION | | | | | | |

*\*Actual reading of Ultrasound shall be done during the 3-day period, due to the Sonologist availability.*

**ECG SERVICES**

**Schedule of Availability of Service:**

*City Health Office - Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

*Health Centers - Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*Patients that need the services*

**What are the requirements?**

*Request by the physician*

**Duration:** 3 days, 11 minutes and 20 seconds

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4 | Submit Request  Pay the ECG Fees to the Cashier  Proceed to the examination room  Return and receive the result | Receive request and record the information and advise the patient to pay to the Cashier  Process payment and issue O.R. and advise to proceed to examination room  Conduct ECG examination and advise the patient to return for the result  Read the ECG Tracing  Record and Issue the result | 1 minute  10 seconds  10 minutes  \*3 days  10 seconds | ECG Technician  ECG Technician  ECG Technician  Internist  Staff on Duty | See attach Ordinance No. 2007-07 | ECG Form  Official Receipt  ECG Result Form |
| END OF TRANSACTION | | | | | | |

*\*Actual reading of ECG Tracing shall be done during the 3-day period, due to the Internist availability.*

**DELIVERY SERVICES**

**Schedule of Availability of Service:**

*Navotas Emergency and Lying-in Clinic*

*24 hours, Daily*

**Who may avail of the service? What are the requirements?**

*Pregnant Mothers 1. Medical Records*

*2. Laboratory Examinations*

*3. Supplies needed after delivery*

**Duration:** 15 hours, 12 minutes and 10 seconds

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5 | Go to admission and submit maternal record  Proceed to the examination room  Proceed to delivery room  Pay the fee to the Cashier | Receive maternal record and get vital signs and advise to proceed to examination room  Conduct IE to determine the dilatation of cervix and advise to proceed to delivery room  Attend the delivery of patients  After delivery bring the patient to recovery room ward and monitor vital signs and status of mother  Interview the patient for birth certificate filling and advise to pay to the Cashier  Process payment and issue O.R.  Discharge IE  Discharge the patient | 10 minutes  20 minutes  \*14 hours  30 minutes  10 minutes  10 seconds  2 minutes | Midwives  Midwives/Nurses  Physician/ Midwives/ Nurses  Physician/Nurses  Midwives  Cashier  Midwife/Nurse | 750.00 (per Ordinance No. 2003-04) | Maternal records  Maternal records  Patient Chart  Patient Chart  Birth Certificate  Official Receipt |
| END OF TRANSACTION | | | | | | |

*\*Delivery time depends upon the patient.*

**EMERGENCY CASES**

**Schedule of Availability of Service:**

*Navotas Emergency and Lying-in Clinic*

*24 hours, Daily*

**Who may avail of the service?**

*Emergency Patients*

**What are the requirements?**

*None*

**Duration:** Depends upon the status of the Patient

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to Emergency Room | Examine and treat the patient  If patient need to be referred to the hospital, prepare referral form and transfer patient to the hospital  If patient is not to be referred to the hospital, give medications and advise  Discharge the patient | Depend upon the status of patients  10 minutes | Physician/Nurse  Physician/Attendant/ Driver  Physician/Nurses |  | Medical Records  Referral Form  Patient Record |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF HEALTH CERTIFICATE**

**Schedule of Availability of Service:**

*City Health Office*

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

1. *Food handlers permit (white card)*

**Who may avail of the service? What are the requirements?**

*1. Workers from food establishments 1. Community Tax Certificate (Cedula)*

*2. ID Picture*

*3. X-ray result*

*4. Laboratory results*

*- Urinalysis*

*-Fecalysis*

*5. Certificate of Food handler’s Seminar*

**Duration:** 1 hour, 22 minutes and 10 seconds

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5  6  7  8  9 | Submit the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Attend seminar on food handling  Proceed to laboratory  Pay the Lab and X-ray fees to the Cashier  Return for results  Proceed to records Section  Go to CBPLO and City Treasurer  Return to Health Office  Receive Health Certificate | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Advise to attend Seminar on Food handling  Conduct seminar on food handling and food sanitation  \*If there is o Lab. Test result, advise the client to proceed to laboratory for examinations  Examine the urine and stool  Conduct X-ray examination  Advise client to pay to the Cashier  Process payment and issue O.R and advise client to return for result  Issue Lab. Results and advise to proceed to Records Section  If negative results record and issue health certificate and advise to proceed to CBPLO and City Treasurer.  If positive results record and give medication and advise to return for re-examination  Recommend approval for Health Certificate  Approve the Health Certificate  Release Health Certificate | 1 minute  1 hour  5 minutes  10 minutes  10 seconds  1 minute  2 minutes  2 minutes  1 minute | Staff on Duty  Staff on Duty  Staff on Duty  Medical Technologist  Rad. Tech.  Staff on Duty  Staff on Duty  CBPLO/CTO  Staff on Duty  Dr. Liberty Domingo  *Acting City Health Officer*  Staff on Duty | See attached Municipal Ordinance No. 2003-04 | Certificate of Attendance  Lab. Forms  X—ray form  Official Receipt  Laboratory Form  X-ray Form  Official Receipt  Health Certificate/White Card |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF PINK CARD**

**Schedule of Availability of Service:**

*City Health Office*

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

* Workers from

1. Beer Houses, Restaurants and Bars
2. Dancer from Disco Pubs and the like

**What are the requirements?**

1. *Community Tax Certificate (Cedula)*
2. *Police Clearance*
3. *2 ID Picture*
4. *Certificate of Seminar for Social Hygiene*
5. *X-ray results*
6. *Laboratory results*

*-Urinalysis*

*-Fecalysis*

**Duration:** 53 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5  6 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Attend seminar on STI and Proper Hygiene  Proceed to STI Room  Pay STI & smear fee to the Cashier  Return to Record Section  Go to Sanitary Inspector  Receive the Pink Card | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Advise to attend Social Hygiene seminar  Conduct seminar on STI and proper hygiene and require the clients for regular check-up 2x a month advise the client to proceed to STI Room  Conduct STI examination and smear  If negative issue pink card and advise to pay to the Cashier  If positive result, give medication, and advise to return after 10 days for re-examination.  Process payment and issue O.R. and advise to return to Records Section  Record and issue Health Certificate (Pink Card) and advise to proceed to Chief Sanitary Inspector  Recommend the approval of Pink Card and advise to proceed to City Health Officer  Approve the Pink Card  Release of Pink Card | 1 minute  30 minutes  20 minutes  1 minute  1 minute | Staff on Duty  Staff on Duty  Staff on Duty  Staff on Duty  Dr. Liberty Domingo  Acting City Health Officer  Staff on Duty | See attached Ordinance No. 2003-04 | Certificate of Attendance  Official Receipt  Pink Card |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF SANITARY PERMIT**

**Schedule of Availability of Service:**

*City Health Office*

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All business establishments in Navotas*

**What are the requirements?**

1. *Application for business permit duly paid*

**Duration:** 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 |  | Receive documents from CBPLO  Record and Process of Sanitary Permit  Issue Sanitary Permit | 5 minutes | RSI’s |  | Sanitary Permit |
| END OF TRANSACTION | | | | | | |

**NAVOTAS HOSPITALIZATION PROGRAM**

**Schedule of Availability of Service:**

*City Health Office*

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Indigent Navoteño*

**What are the requirements?**

1. *Survey Form Phil Health (Family Data Survey Form)*
2. *Xerox Copy of Voter’s ID*

**Duration:** 1 hour and 25 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5  6 | Submit the Accomplished Family Data Form and all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  \*Complete/correct the data given.  Attend interview.  Attend lecture/orientation.  Go to Navotas Hospitalization Program (NHP) Booth for lecture and information education.  Proceed to Navotas Hospitalization Program Booth (NHP Booth) and present the voter’s verification/certification establishing the voter’s residency.  Go to Public Information Office and present the Phil Health ID. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. * If the Accomplished Family Data Form is incorrect, ask the client to correct the data given and fill up with complete/correct data.   Conduct interview with the beneficiary.  Advise the beneficiary to stay for the orientation  Conduct lecture/orientation on Navotas Hospitalization Program (NHP). Advise the beneficiaries that they will be notified as soon as the Phil Health ID is available.  If the Phil Health ID is available, inform the beneficiaries to proceed to the Navotas Hospitalization Program (NHP) Booth for the lecture and information education and issuance of claim stub for the Phil Health Card.  Conduct lecture and information education.  Issue a claim stub for the Phil Health Card.  Advise to proceed to Management Information System Office (MIS) and present Voter’s ID for verification.  If verified, issue voter’s verification/ certification establishing the voter’s residency and advise the client to go to NHP Booth for the issuance of Phil Health ID.  Receive the voter’s verification/certification and verify on the computerized masterlist both in Local Government Unit (LGU) and National.  If verified, issue the Phil Health ID. Advise the client to proceed to Public Information Office (PIO) for the issuance of NHP Card.  Receive the Phil Health ID  Issue the Navotas Hospitalization Program (NHP) Card. | 5 minutes  5 minutes  15 minutes  10 minutes  2 minutes  5 minutes  2 minutes | Health Center’s Staff  Health Center’s Staff  Health Office Staff  Dr. Liberty Domingo  *Acting City Health Officer*  Staff on Duty  Health Centers Staff  MIS Staff  Mylene Bunda  *Health Office Staff*  PIO Staff |  | Family Data Survey Form  MIS Certification  Phil Health ID  NHP Card |
| END OF TRANSACTION | | | | | | |

*\*Processing of Phil Health ID takes more than a month, because Phil Health cater Metro Manila LGUs and other province throughout the country.*

*\*Barangay Health Workers will locate the address of beneficiaries one by one and inform them to proceed to the City Health Office for the issuance of claim stub for the release of Phil Health ID, and to attend lecture and information education. It may take more than 10 days.*

**HOSPITALIZATION OF NHP (NAVOTAS HOSPITALIZATION PROGRAM) BENEFICIARIES**

**Schedule of Availability of Service:**

*City Health Office*

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All beneficiary of Navotas Hospitalization Program*

**What are the requirements?**

* *Navotas Hospitalization Program ID (Original and Xerox Copy)*
* *Phil Health ID (Original & Xerox Copy)*
* *Medical records from the hospital*

**Duration:** 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Secure Letter of Eligibility  Secure Letter of Authority | Issue Letter of Eligibility and advise to proceed to Mayor’s Office  Issue Letter of Authority | 5 minutes | Health Office Staff  Office of the City Mayor |  | Letter of Eligibility  Letter of Authority |
| END OF TRANSACTION | | | | | | |

**MEDICAL/DENTAL SERVICES**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

*Health Centers In-Charge*

*Tangos Health Center Dr. Elizabeth Del Mundo - MWF*

*Tanza Health Center Dr. Elizabeth Del Mundo - TTh*

*San Roque Health Center Dr. Henry Tinio*

*Bagong Lipunan Health Center Dr. Lorna Mallari*

*Sipac Health Center Dr. Spica Acoba*

*Bagumbayan North Health Center Dr. Nora R. Galas*

*Bangkulasi Health Center Dr. Esmeralda Calingal*

*North Bay Boulevard North Health Center Dr. Mario Adriano*

*Kaunlaran Helath Center Dr. Eric David*

**Who may avail of the service? What are the requirements?**

*1. Medical and Dental patients 1. Patient Card*

*2. Patients records (if there is any)*

**Duration:** 35 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5 | Go to Admission  Proceed to Record Section  Go to Examination Room  Go to Doctors’ Room  Proceed to the Nurse table | Get weight and temperature and advise to proceed to Records Section  Get the patient medical/dental records and advise to proceed to Examination Room  Get the vital signs and advise to go to Doctors’ Room  Examine/give treatment and inform the patient to proceed to Nurse table  Give instructions/medications  Discharge the patient | 10 minutes  5 minutes  5 minutes  10 minutes  5 minutes | Barangay Health Workers  Midwife/Dental Aide  Nurse/Dentist  Nurse/Dentist  Physician/Dentist  Nurse | See Annexes | Medical and Dental Records |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF EXHUMATION PERMIT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

* *Relative of the Dead*

**What are the requirements?**

* *Death Certificate*

**Duration:** 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4  5 | Submit the requirements  Proceed to Navotas Cemetery and ask for the exhumation form.  Fill out the exhumation form and return to the staff on duty.  Proceed to CTO and pay fees.  Receive OR | Receive the requirement  Advise the client to go to cemetery.  Give the exhumation form and advise to fill it out.  Receive the accomplished exhumation form.  Approve the request and advise the client to pay to the CTO.  Process payment and issue Official Receipt. | 5 minutes | Mr. Jonathan Cristobal  *OIC – Navotas City Cemetery*  City Treasurer’s Office |  | Exhumation Form  Official Receipt |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF NEW BORN SCREENING**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*New Born Babies*

**What are the requirements?**

*None*

**Duration:** 10 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Present the baby for screening  Return to City Health Office for the result of the new born screening. | Conduct interview to the child bearer.  Conduct New Born Screening Procedure.  Advise the client to return after fourteen (14) working days or three (3) weeks for the result as per National Health Institute schedule.  Release the New Born Screening Result. | 5 minutes  5 minutes | Staff on Duty |  |  |
| END OF TRANSACTION | | | | | | |

**CITY HUMAN RESOURCE AND DEVELOPMENT OFFICE**

**Vision:** An orderly and efficient public service rendered by qualified and dedicated officials and employees of the City Government to the constituency on a just and equitable manner.

**Mission:** Towards Human Resources Department that is ready and capable of providing a truly reliable and beneficial services.

**MS. CATALINA DM. FURO**

*Acting CHRD Officer*

Contact Number: 281-65-65 / 281-85-37 loc. 104 & 107

**PROCESSING OF MAYOR’S CLEARANCE (FIRE ARMS)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All citizens of Navotas City*

**What are the requirements?**

* *NBI Clearance (Orig. and Xerox copy)*
* *Brgy. Clearance (Orig. and Xerox copy)*
* *Community Tax Certificate (Cedula)*

**Duration:** 11 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit all the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue order of payment, advise the client to pay to the City Treasurer’s Office, while clearance is being processed. | 5 minutes | Rachel Erra G. Tongco  Marietta Galang  *Clerk*  Rachel Erra G. Tongco  Marietta Galang  *Clerk* |  | Order of Payment |
| 2 | Pay to the CTO. | Process payment and issue Official Receipt. |  | City Treasurer’s Office | P 10.00 | Official Receipt |
| 3 | Return to HRDO and present Official Receipt. | Give the Mayor’s Clearance and advise to proceed to Mayor’s Office for interview and approval | 3 minutes | Rachel Erra G. Tongco  Marietta Galang  *Clerk* |  |  |
| 4 | Proceed to Mayor’s Office for interview and approval |  |  |  |  |  |
| 5 | Present and receive approved/disapproved Mayor’s Clearance | Get one copy of approved/disapproved Mayor’s Clearance and issue owners copy | 3 minutes | Rachel Erra G. Tongco  Marietta Galang  *Clerk* |  | Mayor’s Clearance |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF MAYOR’S CLEARANCE (LOCAL EMPLOYMENT)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All citizens of Navotas City*

**What are the requirements?**

*Local Employment*

1. *Police Clearance (Orig. and Xerox copy)*
2. *Barangay Clearance (Orig. and Xerox copy)*
3. *Community Tax Certificate (Cedula)*

**Duration:** 11 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit all the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue order of payment, advise the client to pay at CTO, while clearance is being processed. | 5 minutes | Rachel Erra G. Tongco  Marietta Galang  *Clerk* |  | Order of Payment |
| 2 | Pay to the City Treasurer’s Office | Process payment and issue Official Receipt. |  | City Treasurer’s Office | P 10.00 | Official Receipt |
| 3 | Return to HRDO and present Official Receipt. | Give the Mayor’s Clearance for Local Employment and advise to proceed to Mayor’s Office for interview and approval | 3 minutes | Rachel Erra G. Tongco  Marietta Galang  *Clerk* |  |  |
| 4 | Proceed to Mayor’s Office for interview and approval | Interview and approve the Mayor’s Clearance  Advise to proceed to HRDO |  |  |  |  |
| 5 | Present and receive approved Mayor’s Clearance for Local/Travel Abroad | Get one copy of approved Mayor’s Clearance for Local Employment and issue owner’s copy | 3 minutes | Rachel Erra G. Tongco  Marietta Galang  *Clerk* |  | Mayor’s Clearance |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF CERTIFIED TRUE COPIES OF DOCUMENTS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

* *All employees and approved applicants for Mayor’s Clearance*

**What are the requirements?**

* *Photocopy of Documents to be Certified as True Copies*

**Duration:** 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the requirement/s  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue order of payment, advise the client to pay at CTO, while clearance is being processed. | 3 minutes | Personnel Staff |  | Order of Payment |
| 2 | Pay to the City Treasurer’s Office | Process payment and issue Official Receipt. |  | City Treasurer’s Office | P 5.00 | Official Receipt |
| 3 | Return to HRDO and present Official Receipt. | Issue the Certified Photocopies of the documents duly signed by the CHRD Officer. | 2 minutes | Personnel Staff |  | Certified True Copy/ies of the document/s |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF CERTIFICATION (EMPLOYMENT, ON-THE-JOB TRAINEE, SERVICE RECORD, GSIS & OTHER CERTIFICATIONS)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

* *Current Employees*
* *Previous Employees*
* *On-the-Job Trainees*

**What are the requirements?**

* *Daily Time Records (DTR) for On-the-Job Trainees*

**Duration:** 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to City Human Resource and Development Office for Order of Payment. | Prepare Order of Payment  Advise the client to pay to the City Treasurer’s Office. | 2 minutes | Leamor Gilles  Rachel Erra G. Tongco  *Personnel Staff* |  | Order of Payment |
| 2 | Pay to the City Treasurer’s Office | Process payment and issue Official Receipt. |  | City Treasurer’s Office | P 10.00 | Official Receipt |
| 3 | Return to HRDO and present Official Receipt. | Issue the Certification duly signed by the CHRD Officer. | 3 minutes | Leamor Gilles  Rachel Erra G. Tongco  *Personnel Staff* |  | Certification |
| END OF TRANSACTION | | | | | | |

**CITY LOCAL BUILDING OFFICIAL’S OFFICE**

**Vision:** The City Local Building Official’s Office as an active partner of the City Government for the implementation of all the provisions of the National Building Code of the Philippines and all other ordinances pertaining thereto, ensure its compliance to promote safety and general welfare of its citizenry.

**Mission:** To oversee and ensure the proper implementation of the National Building Code and City Ordinances pertaining to building and other similar structures in the City of Navotas.

**ARCH. JERRY C. MAGPAYO**

*Local Building Official*

Contact Number: 281-86-02 / 281-85-37 loc. 207

**PROCESSING OF APPLICATION FOR BUILDING PERMIT**

**Schedule of Availability of Service:**

*Monday- Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All applicants for Building permit in Navotas City*

**What are the requirements?**

1. *Six (6) sets of Building Plans (signed and sealed by concerned professionals)*
2. *Duly Accomplished Building and Sanitary Permit Forms*
3. *Two (2) copies Structural Design for structure two (2) storey and above*
4. *Two (2) copies Soil test for structure three (3) storey and above*
5. *Approved Locational Clearance from City Planning and Development Office (CPDO)*
6. *Fire Safety Evaluation Certificate (FSEC) for Building Permit from Navotas City Bureau of Fire Protection (BFP)*
7. *Two (2) copies Bill of Materials*
8. *Two (2) copies General Specifications*
9. *Construction Logbook*
10. *Xerox copies of PRC ID and PTR of Designed Professional (Signatories)*
11. *Two (2) Xerox copies -Transfer Certificate of Title (TCT)*

*if applicant is not the land owner:*

*A. Notarized Affidavit of Consent from Lot owner or;*

*B. Notarized Deed of Sale or;*

*C. NHA Certification (NHA awarded lots)*

1. *Two (2) Xerox copies - Tax Declaration with Current Tax Receipt*
2. *Two (2) Xerox copies - Barangay Clearance for Building Permit Application*
3. *Two (2) Xerox copies- Community Tax Certificate (Cedula)*
4. *Construction Safety and Health Program from Department of Labor and Employment (DOLE)*
5. *Clearance/s from other Government agencies (when applicable)*

**Duration:** 3 days and 17 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/ CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON IN-CHARGE** | **FEES** | **FORMS** |
| 1 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.  * Record the date and time of application. * Advise client to return after two (2) working days for processing report or payment of fees.  1. If the documents are incomplete, attach checklist of the lacking requirements, return the documents to the client for completion.  * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Mariboo Pablo  *Clerk*  Abelardo Ramos  *Engineering Aide* |  | Application Forms  Building Permit Form  Sanitary Permit Form  Electrical Permit Form |
| 2 |  | Review/Evaluate/Verify Building Plans   1. If Building plans and specifications **DOES NOT** conforms to the requirements of the National Building Code, return the documents to the client for revision.  * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Assess Building Permit Fees, Ancillary Permit fees and Contractor’s Tax (by administration if applicable) | Shall be done during the 2- day period | Arch. Jerry Magpayo  *City Building Official* |  |  |
| 3 | Receive Order of Payment from LBOO | Issue Order of payment and advise the client to pay to the City Treasurer’s Office | 2 minutes | Mariboo Pablo  Abelardo Ramos |  |  |
| 4 | Pay fees to the CTO | Process payment and issue Official Receipt (OR) | 5 minutes | City Treasurer’s Office | See Annexes | Official Receipt |
| 5 | Go to LBO Office and present OR | Receive OR and advise the client to return after one (1) working day  Prepare Building Permit  Approval of Building Permit | Shall be done within one (1) day upon presentation of OR | Mariboo Pablo  Abelardo Ramos  Mariboo Pablo  Arch. Jerry Magpayo  *City Building Official* |  |  |
| 6 | Return to LBO Office and receive Building permit and other ancillary permits | Issue:  1. Building Permit  2. Approved Building Plan | 5 minutes | Mariboo Pablo  Abelardo Ramos |  |  |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR ELECTRICAL PERMIT**

**Schedule of Availability of Service:**

*Monday- Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All applicants for Electrical permit in Navotas City*

**What are the requirements?**

1. *Four (4) sets of Electrical Plans (signed and sealed by Professional Electrical Engineer)*
2. *Duly Accomplished Electrical Permit Form*
3. *Xerox copies of PRC ID and PTR of Professional Electrical Engineer*
4. *One (1) xerox copy of approved Building Permit (for new construction and renovation)*
5. *One (1) Xerox copy of Certificate of Occupancy*
6. *Two (2) Xerox copies - Barangay Clearance for Electrical Permit Application*
7. *Two (2) Xerox copies- Community Tax Certificate (Cedula)*

**Duration:** 2 days and 24 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/ CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON IN-CHARGE** | **FEES** | **FORMS** |
| 1 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.  * Record the date and time of application. * Advise client to return after 2 working days for processing report or payment of fees.  1. If the documents are incomplete, attach checklist of the lacking requirements, return the documents to the client for completion.  * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Ruby Santos  *Administrative Officer II*  Gary Baesa  *Engineering Aide*  Engr. Jesus David  *City Electrical Engineer*  Ruby Santos  Gary Baesa |  | Electrical Permit Form |
| 2 |  | Review/Evaluate/Verify Electrical Plans   1. If Electrical plans and specifications **DOES NOT** conforms to the requirements of the Philippine Electrical Code return the documents to the client for revision.  * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.  1. If Electrical plans and specifications conform to the requirements of the Philippine Electrical Code- Assess Electrical Permit fee. | Shall be done during the 2-day period | Engr. Jesus David |  |  |
| 3 | Receive Order of Payment from LBOO | Issue Order of payment and advise the client to pay to the City Treasurer’s Office | 2 minutes | Ruby Santos  Gary Baesa |  |  |
| 4 | Pay fees to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | See Annexes | Official Receipt |
| 5 | Go to LBO Office and present OR | Prepare/Issue Electrical Permit  Approval of Electrical Permit | 10 minutes | Ruby Santos  Engr. Jesus David  Arch. Jerry Magpayo  *City Building Official* |  |  |
| 6 | Receive Electrical Permit | Issue Electrical permit and advise client to proceed to Bureau of Fire Protection (BFP) for application of Fire Certificate of Electrical Inspection | 2 minutes | Ruby Santos  Gary Baesa |  |  |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)**

**Schedule of Availability of Service:**

*Monday- Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All applicants for CFEI in Navotas City*

**What are the requirements?**

1. *Approved Electrical Plan and Electrical Permit*
2. *Fire Certificate of Electrical Inspection or Fire Safety Inspection Certificate from Navotas City Bureau of Fire Protection (BFP)*
3. *One (1) Xerox copy – Approved Building Permit (for new construction and renovation)*
4. *One (1) Xerox copy - Certificate of Occupancy (for new construction and renovation)*
5. *One (1) Xerox copy - Barangay Clearance for Electrical Permit Application*
6. *One (1) Xerox copy - Community Tax Certificate (Cedula)*

**Duration:** 2 days and 7 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/ CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON IN-CHARGE** | **FEES** | **FORMS** |
| 1 | Submit the requirements      \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.  * Record the date and time of application. * Advise client to return after two (2) working days for processing report.  1. If the documents are incomplete, attach checklist of the lacking requirements, return the documents to the client for completion.  * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Ruby Santos  *Administrative Officer II*  Gary Baesa  *Engineering Aide*  Engr. Jesus David  *City Electrical Engineer*  Ruby Santos  Gary Baesa |  |  |
| 2 |  | Inspection of Electrical Installation   1. If Electrical installation **DOES NOT** conforms to the approved Electrical Plan, return the documents to the client for revision.  * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.  1. If Electrical installation conforms to the approved Electrical Plan, - Prepare CFEI   Approval of CFEI | Shall be done during the 2-day period | Engr. Jesus David  Ruby Santos  Gary Baesa  Ruby Santos  Gary Baesa  Engr. Jesus David  Arch. Jerry Magpayo |  |  |
| 3 | Receive CFEI | Issue CFEI | 2 minutes | Ruby Santos  Gary Baesa |  |  |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR MECHANICAL PERMIT**

**Schedule of Availability of Service:**

*Monday- Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All applicants for Mechanical permit in Navotas City*

**What are the requirements?**

1. *Four (4) sets of Mechanical Plans (signed and sealed by Professional Mechanical Engineer)*
2. *Duly Accomplished Mechanical Permit Form*
3. *Xerox copies of PRC ID and PTR of Professional Mechanical Engineer*
4. *One (1) Xerox copy - Building Permit (for new construction and renovation)*
5. *Certificate of Occupancy*
6. *Two (2) Xerox copies - Barangay Clearance for Mechanical Permit Application*
7. *Two (2) Xerox copies-Community Tax Certificate (Cedula)*

**Duration:** 2 days and 14 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/ CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON IN-CHARGE** | **FEES** | **FORMS** |
| 1 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.  * Record the date and time of application. * Advise client to return after one (1) working day for processing report or payment of fees.  1. If the documents are incomplete, attach checklist of the lacking requirements, return the documents to the client for completion.  * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Mariboo Pablo  *Clerk*  Abelardo Ramos  *Engineering Aide*  Arch. Jerry Magpayo  *City Building Official*  Mariboo Pablo  Abelardo Ramos  Arch. Jerry Magpayo |  | Mechanical Permit Form |
| 2 |  | Review/Evaluate/Verify Mechanical Plans  Assess Mechanical Permit fee | Shall be done during the 1-day period | Arch.Jerry Magpayo |  |  |
| 3 | Receive Order of Payment | Issue Order of payment, and advise the client to pay to the City Treasurer’s Office | 2 minutes | Mariboo Pablo  Arch.Jerry Magpayo |  |  |
| 4 | Pay fees to the CTO | Process payment and issue Official Receipt (OR) | 5 minutes | City Treasurer’s Office | See Annexes | Official Receipt |
| 5 | Go to LBO Office and present OR | Receive OR and advise the client to return after one (1) working day.  Prepare Mechanical Permit  Approval of Mechanical Permit | Shall be done within one (1) day upon submission of OR | Mariboo Pablo  Arch. Jerry Magpayo |  |  |
| 6 | Return to LBO Office and receive Mechanical permit | Issue Mechanical Permit | 2 minutes | Mariboo Pablo  Abelardo Ramos |  |  |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR DEMOLITION PERMIT**

**Schedule of Availability of Service:**

*Monday- Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All applicants for Demolition Permit in Navotas City*

**What are the requirements?**

1. *Duly Accomplished Demolition Permit Application Form*
2. *Xerox copies of PRC ID and PTR of Designated Professional (Signatories)*
3. *Two (2) Xerox copies- Tax Declaration of Improvement and Current Tax Receipt*
4. *Two (2) Xerox copies-Barangay Clearance for Demolition Permit Application*
5. *Two (2) Xerox copies-Community Tax Certificate(Cedula)*

**Duration:** 2 days and 14 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/ CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON IN-CHARGE** | **FEES** | **FORMS** |
| 1 | Submit the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.  * Record the date and time of application. * Advise client to return after one (1) working day for processing report or payment of fees.  1. If the documents are incomplete, attach checklist of the lacking requirements, return the documents to the client for completion.  * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Mariboo Pablo  *Clerk*  Abelardo Ramos  *Engibeering Aide*  Arch. Jerry Magpayo  *City Building Official*  Mariboo Pablo  Arch. Jerry Magpayo |  | Demolition Permit  Application Form |
| 2 |  | Review/Evaluate/Verify documents  Assess Demolition Permit Fees | Shall be done during the1-day period | Arch.Jerry Magpayo |  |  |
| 3 | Receive Order of Payment from LBOO | Issue Order of payment, and advise the client to pay to the City Treasurer’s Office | 2 minutes | Mariboo Pablo |  |  |
| 4 | Pay fees to the CTO | Process payment and issue Official Receipt | 5 minutes | City Treasurer’s Office | See Annexes | Official Receipt |
| 5 | Go to LBO Office and present OR | Receive OR and advise the client to return after one (1) working day  Prepare Demolition Permit  Approval of Demolition Permit | Shall be done during the1-day period | Mariboo Pablo  Arch. Jerry Magpayo |  |  |
| 6 | Return to LBO Office and receive Demolition Permit | Issue Demolition Permit | 2 minutes | Mariboo Pablo  Abelardo Ramos |  |  |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR OCCUPANCY PERMIT**

**Schedule of Availability of Service:**

*Monday- Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All applicants for Occupancy Permit in Navotas City*

**What are the requirements?**

1. *Two (2) sets of As Built Building Plans( signed and sealed by concerned Professionals)*
2. *Four (4) copies of Duly Accomplished Certificate of Completion Form*
3. *Fire Safety Inspection Certificate (FSIC) for Occupancy Permit*
4. *Two (2) Xerox copies of Approved Building Permit*
5. *Duly accomplished Construction Log Book*
6. *Xerox copies of PRC ID and PTR of Designed Professional who signed the Certificate of Completion*

**Duration:** 2 days and 14 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/ CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON IN-CHARGE** | **FEES** | **FORMS** |
| 1 | Submit the requirements    \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.  * Record the date and time of application. * Advise client to return after two (2) working days for processing report or payment of fees.  1. If the documents are incomplete, attach checklist of the lacking requirements, return the documents to the client for completion.  * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Mariboo Pablo  *Clerk* |  | Certificate of Completion Form |
| 2 |  | Review/Evaluate/Verify requirements   1. If requirements and as-built plan **DOES NOT** conforms to the National Building Code, return the documents to the client for revision.  * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.  1. If requirements and as-built plan conforms to the National Building Code.   Inspection of Structure  Assess Occupancy Permit Fees | Shall be done during the 2-day period | Arch. Jerry Magpayo  *City Building Official* |  |  |
| 3 | Receive Order of Payments from LBOO | Issue Order of payment and advise the client to pay to the City Treasurer’s Office | 2 minutes | Mariboo Pablo  Abelardo Ramos |  |  |
| 4 | Pay fees to the CTO | Process payment and issue Official Receipt (OR) | 5 minutes | City Treasurer’s Office | See Annexes | Official Receipt |
| 5 | Go to LBO Office and present OR | Receive OR  Advise the client to return after 1 working day  Prepare Occupancy Permit  Approve Occupancy Permit | Shall done during the 1-day period | Mariboo Pablo  Arch. Jerry Magpayo  *City Building Official* |  |  |
| 6 | Return to LBO Office and receive Occupancy Permit and Fire Safety Inspection Certificate | Issue Occupancy Permit | 2 minutes | Mariboo Pablo  Abelardo Ramos |  |  |
| END OF TRANSACTION | | | | | | |

**CITY CIVIL REGISTRAR’S OFFICE**

**Vision:** To register all registrable documents pertaining to the vital events of a person’s life.

**Mission:** -To uphold a person’s right to a name and nationality.

-To serve all Navoteños in terms of issuance of Civil Registry Documents.

**MR. ELIGIO D. LAZARO JR.**

*City Civil Registrar*

Contact Number: 281-85-37 loc. 201 & 203

**ISSUANCE OF CERTIFIED XEROX COPY OF BIRTH CERTIFICATE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All Navoteños born in Navotas*

**What are the requirements?**

*1. Valid ID of the document owner*

*2. Personal Copy of Birth Certificate*

*3. Baptismal Certificate*

*4. Accomplished Verification Slip*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Verification Slip and the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate Accomplished Verification Slip and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.   Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify the requested records.   * If available issue order of payment and advise the client to pay to the City Treasurer’s Office * If not available advise the client to go to nearest NSO Center | 10 minutes | Jerome F. Salvador  *Administrative Aide* |  |  |
| 2 | Pay to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | Php 60.00 | Official Receipt |
| 3 | Return to LCR and submit OR  Receive the Certified Xerox Copy of Birth Certificate | Accept OR, and photocopy the Birth Certificate and record the document.  Release Certified Xerox Copy of Birth Certificate | 10 minutes | Arnold R. Caballero  *Administrative Aide II* |  | Certified Xerox Copy of Birth Certificate |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFIED XEROX COPY OF MARRIAGE CERTIFICATE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All Navoteños whose marriage was solemnized in Navotas*

**What are the requirements?**

1. *Valid ID of the document owner*
2. *Personal Copy of Marriage Contract*
3. *Accomplished Verification Slip*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Verification Slip  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Accomplished Verification Slip and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.   Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify the requested records.   * If available issue order of payment and advise the client to pay to the City Treasurer’s Office * If not available advise the client to go to nearest NSO Center | 10 minutes | Evangeline O. McDaniels  *Asst. Registration Officer*  Evangeline O. McDaniels  *Asst. Registration Officer* |  |  |
| 2 | Pay to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | Php 80.00 | Official Receipt |
| 3 | Return to LCR and submit OR  Receive the Certified Xerox Copy of Marriage Certificate | Accept OR, and photocopy the Marriage Certificate and record the document.  Release Certified Xerox Copy of Marriage Certificate | 10 minutes | Arnold R. Caballero  *Administrative Aide II* |  | Certified Xerox Copy of Marriage Certificate |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFIED XEROX COPY OF DEATH CERTIFICATE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Next of Kin whose family died in Navotas*

**What are the requirements?**

1. *Valid ID of the informant/next kin*
2. *Personal Copy of Death Certificate*
3. *Accomplished Verification Slip*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Verification Slip  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Accomplished Verification Slip and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.   Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify the requested records.   * If available issue order of payment and advise the client to pay to the City Treasurer’s Office * If not available advise the client to go to nearest NSO Center | 10 minutes | Michael C. Sy  *Administrative Aide*  Michael C. Sy  *Administrative Aide* |  |  |
| 2 | Pay to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | Php 50.00 | Official Receipt |
| 3 | Return to LCR and submit OR  Receive the Certified Xerox Copy of Death Certificate | Accept OR, and photocopy the Death Certificate and record the document.  Release Certified Xerox Copy of Death Certificate | 10 minutes | Arnold R. Caballero  *Administrative Aide II* |  | Certified Xerox Copy of Death Certificate |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CIVIL REGISTRY DOCUMENTS IN SECURITY PAPER (SECPA)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All Navoteños born, married and died in Navotas*

**What are the requirements?**

1. *Valid ID of the informant/next kin*
2. *Personal Copy of Birth, Death and Marriage Certificate*
3. *Accomplished Verification Slip*
4. *Documentary Stamp*

**Duration:** 8 days, 2 hours and 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Verification Slip  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Accomplished Verification Slip and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.   Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify the requested records.   * If available issue order of payment and advise the client to pay to the City Treasurer’s Office * If not available advise the client to go to nearest NSO Center | 2 hours | Amor V. Alcantara  *Administrative Aide IV* |  |  |
| 2 | Pay to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | Php 120.00 | Official Receipt |
| 3 | Return to LCR, submit OR and pay for NSO Authentication of the documents | Accept OR, and payment for NSO Authentication of documents and issue Claiming Stub  Advise the client to return on the date specified in the Claiming Stub | 8 days | Amor V. Alcantara  *Administrative Aide IV* | Php 60.00  NSO Authentication Fee |  |
| 4 | Return to LCR and receive Civil Registry Documents in Security Paper and Official Receipt from NSO | Release the documents | 5 minutes |  |  | Civil Registry Documents in Security Paper |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFIED COPY OF BIRTH CERTIFICATE – FOUNDLING**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All Navoteños born and found in Navotas*

**What are the requirements?**

1. *Valid ID of the document owner/next of kin*
2. *Personal Copy of Birth Certificate of Foundling*
3. *Accomplished Verification Slip*

**Duration:** 4 hours

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Verification Slip  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Accomplished Verification Slip and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.   Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify the requested records.   * If available issue order of payment and advise the client to pay to the City Treasurer’s Office * If not available advise the client to go to nearest NSO Center | 2 hours | Jerome F. Salvador  *Administrative Aide* |  |  |
| 2 | Pay to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | Php 60.00 | Official Receipt |
| 3 | Return to LCR and submit OR  Receive the Certified Xerox Copy of Birth Certificate-Foundling | Accept OR, and photocopy the Birth Certificate-Foundling and record the document.  Release Certified Xerox Copy of Birth Certificate-Foundling | 2 hours | Arnold R. Caballero  *Administrative Aide II* |  | Certified Xerox Copy of Birth Certificate- Foundling |
| END OF TRANSACTION | | | | | | |

**TIMELY REGISTRATION OF BIRTH CERTIFICATE OF AN ILLEGITIMATE CHILD**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All Navoteños born in Navotas*

**What are the requirements?**

1. *Valid ID of the Father and Mother*
2. *Community Tax Certificate of Mother and Father*
3. *Affidavit to use the Surname of the father (AUSF – Mother and Father)*
4. *Birth Certificate Form*

**Duration:** 3 days, 2 hours and 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the duly Accomplished Birth Certificate including the AUSF duly notarized by Notary Public  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Accomplished Verification Slip and completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.   Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify/check the veracity of the documents upon verification issue Order of Payment and advise the client to pay to the City Treasurer’s Office | 2 hours | Mary Rose B. Santos  *Administrative Assistant*  Avelina Delima  *Asst. Registration Officer* |  |  |
| 2 | Pay to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | Php 260.00 | Official Receipt |
| 3 | Return to LCR and submit OR | Accept OR and issue Claiming Stub  Advise the client to return on the date specified in the Claiming Stub |  | Mary Rose B. Santos  *Administrative Assistant*  Avelina Delima  *Asst. Registration Officer* |  |  |
| 4 | Return to LCR and receive copy of Birth Certificate | Release the document | 5 minutes | Mary Rose B. Santos  *Administrative Assistant*  Avelina Delima  *Asst. Registration Officer* |  | Birth Certificate |
| END OF TRANSACTION | | | | | | |

**APPLICATION OF SUPPLEMENTAL REPORT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*All Navoteños born, married and died in Navotas*

**What are the requirements?**

1. *Certified or NSO Copy of Birth, Death and Marriage*
2. *Baptismal Certificate*
3. *Voter’s Affidavit*
4. *Affidavit of Supplemental Report*
5. *Valid ID*

**Duration:** 5 days, 1 hour and 40 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit all the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.   1. If the documents are complete, mark “receive for processing”.   Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify/check the veracity of the documents.  Ask the client for the missing information to be supplied.  Advise the client to return after two (2) working days.  If the submitted documents were spurious, advise the client to seek judicial decision/order. | 1 hour  2 days | Avelina Delima  *Asst. Registration Officer* |  |  |
| 2 | Return to LCR and receive Order of Payment | Issue Order of Payment and advise the client to pay to the City Treasurer’s Office | 10 minutes | Avelina Delima  *Asst. Registration Officer* |  |  |
| 3 | Pay to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | Php 120.00 | Official Receipt |
| 4 | Return to LCR and submit OR | Accept OR and issue Claiming Stub  Advise the client to return after three (3) working days | 15 minutes | Avelina Delima  *Asst. Registration Officer* |  | Order of Payment |
| 5 | Return to LCR and receive copy of Annotated Civil Registry Document and sign in the Record Book | Release the Annotated Civil Registry Document and advise the client to sign in the Record Book | 15 minutes | Avelina Delima  *Asst. Registration Officer* |  | Annotated Birth/Marriage /Death Certificate including the Affidavit of Supplemental Report |
| END OF TRANSACTION | | | | | | |

**REGISTRATION OF DEATH CERTIFICATE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Next of Kin whose family members died in Navotas*

**What are the requirements?**

*Duly Accomplished Death Certificate*

**Duration:** 3 hours

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the duly Accomplished Death Certificate  Receive Order of Payment | Accept and verify the veracity of the documents.  Upon verification issue Order of Payment and advise the client to pay to the City Treasurer’s Office | 2 hours | Michael C. Sy  *Administrative Aide* |  |  |
| 2 | Pay to the CTO | Process payment and issue Official Receipt. |  | City Treasurer’s Office | \*Php40.00  \*\*50.00  \*\*\*140.00 | Official Receipt |
| 3 | Return to LCR and submit OR  Receive personal copy of Death Certificate | Accept OR  Write the Burial Number in the Death Certificate  Release personal copy of Death Certificate | 1 hour | Michael C. Sy  *Administrative Aide* |  | Death Certificate |
| END OF TRANSACTION | | | | | | |

*\*Died and interred in Navotas*

*\*\*Died and interred outside Navotas*

*\*\*\*Died outside Navotas and interred in Navotas*

**NAVOTAAS HANAPBUHAY CENTER**

Vision: Navotas City, a transformed local economy and a sustained economic development that leads to the upliftment of lives of every Navoteños.

Mission: \*To reduce unemployment rate in Navotas

\*To introduce entrepreneurship to Navoteños as an alternative source of living.

\*To establish a dynamic savings mobilization and capital build-up schemes by providing loan facility to Navoteño entrepreneurs.

\*To focus on the research of available raw materials in Navotas and product development, where Navotas can be known for.

**MS. MARITA DP. TRINIDAD**

*Program Director, Navotaas Hanapbuhay Center*

*Contact Number: 281-76-33, 281-85-37 loc. 215*

**MS. VIOLETA M. PEREZ**

*Unit Head*

**PROCESSING OF FINANCING AND LOAN ASSISTANCE (TULONG PUHUNAN)**

***(New Application)***

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM-5:00 PM, without noon break*

**Who may avail of the Service?**

1. *Micro Scale Business - with capitalization of not exceeding P 1 Million*
2. *Small Scale Business - with capitalization of P 1 Million but not exceeding P 3 Million.*
3. *Medium Scale Business - with capitalization of P 3 Million but not exceeding P 10 Million.*
4. *New entrepreneurs (New business)*
5. *With existing business of not less than two (2) years of operation*

**Criteria for Availment of Services**

1. *Must be a bonafide resident of Navotas*
2. *Must be a registered voter of Navotas.*
3. *Must be a non-delinquent realty of business taxpayer*
4. *Must be of good moral character, no existing criminal complaint/record filed.*
5. *Must be 15-65 years of age and literate*
6. *Must be an accredited organization of the Sangguniang Panlungsod, in case of an organized group.*
7. *Must be willing to undergo seminars on the following:*

* *Formation Seminar*
* *Nego-seminar*
* *Skills & Entrepreneurial Training (optional)*
* *Support Training/Seminar (for existing businesses)*
* *Orientation Seminar on Financing & Loan Application Assistance*

**What are the requirements?**

**For Loan amounting to P 1,000-5,000.00:**

1. *Accomplished Application Form with 2x2 picture.*
2. *Community Tax Certificate (Cedula)*
3. *Barangay Clearance/Good Moral Character*
4. *Police Clearance*
5. *Certified Photocopy of Voter’s ID or Certificate of Registration.*
6. *At least one (1) valid ID*
7. *At least one (1) co-maker (permanent employee or with registered business) with any valid I.D. or proof of billing and Community Tax Certificate (CTC)*
8. *Sketch of residence both applicant and co-maker*

***Note: For Youth Applicant ages 15-below 18- Their parents shall apply in their behalf and shall comply with the prescribed requirements.***

**For Loan amounting to P 10,000.00-P 30,000:**

1. *Accomplished Loan Application Form with 2x2 picture.*
2. *Community Tax Certificate (Cedula)*
3. *Barangay Clearance/Good Moral Character*
4. *Police Clearance*
5. *Certified Photocopy of Voter’s I.D. or Certificate of Registration.*
6. *At least two (2) valid I.D. or proof of billing*
7. *At least two (2) co-makers (1 Permanent Employee and 1 Contractual Employee whose employment contract is within the payment period of the loan, or with registered business) with any valid I.D. or proof of billing and Community Tax Certificate (Cedula)*
8. *Sketch of residence both applicant and co-makers*
9. *If with existing business:*

*\*Certified Photocopy of latest business permit*

*\*Certified Photocopy of latest payments of Business Permit/Realty Tax Payment*

*\*Financial Statements (last 2 years) (Not applicable for businesses with Gross Receipt of not more than P 150,000.00)*

*\*Income Tax Return (last 2 years) (Not applicable for businesses with Gross Receipt of not more than P 150,000.00)*

*\*Present status of company/business*

*-Owners, management & staff*

*-Major assets & financial status*

*-Existing operation & market*

*\*Board resolution to:*

*-borrow the amount of and sign in behalf of the company*

*j.) Court Clearance (applicable for loan worth P 30 thousand & up)*

**For Loan amounting to P 30,000 and up:**

1. *Accomplished Loan Application Form with 2x2 picture.*
2. *Community Tax Certificate (Cedula)*
3. *Barangay Clearance/Good Moral Character*
4. *Police Clearance*
5. *Certified Photocopy of Voter’s I.D. or Certificate of Registration.*
6. *At least two (2) valid I.D. or proof of billing*
7. *At least two (2) co-makers Both Permanent Employee or with registered business) with any valid I.D. or proof of billing and Community Tax Certificate (Cedula)*
8. *Sketch of residence both applicant and co-makers*
9. *If with existing business:*

*\*Certified Photocopy of latest business permit*

*\*Certified Photocopy of latest payments of Business Permit/Realty Tax Payment*

*\*Financial Statements (last 2 years) (Not applicable for businesses with Gross Receipt of not more than P 150,000.00)*

*\*Income Tax Return (last 2 years) (Not applicable for businesses with Gross Receipt of not more than P 150,000.00)*

*\*Present status of company/business*

*-Owners, management & staff*

*-Major assets & financial status*

*-Existing operation & market*

*\*Board resolution to:*

*-borrow the amount of and sign in behalf of the company*

1. *Court Clearance*
2. *Project Study/Business Plan (applicable for loan worth P 50 thousand & up)*

**For Organizations/organized group:**

* 1. *SEC Registration (updated)*
  2. *Certificate of Accreditation from the Sangguniang Panlungsod*
  3. *Board Resolution authorizing the borrowing and designating authorized signatories for the loan.*

*Note: The authorized person shall secure all the documentary requirements based on the amount of loan.*

* 1. *Certificate of Completion of the following:*

1. *Formation Seminar (both on new applicant and with existing business)*
2. *Nego-seminar for new or soon-to be entrepreneur and Support Training/Seminar for applicant with existing business.*
3. *Livelihood Training/Seminar for new applicant/soon-to be entrepreneur or Skills and Entrepreneurship Training.*
4. *Orientation Seminar on Financing and Loan Application Assistance*

**Duration:** 3 days and 24 minutes (excluding document’s tracking on voucher)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **(Based on normal circumstances)** | **PERSON IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the fully accomplished Application Form and all the requirements.  \*Acknowledge receipt of the return documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.  Advise the client for the conduct of Credit Investigation within three working days from receipt of the documents, and wait for notification through telephone or cell phone.  - If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion.  - Record the date and time of return  - Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 10 minutes | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  | Application Form  Kahilingan sa Pag-utang Form |
| 2 | \*Acknowledge receipt of the return documents for compliance of the lacking requirements and sign in the logbook. | Conduct credit investigation and verification of the data provided in the application, and assess the client.  Conduct interview with the co-maker/s.  \* If found to be in compliance with the following:  a.) Feasibility of the business activity in the area.  b.) Accuracy of the data provided in the  application  c.) Conformity of the co-maker/s  Prepare the Credit Investigation Report.  \*Upon discovery of the following:  a.) The business is not feasible in the area.  b.) Inaccuracy of the data provided in the  application  c.) Nonconformity of the co-maker/s or co-maker/s is non compliant with the qualification standard prescribed in the program’s IRR, inform the client and advise to make some modification.  \*Return the document to the client for modification.  - Ask the client to sign in the Logbook.  Submit to the Financing & Loan Application Assistance Unit Head for final evaluation and review.  Makes final evaluation and review of the submitted documents and Credit Investigators’ Report. If complete, recommend approval of the loan application to the Program Director.  Affix signature and recommend approval of loan to the Chief Executive.  Endorse to the City Treasurer.  Receive the document from NHC.  Affix signature in the loan application.  Return the documents to NHC.  Receive the document from CTO, and endorse to the Office of the City Administrator.  Receive the document from NHC  Affix initials in the application. | Shall be done during the 3-day period  Shall be done during the 3-day period | Gerlie N. Garciano  Sabrina Camino  Jerbert Francisco  *Credit Investigators*  Gerlie N. Garciano  Sabrina Camino  Jerbert Francisco  *Credit Investigators*  Ms. Violeta M. Perez  *Unit Head-Tulong Puhunan*  Ms. Marita DP. Trinidad  *Program Director*  Mariel Mucho  *Frontline Service Provider*  Mr. Manuel T. Enriquez  *City Treasurer*  City Treasurer’s Office  Mariel Mucho  *Frontline Service Provider*  Mr. Perfecto C. Cruz, Jr.  *City Administrator* |  |  |
|  |  | Approve the Loan Application  Return the document to NHC |  | Hon. John Reynald M. Tiangco  *City Mayor* |  |  |
|  | \*Go to the Navotaas Hanapbuhay Center for the loan agreement signing. | Receive the document from the Office of the Mayor.  Inform the client of the approval of loan application and advise to go the Navotaas Hanapbuhay Center for the Loan Agreement signing.  Advise the client to go to the Legal Office for the notarization of the Loan Agreement. | 1 minute | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  | Katibayan ng Pag-utang at Pangakong Pagbabayad Form |
|  | \*Return the notarized Loan Agreement to the NHC | Receive the notarized loan agreement and advise the client to wait for the notification for the release of loan. | 1 minute | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  |  |
|  |  | Prepare the Voucher, upon completion endorse to the City Treasurer’s Office for release of fund  Affix signature for release of fund.  Endorse the documents to the City Accounting Office for pre-audit | 5 minutes | Mariel Mucho  *Frontline Service Provider*  Mr. Manuel T. Enriquez  *City Treasurer* |  |  |
|  |  | Conduct pre-audit.  If complete, endorse to the Office of the City Mayor for the approval of Voucher.  \*If found to be having discrepancy, return the documents to NHC for modification. |  | City Accounting Office |  |  |
|  |  | Approve the Voucher.  Endorse to the City Treasurer’s Office for the preparation of check (loan) |  | Office of the City Mayor |  |  |
|  |  | Prepare the Check.  Endorse to the City Accounting Office for the preparation of advise |  | City Treasurer’s Office |  |  |
|  |  | Prepare the advise.  Endorse to the Office of the City Mayor for check signing |  | City Accounting Office |  |  |
|  |  | Receive the document from the City Accounting Office.  Affix signature to the Check  Endorse the documents and check to the City Treasurer’s Office. |  | Office of the City Mayor |  |  |
|  |  | Advise the NHC for the availability of check. |  | City Treasurer’s Office |  |  |
| 6 | Receive information from NHC. | Inform the client to go to the City Treasurer’s Office for the release of check.  Advise the client to proceed to NHC after the release of check for the issuance of Savings & Loan Booklet. | 1 minute | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  |  |
| 7 | Go to the City Treasurer’s Office.  Sign in the receiving copy, receive the check, and proceed to the NHC for the release of the Savings & Loan Booklet | Ask the client to sign in the receiving copy, and release the check. Advise the client to proceed to NHC for the Savings & Loan Booklet | 3 minutes | City Treasurer’s Office |  |  |
| 8 | Go to the NHC and receive the Savings &Loan Booklet and sign in the logbook. | Release the Savings & Loan Booklet and ask the client to sign in the logbook.  Advise the client of the first day of loan collection (7 days after the date of check release). | 3 minutes | Estela N. Aguilar  *Frontline Service Providers* |  | Savings & Loan Booklet |
| END OF TRANSACTION | | | | | | |

*\*Returning to Navotaas Hanabuhay Center for Loan Agreement Signing and returning of the notarized Loan Agreement to the NHC depends upon the client.*

**RENEWAL OF FINANCING AND LOAN ASSISTANCE (TULONG PUHUNAN)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM-5:00 PM, without noon break*

**Who may avail of the Service?**

*Creditor who complied with the following conditions:*

*a.) Full payment of the loaned amount with at least Satisfactory Rating in Business Performance Evaluation.*

*b.) At least 70% payment of loaned amount and Business Performance Evaluation of at least Very Satisfactory Rating.*

*c.) With Excellent or Very Satisfactory Rating in terms of payment and at least Satisfactory in Business Performance Evaluation.*

*d.) With at least Satisfactory Rating in terms of payment, but got a Very Satisfactory Business Performance Evaluation.*

**What are the requirements?**

**For Loan amounting to P 1,000-5,000.00:**

1. *Accomplished Application Form with 2x2 picture.*
2. *Community Tax Certificate (Cedula)*
3. *Barangay Clearance/Good Moral Character*
4. *Police Clearance*
5. *Certified Photocopy of Voter’s ID or Certificate of Registration.*
6. *At least one (1) valid ID*
7. *At least one (1) co-maker (permanent employee or with registered business) with any valid I.D. or proof of billing and Community Tax Certificate (Cedula)*
8. *Sketch of residence both applicant and co-maker*
9. *Business Performance Evaluation*

***Note: For Youth Applicant ages 15-below 18- Their parents shall apply in their behalf and shall comply with the prescribed requirements.***

**For Loan amounting to P 10,000.00-P 30,000:**

1. *Accomplished Loan Application Form with 2x2 picture.*
2. *Community Tax Certificate (Cedula)*
3. *Barangay Clearance/Good Moral Character*
4. *Police Clearance*
5. *Certified Photocopy of Voter’s I.D. or Certificate of Registration.*
6. *At least two (2) valid I.D. or proof of billing*
7. *At least two (2) co-makers (1 Permanent Employee and 1 Contractual Employee whose employment contract is within the payment period of the loan, or with registered business) with any valid I.D. or proof of billing and Community Tax Certificate (Cedula)*
8. *Sketch of residence both applicant and co-makers*
9. *If with existing business:*

*\*Certified Photocopy of latest business permit*

*\*Certified Photocopy of latest payments of Business Permit/Realty Tax Payment*

*\*Financial Statements (last 2 years) (Not applicable for businesses with Gross Receipt of not more than P 150,000.00)*

*\*Income Tax Return (last 2 years) (Not applicable for businesses with Gross Receipt of not more than P 150,000.00)*

*\*Present status of company/business*

*-Owners, management & staff*

*-Major assets & financial status*

*-Existing operation & market*

*\*Board resolution to:*

*-borrow the amount of and sign in behalf of the company*

*j.) Court Clearance (applicable for loan worth P 30 thousand & up)*

*k.) Business Performance Evaluation*

**For Loan amounting to P 30,000 and up:**

1. *Accomplished Loan Application Form with 2x2 picture.*
2. *Community Tax Certificate (Cedula)*
3. *Barangay Clearance/Good Moral Character*
4. *Police Clearance*
5. *Certified Photocopy of Voter’s I.D. or Certificate of Registration.*
6. *At least two (2) valid I.D. or proof of billing*
7. *At least two (2) co-makers Both Permanent Employee or with registered business) with any valid I.D. or proof of billing and Community Tax Certificate (Cedula)*
8. *Sketch of residence both applicant and co-makers*
9. *If with existing business:*

*\*Certified Photocopy of latest business permit*

*\*Certified Photocopy of latest payments of Business Permit/Realty Tax Payment*

*\*Financial Statements (last 2 years) (Not applicable for businesses with Gross Receipt of not more than P 150,000.00)*

*\*Income Tax Return (last 2 years) (Not applicable for businesses with Gross Receipt of not more than P 150,000.00)*

*\*Present status of company/business*

*-Owners, management & staff*

*-Major assets & financial status*

*-Existing operation & market*

*\*Board resolution to:*

*-borrow the amount of and sign in behalf of the company*

1. *Court Clearance*
2. *Project Study/Business Plan (applicable for loan worth P 50 thousand & up)*
3. Business Performance Evaluation

**For Organizations/organized group:**

* 1. *SEC Registration (updated)*
  2. *Certificate of Accreditation from the Sangguniang Panlungsod*
  3. *Board Resolution authorizing the borrowing and designating authorized signatories for the loan.*

*Note: The authorized person shall secure all the documentary requirements based on the amount of loan.*

1. *Certificate of Completion of the following:*
2. *Formation Seminar (both on new applicant and with existing business)*
3. *Nego-seminar for new or soon-to be entrepreneur and Support Training/Seminar for applicant with existing business.*
4. *Livelihood Training/Seminar for new applicant/soon-to be entrepreneur or Skills and Entrepreneurship Training.*
5. *Orientation Seminar on Financing and Loan Application Assistance*

**Duration:** 2 days and 22 minutes (excluding document’s tracking on voucher)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **(Based on normal circumstances)** | **PERSON IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the fully accomplished Application Form and all the requirements.  \*Acknowledge receipt of the return documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 10 minutes | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  | Application Form  Kahilingan sa Pag-utang Form |
| 2 |  | Prepare the Business Performance Evaluation and Payment Rating  Submit the documents to the Financing & Loan Application Assistance Unit Head for final evaluation and review.  Makes final evaluation and review of the submitted documents of the Loan Collectors/Business Performance Evaluators. If complete and compliant with the existing rules recommend approval of the loan renewal to the Program Director.  Affix signature and recommend approval of the renewal of loan to the Chief Executive. | Shall be done during the 2-day period | Frederick Camacho  Rolando Villanueva Jr.  *Loan Collectors/*  *Business Performance Evaluators*  Ms. Violeta M. Perez  *Unit Head-Tulong Puhunan*  Ms. Marita DP. Trinidad  *Program Director* |  |  |
| 3 |  | Receive the document from NHC.  Affix signature in the application for loan renewal.  Endorse to the Office of the City Administrator. |  | Mr. Manuel T. Enriquez  *City Treasurer* |  |  |
| 4 |  | Receive the document from CTO.  Affix initials in the application for loan renewal. |  | Mr. Perfecto C. Cruz, Jr.  *City Administrator* |  |  |
|  |  | Approve the Application for Renewal of Loan  Return the document to NHC |  | Hon. John Reynald M. Tiangco  *City Mayor* |  |  |
| 5 | \*Go to the Navotaas Hanapbuhay Center for the loan agreement signing. | Receive the document from the Office of the Mayor.  Inform the client of the approval of loan application and advise to go the Navotaas Hanapbuhay Center for the Loan Agreement signing.  Advise the client to go to the Legal Office for the notarization of the Loan Agreement. | 1 minute | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  |  |
|  | \*Return the notarized Loan Agreement to the NHC | Receive the notarized loan agreement and advise the client to wait for the notification of the release of loan. | 1 minute | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  |  |
|  |  | Prepare the Voucher, upon completion endorse to the City Treasurer’s Office for release of fund. | 5 minutes | Mariel Mucho  *Frontline Service Provider* |  |  |
|  |  | Affix signature for release of fund.  Endorse the documents to the City Accounting Office for pre-audit. |  | Mr. Manuel T. Enriquez  *City Treasurer* |  |  |
|  |  | Conduct pre-audit.  If complete, endorse to the Office of the City Mayor for the approval of Voucher.  \*If found to be having discrepancy, return the documents to NHC for modification. |  | City Accounting Office |  |  |
|  |  | Approve the Voucher.  Endorse to the City Treasurer’s Office for the preparation of check (loan) |  | Office of the City Mayor |  |  |
|  |  | Prepare the Check.  Endorse to the City Accounting Office for the preparation of advise |  | City Treasurer’s Office |  |  |
|  |  | Prepare the advise.  Endorse to the Office of the City Mayor for check signing. |  | City Accounting Office |  |  |
|  |  | Receive the document from the CAO.  Affix signature to the Check  Endorse the documents and check to the City Treasurer’s Office. |  | Office of the City Mayor |  |  |
|  |  | Advise the NHC for the availability of check. |  | City Treasurer’s Office |  |  |
| 6 | Receive information from NHC. | Inform the client to go to the City Treasurer’s Office for the release of check.  Advise the client to proceed to NHC upon release of check for the issuance of Savings & Loan Booklet. | 1 minute | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  |  |
| 7 | Go to the City Treasurer’s Office.  Sign in the receiving copy, receive the check, and proceed to the NHC for the release of the Savings & Loan Booklet. | Ask the client to sign in the receiving copy, and release the check. Advise the client to proceed to NHC for the Savings & Loan Booklet | 3 minutes | City Treasurer’s Office |  |  |
| 8 | Go to the NHC  Receive the Savings & Loan Booklet and sign in the logbook. | Release the Savings & Loan Booklet and ask the client to sign in the logbook.  Advise the client of the first day of loan collection (7 days after the date of check release). | 3 minutes | Estela N. Aguilar  *Frontline Service Providers* |  | Savings & Loan Booklet |
| END OF TRANSACTION | | | | | | |

*\*Returning to Navotaas Hanabuhay Center for Loan Agreement Signing and returning of the notarized Loan Agreement to the NHC depends upon the client.*

**PROCESSING OF WITHDRAWAL OF THE SAVINGS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM-5:00 PM, without noon break*

**Who may avail of the Service?**

*Fully paid Tulong Puhunan Awardee*

**What are the requirements?**

*1.) Request to withdraw savings*

*2.) Savings and Loan Booklet (Original)*

*3.) Official Receipts (Original)*

**Duration:** 19 minutes & 30 seconds (excluding document’s tracking on voucher)

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **(Based on normal circumstances)** | **PERSON IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Request to Withdraw Savings and all the requirements.  \*Acknowledge receipt of the return documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Estela N. Aguilar  Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Providers* |  | Request Letter Form |
| 2 |  | Submit the documents to the Financing and Loan Application Assistance Unit Head for final evaluation and review.  Makes final evaluation and review of the submitted documents. If complete and compliant with the existing rules recommend approval of the savings withdrawal to the Program Director.  Approve the Withdrawal of Savings | 1 minute  2 minutes  30 seconds | Estela N. Aguilar  *Frontline Service Provider*  Ms. Violeta M. Perez  *Unit Head-Tulong Puhunan*  Ms. Marita DP. Trinidad  *Program Director* |  |  |
|  |  | Prepare the Voucher, upon completion endorse to the City Treasurer’s Office for release of savings. | 5 minutes | Mariel Mucho  *Frontline Service Provider* |  |  |
|  |  | Affix signature for release of savings.  Endorse the documents to the City Accounting Office for pre-audit. |  | Mr. Manuel T. Enriquez  *City Treasurer* |  |  |
|  |  | Conduct pre-audit.  If complete, endorse to the Office of the City Mayor for the approval of Voucher.  \*If found to be having discrepancy, return the documents to NHC for modification. |  | City Accounting Office |  |  |
|  |  | Approve the Voucher.  Endorse to the City Treasurer’s Office for the preparation of check (savings). |  | Office of the City Mayor |  |  |
|  |  | Prepare the Check.  Endorse to the City Accounting Office for the preparation of advise. |  | City Treasurer’s Office |  |  |
|  |  | Prepare the advise.  Endorse to the Office of the City Mayor for check signing. |  | City Accounting Office |  |  |
|  |  | Receive the document from the CAO.  Affix signature to the Check  Endorse the documents and check to the City Treasurer’s Office. |  | Office of the City Mayor |  |  |
|  |  | Advise the NHC for the availability of check. |  | City Treasurer’s Office |  |  |
| 6 | Receive information from NHC. | Inform the client to go to the City Treasurer’s Office for the release of savings. | 1 minute | Estela N. Aguilar  *Frontline Service Providers* |  |  |
| 7 | Go to the City Treasurer’s Office.  Sign in the receiving copy, receive the check, and proceed to the NHC for documentation. | Ask the client to sign in the receiving copy, and release the check. Advise the client to proceed to NHC for documentation. | 3 minutes | City Treasurer’s Office |  |  |
| 8 | Go to the NHC  Give the check for recording/documentation  Receive the check and sign in the logbook. | Receive the check. Record its amount, date and date of release.  Return the check to the client and ask to sign in the Logbook. | 2 minutes | Estela N. Aguilar  *Frontline Service Providers* |  |  |
| END OF TRANSACTION | | | | | | |

**MR. GENESIS SANOY**

*Unit Head*

*PESO Manager*

**CITY PUBLIC EMPLOYMENT SERVICE OFFICE**

(Navotaas Hanapbuhay Center – Job Placement System Unit)

**Vision:** We envision to be the premier employment service provider in the country.

**Mission:** We shall provide efficient and effective service delivery in employment facilitation, labor market information, capability building programs, promote social partnership, dispute resolution, decent work and develop globally competitive workface.

**MR. GENESIS M. SANOY**

*PESO / Job Placement System Unit Head*

Contact Number: 281-85-37 loc. 215

**ISSUANCE OF JOB REFERRAL**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*1. 18 years old and above*

*2. High School Graduate*

*3. College Level or Undergraduate*

*4. Technical Vocational Graduate*

*5. Navotas Residents*

*6. Employable*

**What are the requirements?**

1. *Accomplished Request Slip*
2. *Birth Certificate, Police Clearance, Barangay Certificate*
3. *High School/College Diploma, NBI, SSS, Community Tax Certificate (Cedula)*
4. *Employment Certification if there’s any*
5. *2 x 2 Picture*

**Duration:** 22 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Submit the Accomplished Request Slip and the requirements  Submit all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook | Receive the documents and conduct initial interview  Receive the documents/requirements, for evaluation, affix signature and the time and date of receipt and conduct initial interview.  Review and evaluate the Accomplished Request Slip and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Advise the client to wait for the result of Job Matching.  Job Matching, Coordinate Target Employer/Company for Possible Job Placement  Processing of Job Referrals | 5 minutes  15 minutes | Caroline Tiangco  *Placement Officer*  Caroline Tiangco  *Placement Officer* |  | National Manpower Registry System |
| 3 | Go through Final Interview  Receive the Approved Job Referral | Conduct final interview and issue Approved Job Referral | 2 minutes | Genesis M. Sanoy  *City PESO Manager*  *Unit Head-Tulong Trabaho* |  |  |
| END OF TRANSACTION | | | | | | |

**SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

1. *15 to 25 years old*
2. *High School Graduate*
3. *College Level*
4. *Technical Vocational Graduate*
5. *Navotas Residents*

**What are the requirements?**

Certified Xerox Copy of the following:

1. *Birth/Baptismal Certificate*
2. *Form 138/Diploma if High School Graduate*
3. *Student Class cards of the previous or last semester/school year attended if college level*
4. *Barangay Certificate as to economic status of his/her family*
5. *Income Tax Return (ITR) of parents duly filed with the Bureau of Internal Revenue (BIR)*
6. *Certificate of Tax Exemption issued by BIR including Affidavit of Non-Filing of Income Tax Return*
7. *2 pcs. 2x2 & 1x1 pictures*
8. *Long folder with fastener*
9. *Accomplished Application Form*

**Duration:** 10 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Application Form and the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Conduct Initial Interview  Conduct final Interview and Approval and advise the client to return for orientation | 5 minutes  5 minutes | Mari Ann G. Santos  *Clerk II*  Genesis Sanoy  *City PESO Manager*  *Unit Head-Tulong Trabaho* |  | SPES Application Form |
| END OF TRANSACTION | | | | | | |

**MR. JOEMARIE J. KANGKEN**

*Unit Head*

**ORIENTATION SEMINAR (PRE-MEMBERSHIP EDUCATION SEMINAR) ON CREDIT COOPERATIVE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*- Organizations, Groups, Associations*

**What are the requirements?**

*1. Request Slip*

*2. Voter’s ID*

*3. One (1) Valid ID*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Submit all the requirements  Sign in the logbook  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate for the completeness of the requirements  If the documents are complete, mark “received for scheduling”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 10 minutes  10 minutes | Receiving Clerk  Joemarie J. Kangken  *Unit Head-Tulong Kooperatiba* |  | Request Slip |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF CLEARANCE FOR THE AVAILMENT OF FINANCING & LOAN APPLICATION ASSISTANCE (TULONG PUHUNAN)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-Cooperative*

**What are the requirements?**

1. *Request Slip*
2. *Voter’s ID*
3. *One (1) Valid ID*
4. *Certification of Registration from Cooperative Development Authority (CDA)*
5. *Certificate of Good Standing from CDA*
6. *Sangguniang Panlungsod Accreditation*

**Duration:** 30 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Submit all the requirements  Received Clearance and sign in the logbook.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate for the completeness of the requirements  If the documents are complete, mark “received for issuance of clearance”.  Record the date and time of application.  Issue Clearance and endorse it to Financing & Loan Application Assistance Unit   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 10 minutes  10 minutes | Receiving Clerk  Joemarie J. Kangken  *Unit Head-Tulong Kooperatiba* |  | Request Slip  Clearance |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFIED PHOTOCOPY OF COOPERATIVE LIST**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*- Cooperative, Organizations, Groups, Associations & Students*

**What are the requirements?**

1. *Request Slip*
2. *Voter’s ID or any Valid ID*

**Duration:** 10 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Submit all the requirements  Received Photocopied document and sign in the logbook.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate for the completeness of the requirements  If the documents are complete, mark “received”.  Record the date and time of requisition at the logbook  Issue the Certified Photo copy of the document with signature   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes  5 minutes | Receiving Clerk  Joemarie J. Kangken  *Unit Head-Tulong Kooperatiba* |  | Request Slip  Certified photocopy |
| END OF TRANSACTION | | | | | | |

**ASSISTANCE FOR THE REGISTRATION OF PROPOSED COOPERATIVE AT THE COOPERATIVE DEVELOPMENT AUTHORITY (CDA)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Proposed Cooperative who Underwent Pre-Membership Education Seminar*

**What are the requirements?**

1. *Request Slip*
2. *Voter’s ID*
3. *One (1) Valid ID*
4. *Cooperative By Laws*
5. *Articles of Cooperation*
6. *Treasurer’s Affidavit*
7. *Economic Survey*
8. *Name’s Reservation Slip*

**Duration:** 50 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Submit all the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate for the completeness of the requirements  If the documents are complete, mark “received”.  Record the date and time of application.  Collect fees to be paid at CDA and Insurance Company   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 10 minutes  40 minutes | Receiving Clerk  Joemarie J. Kangken  *Unit Head-Tulong Kooperatiba* | \*\*\* | Request Slip |
| END OF TRANSACTION | | | | | | |

*Note: \*\*\*The amount of the collected fees will vary depend to the size and type of the proposed cooperative to be registered.*

**TECHNICAL AND PROFESSIONAL ASSISTANCE ON COOPERATIVE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Registered Cooperative*

**What are the requirements?**

*1. Request Slip*

*2. Certificate of Registration - CDA*

*3. Certificate of Good Standing from CDA*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Submit all the requirements  Sign in the logbook  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate for the completeness of the requirements  If the documents are complete, mark “received”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes  5 minutes | Receiving Clerk  Joemarie J. Kangken  Unit Head-Tulong Kooperatiba  *\*\*Personnel from CDA* |  | Request Slip |
| END OF TRANSACTION | | | | | | |

*Note: \*\* It depends to the availability of the CDA Person*

**MR. ALLAN CATARUS**

*Unit Head*

**SEMINAR ON GOOD MANUFACTURING PRACTICES FOR FOOD AND GOOD MANUFACTURING PROCESS NON-FOOD PRODUCTS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Organized group and/or associations*

**What are the requirements?**

1. *Barangay Clearance*
2. *Voter’s ID or Certification of Registration*
3. *For organized group, submit the ff.*

* *SEC registration (updated)*
* *Sangguniang Panlungsod Accreditation*

**Duration:** 13 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Mariel Mucho  *Frontline Service Provider* |  |  |
| 2 |  | Check the availability of the request date.  If available, submit the fully accomplished Application Form and all the requirements with request slip to the Tulong Produkto Unit Head for approval.  If not available, inform the client of the availability of dates. | 4 minutes | Mariel Mucho  *Frontline Service Provider* |  |  |
| 3 | Choose the preferred date and inform NHC | Indicate the scheduled date in the fully accomplished Application Form with request slip and submit to the Tulong Negosyo Unit Head for approval.  Approve the request | 2 minutes | Mariel Mucho  *Frontline Service Provider*    Allan Catarus  *Unit Head-Tulong Produkto* |  |  |
| 4 | Receive the Approved Request Slip | Record the fully accomplished Application Form with Scheduled date to the Log Book  Return the approved Request slip to the client and advise to the return on the scheduled date of seminar. | 2 minutes | Mariel Mucho  *Frontline Service Provider* |  |  |
| END OF TRANSACTION | | | | | | |

**MS. ANNALYN N. LEON**

*Unit Head*

**SEMINAR ON HOW TO START A BUSINESS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00AM-5:00PM, without noon break*

**Who may avail of the service?**

1. *Bonafide resident of Navotas City.*
2. *Registered voter of Navotas City.*
3. *Non-delinquent realty or business taxpayer.*
4. *Individuals who are in good moral character and no existing criminal complaint/record filed.*
5. *Individuals ages 21-65 and literate.*
6. *An accredited organization of the Sangguniang Panlungsod (in case of an organized group).*
7. *Individuals who are willing to undergo formation seminar.*

**What are the requirements?**

1. *Accomplished Application Form with 2x2 picture/s.*
2. *Community Tax Certificate (Cedula)*
3. *Barangay Clearance/Good Moral Character*
4. *Certified Photocopy of Voter’s I.D. or Certificate of Registration*
5. *For organization:*

* *SEC Registration (updated)*
* *Certificate of Accreditation from the Sangguniang Panlungsod*

**Duration:** 13 minutes

**How to avail of the service? :**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **(Based on normal circumstances)** | **PERSONIN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the fully accomplished Application Form and all the requirements with request slip.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature and the time and date of receipt and conduct initial interview.  Review and evaluate the Accomplished Request Slip and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Provider* |  | Application Form |
| 2 |  | Check the availability of the request date.  If available, submit the fully accomplished Application Form and all the requirements with request slip to the Tulong Negosyo Unit Head for approval.  If not available, inform the client of the availability of dates. | 4 minutes | Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Provider* |  |  |
| 3 | Choose the preferred date inform NHC | Indicate the scheduled date in the fully accomplished Application Form with request slip and submit to the Tulong Negosyo Unit Head for approval.  Approve the request | 2 minutes | Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Provider*  Annalyn N. Leon  *Unit Head – Tulong Negosyo* |  |  |
| 4 | Receive the Approved Request Slip | Record the fully accomplished Application Form with Scheduled date to the Log Book  Return the approved Request slip to the client and advise to the return on the scheduled date of seminar. | 2 minutes | Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Provider* |  |  |
| END OF TRANSACTION | | | | | | |

**SEMINAR ON HOW TO SUSTAIN YOUR BUSINESS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00AM-5:00PM, without noon break*

**Who may avail of the service?**

1. *Bonafide resident of Navotas City.*
2. *Registered voter of Navotas City.*
3. *Non-delinquent realty or business taxpayer.*
4. *Individuals who are in good moral character and no existing criminal complaint/record filed.*
5. *Individuals ages 21-65 and literate.*
6. *An accredited organization of the Sangguniang Panlungsod (in case of an organized group).*
7. *Individuals who are willing to undergo formation seminar.*
8. *With existing registered business in operation for at least two years.*

**What are the requirements?**

1. *Accomplished Application Form with 2x2 picture/s.*
2. *Community Tax Certificate (Cedula)*
3. *Barangay Clearance/Good Moral Character*
4. *Certified Photocopy of Voter’s I.D. or Certificate of Registration*
5. *For organization:*

* *SEC Registration (updated)*
* *Certificate of Accreditation from the Sangguniang Panlungsod*

**Duration:** 13 minutes

**How to avail of the service? :**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **(Based on normal circumstances)** | **PERSONIN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the fully accomplished Application Form and all the requirements with request slip.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature and the time and date of receipt and conduct initial interview.  Review and evaluate the Accomplished Request Slip and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 5 minutes | Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Provider* |  | Application Form |
| 2 |  | Check the availability of the request date.  If available, submit the fully accomplished Application Form and all the requirements with request slip to the Tulong Negosyo Unit Head for approval.  If not available, inform the client of the availability of dates. | 4 minutes | Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Provider* |  |  |
| 3 | Choose the preferred date inform NHC | Indicate the scheduled date in the fully accomplished Application Form with request slip and submit to the Tulong Negosyo Unit Head for approval.  Approve the request | 2 minutes | Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Provider*  Annalyn N. Leon  *Unit Head – Tulong Negosyo* |  |  |
| 4 | Receive the Approved Request Slip | Record the fully accomplished Application Form with Scheduled date to the Log Book  Return the approved Request slip to the client and advise to the return on the scheduled date of seminar. | 2 minutes | Gerlie N. Garciano  Sabrina P. Camino  *Frontline Service Provider* |  |  |
| END OF TRANSACTION | | | | | | |

**NAVOTAS POLYTECHNIC COLLEGE**

**Vision:** The Navotas Polytechnic College is an academic and technological community college, with a commitment of producing graduates, who are equipped with the knowledge, technological skills and moral uprightness, imbued with humane and just values, that could successfully guide them to be gainfully engaged in suitable employment and entrepreneurial venture, to meet the local, national, and global needs of the community and humanity.

**Mission:** Inspired and sustained by an ardent desire and commitment to achieve its vision, the Navotas Polytechnic College, provide quality and affordable education in academic and technical knowledge and skills, imbued with positive global values of life and ecology, that will guide its graduates to create and serve through their respective field of endeavor, for the immediate community, in a wider sense, the country and God.

**MS. FRANCISCA S. ROQUE**

*NPC President*

Contact Number: 281-91-32 / 351-23-61

**PROCESSING OF APPLICATION FOR COLLEGE ENTRANCE TEST**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Navoteños and Non-Navoteños*

**What are the requirements?**

*For High School Graduate: For Transferee:*

* *Form 138/High School card (original and photocopy) \*Certificate of Grades/Transcript of Records (original and photocopy)*
* *Good Moral Certificate \*Good Moral Certificate*
* *2 pcs. Passport size photo with white background \*Honorable Dismissal*
* *Examination Fee \*2 pcs. Passport size photo with white background*

*\*Examination Fee*

**Duration:** 37 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit all the requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Accomplish the Application Form for Entrance Test | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Accomplished Request Form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Compute the grades of the applicant if he/she qualified to the chosen course  \*If qualified, issue Application Form for Entrance Test.  Encode applicant’s information.  Advise the applicant to pay to the Cashier  \*If not qualified, return the documents and inform the applicant of the reason for disqualification | 20 minutes | Ms. Senrose Sentilleces |  | Application Form |
| 2 | Pay to the Cashier | Process payment and issue Official Receipt. | 10 minutes | Ms. Jessie Delos Reyes | Php 150.00 | Official Receipt |
| 3 | Return to Guidance Center and submit the Accomplished Application Form and Official Receipt  Sign-up in the list of examinees  Receive the Schedule of Examination, Application Stub | Accept the documents. Advise the applicant to sign up in the List of Examinees.  Give the Schedule of Examination, Application Stub and instructions/reminders | 5 minutes  2 minutes | Ms. Senrose Sentilleces |  | Application Stub |
| END OF TRANSACTION | | | | | | |

**PRE-REGISTRATION PROCESS FOR NEW STUDENTS AND TRANSFEREE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*New Students (Freshmen) and Transferee who passed the College Entrance test*

**What are the requirements?**

1. *Application Form and Stub*
2. *Long Brown envelope*
3. *One (1) passport size photo with name tag and white background*
4. *NSO authenticated Birth Certificate(original and photocopy)*

**Classification as Navoteño**

**To be classified as Navoteño please present any of the following:**

*-Student’s Latest Voter’s I.D./Voter’s Certification.*

*-Latest proof of billing address in Navotas and Name after the student*

*-Student’s Birth Certificate together with:*

*-Latest Voter’s ID or Voter’s Certification of the mother or father.*

*-Latest proof of billing address in Navotas and name after the mother or father of the student.*

*-Affidavit of Acknowledgement of Guardian and latest Voter’s ID or Voter’s Certification of the student’s brother, sister, grandmother or grandfather.*

*-Affidavit of Acknowledgement of Guardian and latest proof of billing address in Navotas and name after the student’s brother, sister, grandmother or grandfather.*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to Guidance Center and submit all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Pre-Registration Form | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Classify if Navoteño or Non Navoteño based on the submitted documents.   1. If the documents are complete, issue Pre-registration Form, encode Student’s Profile and advise the client to return on the scheduled date of enrolment. 2. If incomplete, attach checklist of the lacking documents/requirements to the client for completion. | 20 minutes | Ms. Senrose Sentilleces |  | Pre-Registration Form |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR ENROLLMENT OF NEW (FRESHMEN) STUDENTS AND TRANSFEREES**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

1. *Successful Applicants*

**What are the requirements?**

**For Freshmen:**

* *Original copy of Form 138 (high school card)*

**For Transferees:**

* *Original copy of Honorable Dismissal*

**For Freshmen and Transferees:**

* *Original copy of good moral certificate*
* *Community Tax Certificate (Cedula)*
  + *For students below 18 years old, Cedula of parents/guardian*
* *Two (2) pcs. Passport size photo with name tag and white background*
* *Two (2) pcs. 1x1 photo*
* *NSO authenticated Birth Certificate (original and photocopy)*

**Duration:** 1 hour and 25 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Go to the Registrar’s Office and submit all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Secure copy of requirement checklist.  Go to Guidance Center and present the requirement checklist and Cedula.  Select Class Schedule | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Issue requirement checklist and advise the client to proceed to the Guidance Center for the Class Schedule.  Evaluate the requirement checklist and Cedula presented by the client.  Assist the client in selecting class schedule.  Advise the client to proceed to the MIS Department for advising and encoding. | 15 minutes  10 minutes | Ms. Ma. Bernadette Reyes  *College Registrar*  Ms. Senrose Sentilleces |  | Requirement Checklist  Class Schedule |
| 3 | Proceed to the MIS Department and submit the class schedule to the Advising Officer for verification and encoding. | Accept and verify Class Schedule and Subjects.  Encode class schedule and advise the applicant to pay tuition fee to the Cashier. | 25 minutes | Advising Officer |  |  |
| 4 | Pay tuition fee to the Cashier | Process payment and issue Official Receipt. | 10 minutes | Ms. Jessie Delos Reyes | Tuition and Misc Fee – Php 50.00 per unit for Navoteño  Php 70.00 per unit for Non Navoteño and Registration Fee for Non Navoteño | Official Receipt |
| 5 | Secure Library Card | Evaluate the payment of the student.  Prepare and issue student’s Library Card | 5 minutes | Ms. Margie Evangelista |  | Library Card |
| 6 | Proceed to the Registrar’s Office  Receive the Registration Form and Class Cards | Evaluate student’s payment  Print and issue Registration Form and Class Cards | 20 minutes | Ms. Ma. Bernadette Reyes  *College Registrar* |  | Registration Form  Class Cards |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR ENROLLMENT OF REGULAR ENROLLEES/OLD STUDENTS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-Regular Enrollees/Old Students*

**What are the requirements?**

1. *Clearance*
2. *ID*
3. *Community Tax Certificate (Cedula)*
4. *Prospectus*

**Duration:** 1 hour and 15 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to Guidance Office and secure copy of Semestral Grade Report.  Submit the clearance and all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Select Class Schedule | Issue copy of Semestral Grade Report.  Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Assist the client in selecting class schedule  Advise the client to proceed to the MIS Department for advising and encoding. | 15 minutes | Ms. Senrose Sentilleces |  | Semestral Grade Report  Class Schedule |
| 2 | Proceed to the MIS Department and present the Semestral Grade Report and Class Schedule to the Advising Officer for verification and encoding. | Evaluate student’s grades.  Accept and verify Class Schedule and Subjects.  Encode Class Schedule and advise the applicant to pay tuition fee to the Cashier. | 25 minutes | Advising Officer |  | Class Schedule |
| 3 | Pay tuition fee to the Cashier | Process payment and issue Official Receipt. | 10 minutes | Ms. Jessie Delos Reyes | Tuition and Misc Fee – Php 50.00 per unit for Navoteño  Php 70.00 per unit for Non Navoteño and Registration Fee for Non Navoteño | Official Receipt |
| 4 | Secure Library Card | Evaluate the payment of the student.  Prepare and issue student’s Library Card | 5 minutes | Ms. Margie Evangelista |  | Library Card |
| 5 | Proceed to the Registrar’s Office  Receive the Registration Form and Class Cards | Evaluate student’s payment.  Print and issue Registration Form and Class Cards. | 20 minutes | Ms. Ma. Bernadette Reyes  *College Registrar* |  | Registration Form  Class Cards |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFICATE OF GRADUATION**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Students of Navotas Polytechnic College*

**What are the requirements?**

1. *Accomplished Request Form for Student Records*
2. *Clearance*

**Duration:** 1 hour

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Request Form for Student Record and requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify from records on file the requested documents.  Upon verification, return the Accomplished Request Form to the client and advise to pay fees to the Accounting Office | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Request Form for Student Records |
| 2 | Receive the Accomplished Request Form, present to Accounting Office and pay fees | Process payment and issue Official Receipt | 10 minutes | Ms. Imelda Josue  Ms. Pevilyn Dumayhag | P 20.00/each | Official Receipt |
| 3 | Proceed to Registrar’s Office and present the Accomplished Request Form and Official Receipt  Wait while the request is being processed | Accept documents and advise the client to wait while the request is being processed.  Process the requested documents | 20 minutes | Mr. Francis Senobio  Mr. Gerald Perona  Ms. Ma. Bernadette Reyes  *College Registrar* |  |  |
| 4 | Receive the requested documents. | Release the requested documents | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Certificate of Graduation |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FOR CHED**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Students of Navotas Polytechnic College*

**What are the requirements?**

1. *Accomplished Request Form for Student Records*
2. *Original Copy of Transcript of Records (TOR) and Diploma*

**Duration:** 1 hour and 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Request Form for Student Record and requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify from records on file the requested documents.  Upon verification, return the Accomplished Request Form to the client and advise to pay fees to the Accounting Office | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Request Form for Student Records |
| 2 | Receive the Accomplished Request Form, present to Accounting Office and pay fees | Process payment and issue Official Receipt | 10 minutes | Ms. Imelda Josue  Ms. Pevilyn Dumayhag | CAV – Php 60.00 | Official Receipt |
| 3 | Proceed to Registrar’s Office and present the Accomplished Request Form and Official Receipt  Wait while the request is being processed | Accept documents and advise the client to wait while the request is being processed.  Process the requested documents | 40 minutes | Mr. Francis Senobio  Mr. Gerald Perona  Ms. Ma. Bernadette Reyes  *College Registrar* |  |  |
| 4 | Receive the requested documents. | Release the requested documents | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | CAV |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Students of Navotas Polytechnic College*

**What are the requirements?**

1. *Accomplished Request Form for Student Record*
2. *Registration Form*

**Duration:** 1 hour and 5 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Request Form for Student Record  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify from the Guidance Office if there is any misconduct committed by the student.  Upon verification, return the Accomplished Request Form to the client and advise to pay fees to the Accounting Office | 20 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Request Form for Students Records |
| 2 | Receive the Accomplished Request Form, present to Accounting Office and pay fees | Process payment and issue Official Receipt | 10 minutes | Ms. Imelda Josue  Ms. Pevilyn Dumayhag | Php 20.00 | Official Receipts |
| 3 | Proceed to Registrar’s Office and present the Accomplished Request Form and Official Receipt  Wait while the request is being processed | Accept the form and advise the client to wait while the request is being processed. | 20 minutes | Mr. Francis Senobio  Mr. Gerald Perona  Ms. Ma. Bernadette Reyes  *College Registrar* |  |  |
| 4 | Receive the requested documents. | Release the requested documents | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Certificate of Good Moral Character |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF CERTIFICATE OF GRADES AND CERTIFICATE OF ENROLLMENT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Students of Navotas Polytechnic College*

**What are the requirements?**

1. *Accomplished Request Form for Student Record*
2. *Registration Form*

**Duration:** 1 hour and 35 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Request Form for Student Record and requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify from records on file the requested documents.  Upon verification, return the Accomplished Request Form to the client and advise to pay fees to the Accounting Office | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Request Form for Student Records |
| 2 | Receive the Accomplished Request Form, present to Accounting Office and pay fees | Process payment and issue Official Receipt | 10 minutes | Ms. Imelda Josue  Ms. Pevilyn Dumayhag | Php 20.00 Certificate of Grades  Php 20.00  Certificate of Enrollment | Official Receipt |
| 3 | Proceed to Registrar’s Office and present the Accomplished Request Form and Official Receipt  Wait while the request is being processed | Accept documents and advise the client to wait while the request is being processed.  Process the requested documents  Evaluate grades of students based on the Grade Sheets submitted by Professor. | Shall be done during the 1-hour period | Mr. Francis Senobio  Mr. Gerald Perona  Ms. Ma. Bernadette Reyes  *College Registrar* |  |  |
| 4 | Receive the requested documents. | Release the requested documents | 10 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Certificate of Grades/Certificate of Enrollment |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF TRANSCRIPT OF RECORD/HONORABLE DISMISSAL**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Students of Navotas Polytechnic College*

**What are the requirements?**

1. *Accomplished Request Form for Student Records*
2. *Clearance*
3. *2 pcs. Passport size Picture with name tag and white background*
4. *Form 137/Transcript of Record if transferee*
5. *NSO Birth Certificate*
6. *Documentary Stamp*

**Duration:** 4 days and 50 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Request Form for Student Record and requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify from records on file the requested documents.  Upon verification, return the Accomplished Request Form to the client and advise to pay fees to the Accounting Office. | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Request From for Student Records |
| 2 | Receive the Accomplished Request Form, present to Accounting Office and pay fees | Process payment and issue Official Receipt | 10 minutes | Ms. Imelda Josue  Ms. Pevilyn Dumayhag | TOR – Php120.00  HD – Php20.00 | Official Receipt |
| 3 | Proceed to Registrar’s Office and present the Accomplished Request Form and Official Receipt  Receive the Claiming Stub | Accept documents, issue Claiming Stub and advise the client to return after four (4) working days | 10 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  |  |
| 4 |  | Process the requested document:  \*Evaluate grades of students based on the Grade Sheets submitted by Professors.  \*Encode grades in the TOR System  \*Print TOR/Honorable Dismissal  \*Affix signature on the TOR/HD | Shall be done during the 4-day period | Mr. Francis Senobio  Mr. Gerald Perona  Ms. Bernadette Reyes  *College Registrar* |  |  |
| 5 | Return to Registrar’s Office and submit the Claiming Stub  Receive Transcript of Record/Honorable Dismissal | Receive the Claiming Stub  Release the Transcript of Record/Honorable Dismissal | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Transcript of Records/ Honorable Dismissal |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF COLLEGE DIPLOMA**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Graduate Students of Navotas Polytechnic College*

**What are the requirements?**

1. *Accomplished Request Form for Students Records*
2. *Original Copy of Transcript of Records (TOR)*
3. *Clearance*

**Duration:** 4 days and 50 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Request Form for Student Record and requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements and Clearance.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Verify from records on file the requested documents.  Upon verification, return the Accomplished Request Form to the client and advise to pay fees to the Accounting Office | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | Request Form for Student Records |
| 2 | Receive the Accomplished Request Form, present to Accounting Office and pay fees | Process payment and issue Official Receipt | 10 minutes | Ms. Imelda Josue  Ms. Pevilyn Dumayhag | Php 120.00 | Official Receipt |
| 3 | Proceed to Registrar’s Office and present the Accomplished Request Form and Official Receipt  Receive the Claiming Stub | Accept documents, issue Claiming Stub and advise the client to return after four (4) working days | 10 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  |  |
| 4 |  | Process the requested document:  \*Encode data  \*Print the Diploma  Endorse the Diploma to all signatories:  \*Hon. Mayor John Reynald M. Tiangco  *Chairman of the Board of Trustees*  \*Ms. Francisca S. Roque  *College President*  \*Ms. Maria Bernadette G. Reyes  *College Registrar* | Shall be done during the 4-day period | Mr. Francis Senobio  Mr. Gerald Perona  Ms. Bernadette Reyes  *College Registrar* |  |  |
| 5 | Return to Registrar’s Office and submit the Claiming Stub  Receive the College Diploma | Receive the Claiming Stub and  Release the College Diploma | 15 minutes | Mr. Francis Senobio  Mr. Gerald Perona |  | College Diploma |
| END OF TRANSACTION | | | | | | |

**CITY PLANNING AND DEVELOPMENT OFFICE**

**Vision:** “A globally competitive office”

**Mission:** “Our mission is to serve the needs of our constituents for the development of the city with dedication, accountability and transparency.”

**ENGR. RUFINO M. SERRANO**

*City Planning and Development Officer*

Contact Number: 281-85-37 loc. 106 & 405

**PROCESSING OF LOCATIONAL CLEARANCE FOR BUILDING PERMIT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All persons who want to build/construct any structure on their lots.*

**What are the requirements?**

*1. Land Title or any proof of ownership of land*

*2. Complete set of Building Plans*

*3. Barangay Clearance*

**Duration:** 15 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 3 minutes | Alelie Vismonte  Lawrence Santos |  |  |
|  | Receive Order of Payment and proceed to CTO | Check/verify with the Zoning Map for the conformity of land use  Compute fees and issue Order of Payments.  Advise the client to pay to the City Treasurer’s Office | 2 minutes  3 minutes | Lumer Danofrata  Lumer Danofrata  Roberto Cruz | Base on Article X of Zoning Ordinance |  |
| 2 | Pay the corresponding fees to the CTO. | Process payment and issue Official Receipt. | 2 minutes | City Treasurer’s Office |  | Official Receipt |
| 3 | Present Official Receipt to the Planning Office | Accomplish the Locational Clearance Form  Review and Approve the Locational Clearance  Record and release Locational Clearance | 2 minutes  1 minute  2 minutes | Alelie Vismonte  Lawrence Santos  Engr. Rufino Serrano  *City Planning & Dev’t. Officer/*  Lumer Danofrata  Roberto Cruz  Alelie Vismonte  Lawrence Santos  Dennis Dela Paz |  | Locational Clearance |
| END OF TRANSACTION | | | | | | |

*Note:*

* *If the business is conforming to Zoning Ordinance, Issue Locational Clearance GRANTED.*
* *If the business is non-conforming to Zoning Ordinance, issue Certificate of Non-Conformance*
* *If the business conforming to Zoning Ordinance, but subject for monitoring issue Temporary Use Permit*

**PROCESSING OF LOCATIONAL CLEARANCE FOR BUSINESS PERMIT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*-All persons who want to put up business in Navotas.*

**What are the requirements?**

1. *Duly Accomplished Business Permit Forms*
2. *Affidavit of Undertaking*
3. *Barangay Business Clearance*
4. *Picture of Establishment*
5. *Location Sketch of business establishment*

**Duration:** 1 day and 12 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook. | 2 minutes | Alelie Vismonte  Lawrence Santos |  |  |
|  | Receive Order of Payment and proceed to CTO | Check/verify with the Zoning Map for the conformity of land use  Conduct Inspection of the establishment for compliance to Zoning  Compute fees and issue Order of Payments.  Advise the client to pay to the City Treasurer’s Office | 1 minute  1 day  3 minutes | Lumer Danofrata  Dennis Serrano  Danilo Ponge  Ireneo Gervacio  Lumer Danofrata  Roberto Cruz | Base on Article X of Zoning Ordinance |  |
| 2 | Pay the corresponding fees to the CTO. | Process payment and issue Official Receipt. | 2 minutes | City Treasurer’s Office |  | Official Receipts |
| 3 | Present Official Receipt to the Planning Office  Receive the Locational Clearance | Accomplish the Locational Clearance Form  Review and Approve the Locational Clearance  Record and release Locational Clearance | 2 minutes  1 minute  1 minute | Alelie Vismonte  Lawrence Santos  Engr. Rufino Serrano  *City Planning & Dev’t. Officer/*  Lumer Danofrata  Roberto Cruz  Alelie Vismonte  Lawrence Santos  Dennis Dela Paz |  | Locational Clearance |
| END OF TRANSACTION | | | | | | |

*Note:*

* *If the business is conforming to Zoning Ordinance, Issue Locational Clearance GRANTED.*
* *If the business is non-conforming to Zoning Ordinance, issue Certificate of Non-Conformance*
* *If the business conforming to Zoning Ordinance, but subject for monitoring issue Temporary Use Permit*

**CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE**

**Vision:** A city where the poor, vulnerable and disadvantaged families and communities are empowered for an improved quality of life.

**Mission:** To provide social protection and promote the rights and welfare of the poor, vulnerable and disadvantaged individuals.

**MS. JENNIFER V. SERRANO**

*CSWDO Officer-In-Charge*

Contact Number: 282-62-32 / 281-85-37 loc. 333

**PROCESSING OF MEDICAL ASSISTANCE (WITH M.O. & CONGRESSMAN’S REFERRAL)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

1. *Navotas residents*
2. *Belong to indigent family of the city*

**What are the requirements?**

* + 1. *Xerox and original copy of Barangay Certificate with Community Tax Certificate (Cedula)*

*2. Xerox and original copy of Medical Certificate/Abstract*

*3. Xerox and original copy of MIS Certification*

**Duration:** 15 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to City Social Welfare and Development Office and submit the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive the M.O./ Congressman’s Referral Form and proceed to Mayor’s/Congress Office | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Conduct Initial Interview and assess the client  Accomplish M.O./Congressman’s Referral Form, give to the client and advise to proceed to the Mayor’s/ Congress Office | 15 minutes | Alfie Marcelo  Jude Nelson Apolonio  *CSWDO Staff* |  | M.O./ Congressman’s Referral Form |
| 2 | Submit the Accomplished M.O./Congressman’s Referral Form  Receive the Financial Assistance | Check the documents submitted  Release the Financial Assistance |  | Mayor’s/Congress Office |  |  |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF MEDICAL ASSISTANCE (SOCIAL CASE STUDY REPORT)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

1. *Navotas residents*
2. *Belong to indigent family of the city*

**What are the requirements?**

1. *Xerox and original copy of Barangay Certificate with Community Tax Certificate (Cedula)*
2. *Xerox and original copy of Medical Certificate/Abstract*
3. *Xerox and original copy of MIS Certification*

**Duration:** 1 day and 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to City Social Welfare and Development Office and submit the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Conduct Initial Interview and assess the client  Advise the client to return after one (1) working day  Accomplish Social Case Study Report for review and evaluation  Evaluation and sign Final Copy | 20 minutes  Shall be done during the 1-day period | Alfie Marcelo  Jude Nelson Apolonio  *CSWDO Staff*  Ms. Jennifer V. Serrano  *OIC – CSWDO* |  |  |
| 2 | Go to CSWDO on the date given by the Worker.  Receive the SCSR Copy | Release the SCSR Final Copy |  | CSWDO Staff |  |  |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR LIBRENG LIBING PROGRAM**

**Schedule of Availability of Service:**

*24 Hours, Daily*

**Who may avail of the service?**

1. *Certified Navoteño*
2. *Indigent family with 5 thousand or below monthly income*
3. *No medico legal case as a reason of death*
4. *Do not have any service to the funeral*

**What are the requirements?**

1. *Voter’s ID of immediate family of the deceased.*
2. *Barangay Certificate.*

**NOTE:**

*Additional requirements are required in a Case to Case basis.*

1. *Death Certificate*
2. *Funeral Contract*
3. *Community Tax Certificate (Cedula)*

**Duration:** 25 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to CSWDO and submit the requirements | Receive the requirements and conduct initial interview and assessment  Coordinate with the accredited funeral parlor | 10 minutes  10 minutes | Marie Hannah Enriquez  *CSWDO Staff* |  | Intake form |
| 2 | Go to funeral parlors |  |  |  |  |  |
| 3 |  | \*Conduct validation. And advise the client to return to CSWDO immediately Accomplish the Referral Forms |  | Marie Hannah Enriquez  *CSWDO Staff* |  |  |
| 4 | Return to CSWDO for confirmation of assistance  Receive the Referral Forms and submit to the servicing funeral parlor. | Confirm assistance  Release the Accomplished Referral Forms to the client | 5 minutes | CSWDO Staff |  | Rental Agreement |
| END OF TRANSACTION | | | | | | |

**NOTE:** *\*Validation of indigency is case to case basis.*

**MARRIAGE COUNSELING SERVICES**

**Schedule of Availability of Service:**

*Every Wednesday, 8:00 AM – 12:00 NN*

**Who may avail of the service?**

1. *Couple below 25 year old*
2. *Applicant for Marriage Certificate/License*
3. *One or both of the couple are residents of Navotas*

**What are the requirements?**

*Marriage Counseling Request*

**Duration:** 3 hours and 15 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to CSWDO, fill-up the Registration Log Book and submit the requirements | Receive the requirements and advise to fill-up the Registration Log Book  Prepare the Marriage Counseling Questionnaire  Advise the client to proceed to the City Library, Audio Visual Room | 15 minutes  15 minutes | Ronald Bonzon  *CSWDO Staff* |  | Marriage Counseling Form |
| 2 | Proceed to City Library , AVR and attend Marriage Counseling  Answer the questionnaire | Conduct Marriage Counseling and discuss the questionnaire, advise the client to answer the questionnaire | 2 ½ hours | Ms. Delia Napolis  *SWO III* |  |  |
| 3 | Receive the Marriage Counseling Certificate | Process the Marriage Counseling Certificate  Issue the Marriage Counseling Certificate | 15 minutes | Ronald Bonzon  *CSWDO Staff* | None | Marriage Counseling Certificate |
| END OF TRANSACTION | | | | | | |

**PARENT’S EFFECTIVENESS SERVICES (PES)**

**Schedule of Availability of Service:**

*Every Thursday and Friday (As Scheduled)*

**Who may avail of the service?**

1. *Day Care Parents Group*
2. *Any Parents Group who need of the service*

**What are the requirements?**

*Member of any Parent’s Group*

*Accomplished Request Form*

**Duration:** 2 days (from 8:00 AM – 5:00 PM)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to the agreed venue, submit the Accomplished Request Form and fill-up the Attendance Sheet | Receive the Accomplished Request Form, and filled-up Attendance Sheet  Prepare nametags of the participants | 1 hour | Karen Bemanos  *CSWDO Staff* |  | Attendance Sheet |
| 2 | Attend the Parents’ Effectiveness Service | Conduct Parents’ Effectiveness Service (PES) (Module 1-5) | 7 hours | Karen Bemanos  *CSWDO Staff* |  |  |
| 3 | Return to the agreed venue and fill-up the Attendance Sheet  Continuation of Service | Acknowledgement of the Participants  Conduct Recap of yesterday’s session  Continuation of PES discussion/activity | 1 ½ hours  5 ½ hours | Karen Bemanos  *CSWDO Staff* |  |  |
| 4 | Receive Certificate of Completion | Award the Certificate of Completion |  | Karen Bemanos  *CSWDO Staff* | None | Certificate of Completion |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF SENIOR CITIZEN I.D. AND BOOKLETS**

**Schedule of Availability of Service:**

*Monday – Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

1. *Navotas Residence, 60 years old and above*

**What are the requirements?**

1. *Birth Certificate or any valid ID with age (SSS, Postal, COMELEC, PRC etc.) Xerox Copy*
2. *Community Tax Certificate (Cedula)*
3. *3 pcs. 1x1 colored picture*
4. *Accomplished Application Form*
5. *Affidavit of Loss (in case of lost I.D. and/or booklet)*

**Duration:** 20 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit the Accomplished Application Form and requirements | Receive the Accomplished Application Form, and the requirements, review and check  \*In case of lost ID and/or Booklet, advise the client to submit the Affidavit of Loss. | 10 minutes | Assigned CSWDO Staff |  | OSCA Application Form |
| 2  3 | Wait the request is being processed  Receive the Senior Citizen ID and Booklets and sign in the Log Book. | Advise the client to wait while the request is being processed.  Process the Senior Citizen ID and Booklets  Issue the Senior Citizen ID and Booklets, advise to sign in the Log Book | 10 minutes | Assigned CSWDO Staff |  |  |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF BURIAL ASSISTANCE TO SENIOR CITIZEN**

**Schedule of Availability of Service:**

*Monday – Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

1. *Navotas Resident Senior Citizen*

**What are the requirements?**

1. *Barangay Certificate of the Claimant*
2. *Death Certificate of Senior Citizen*
3. *Accomplished Application Form*
4. *Notarized Authorization of the Claimant*
5. *Privileged ID of the deceased OSCA member*

**Duration:** 55 minutes, (actual release of Burial Assistance takes One (1) to Two (2) months)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3 | Submit the Accomplished Application Form and requirements  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive notification  Proceed to City Treasurer’s Office  Claim and receive the Burial Assistance. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Accomplished Application Form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of lacking requirements, return the documents to the client for completion. * Record the date and time of return * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Advise the client to wait for notification from CSWDO  Endorse the Application for Burial Assistance to the following for approval:  \*Chapter President  \*Federation President  \*OSCA Chairman  Prepare PR/OBR of payments and forward complete documents to General Services Office/City Budget Office/City Treasurer’s Office/City Accounting Office and City Mayor’s Office for their appropriate action  If the Burial Assistance is available, notify the Claimant.  Release of Burial Assistance | 10 minutes  10 hours  25 minutes  10 minutes | Ronald Bonzon  *CSWDO Staff*  Ronald Bonzon  *CSWDO Staff*  GSO/CBO/CTO/CAO/MO  Ronald Bonzon  *CSWDO Staff*  City Treasurer’s Office |  | Application Form |
| END OF TRANSACTION | | | | | | |

*\*Upon completion of the requirements for Burial Assistance, complete documents shall be submitted to the concerned offices responsible for the processing of disbursement using the prescribed procedures of Evelio B. Javier Foundation (EBJF*

*\*Actual release of Burial Assistance takes One (1) to Two(2) months, hence does not fall in the period of completion of transaction prescribed in the Anti-Red Tape Act.*

**CITY TRAFFIC AND PARKING MANAGEMENT OFFICE**

**Vision:** To work for and achieve an orderly and peaceful city with a well manage traffic system and a properly maintained and secured living environment.

**Mission:** To serve with utmost dedication by setting a good example in the full implementation of all laws, rules and regulations towards a peaceful, orderly and safely environment

**MR. ST. JAMES T. LOPEZ**

*Acting CTPMO Chief*

Contact Number: 281-32-19 / 283-02-87

**REDEMPTION OF CONFISCATED DRIVER’S LICENSE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Traffic violators*

**What are the requirements?**

1. *Uniform Ordinance Violation Receipts (UOVR)*
2. *Official Receipt from City Treasurer’s Office*

**NOTE:**

*\*In case of lost Uniform Ordinance Violation Receipt (UOVR) additional requirements are required*

*- Certificate of No Pending Apprehension*

*- Affidavit of Loss*

**Duration:** 4 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to City Traffic and Parking Management Office (CTPMO) for the Order of Payment | Prepare the Order of Payment  Advise the client to pay to the City Treasurer’s Office and photocopy the Official Receipt. | 1 minute | Allan Ibañez  Friendelyn Ungui  Jeffrey Tiangco  *CTPMO Staff/*  *Receiving/Releasing Clerk* |  | Order of Payment |
| 2 | Go to City Treasurer’s Office and present Uniform Ordinance Violation Receipt (UOVR) and pay corresponding penalty/ies.   * If in case of lost UOVR proceed to City Traffic and Parking Management Office and secure requirements for no pending apprehension and photocopy of UOVR. * Go to Legal Office and execute Affidavit of Loss. | Accept and check the UOVR, process payment and issue Official Receipt |  | City Treasurer’s Office | Based on Municipal Ordinance No. 2004-13 | Official Receipt |
| 3  4 | Proceed to CTPMO’s Receiving/Releasing Clerk, present OR for recording  Receive the Driver’s License/OR and sign in the logbook. | Record the ff:   * Date and OR Number * UOVR Number * Name of Violator * Violation * Amount Paid * Name of Apprehending Officer   Release of confiscated Driver’s License and OR | 3 minutes | Allan Ibañez  Friendelyn Ungui  Jeffrey Tiangco  *CTPMO Staff/*  *Receiving/Releasing Clerk* |  |  |
| END OF TRANSACTION | | | | | | |

*\*A weekly schedule of duties shall be issued to CTO’s Cashiers in the Parking/Impounding Area.*

**RELEASE OF CONFISCATED SAFE KEEP VEHICLE**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Traffic violators*

**What are the requirements?**

*Applicants must secure the following requirements:*

1. *Uniform Ordinance Violation Receipts (UOVR)*
2. *Official Receipt from City Treasurer’s Office*
3. *Impounding Receipt (I.R.)*
4. *O.R./C.R. (Certificate of Registration)*

**NOTE:**

*\*In case of lost Uniform Ordinance Violation Receipt additional requirements are required*

*- Certificate of No Pending Apprehension*

*- Affidavit of Loss*

**Duration:** 15 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Go to City Traffic and Parking Management Office (CTPMO) for Order of Payment. | Prepare the Order of Payment  Advise the client to pay to the City Treasurer’s Office and photocopy the Official Receipt. | 1 minute | Allan Ibañez  Friendelyn Ungui  Jeffrey Tiangco  *CTPMO Staff/*  *Receiving/Releasing Clerk* |  | Order of Payment |
| 2 | Go to City Treasurer’s Office and present Uniform Ordinance Violation Receipt (UOVR) and pay corresponding penalty/ies.   * If in case of lost UOVR proceed to City Traffic and Parking Management Office and secure requirements for no pending apprehension photocopy of UOVR. * Go to Legal Office and execute Affidavit of Loss. | Accept and check the UOVR, process payment and issue Official Receipt |  | City Treasurer’s Office | Based on Municipal Ordinance No. 2004-13 | Official Receipt |
| 3 | Proceed to CTPMO’s Receiving/ Releasing Clerk, present OR for recording | Record the ff:   * Date and OR Number * UOVR Number * I.R. Number * Type of Vehicle * Plate Number * Name of Violator * Violation * Amount Paid * Name of Apprehending Officer   Stamp the OR/IR for release of safe keep vehicle and advise to proceed to the impounding area | 3 minutes | Allan Ibañez  Friendelyn Ungui  Jeffrey Tiangco  *CTPMO Staff/*  *Receiving/Releasing Clerk* |  |  |
|  | Go to impounding area and present the C.R. of the vehicle and O.R./I.R. | Record the ff:   * Date and OR Number * UOVR Number * I.R. Number * Type of Vehicle * Plate Number * Name of Violator * Violation * Amount Paid * Name of Apprehending Officer   \*If the vehicle stayed less than 3 hrs. no Storage Fee shall be charged  \*If the vehicle stayed more than 3 hrs, the claimant shall be charged of Storage Fee and advise to pay to the CTO Impounding Booth. | 10 minutes | Officer on Duty |  |  |
| 4 | Pay storage fee at CTO Impounding Booth | Process payment and issue Official Receipt |  | CTO Cashiers in the Parking/Impounding Area |  |  |
| 5 | Present OR to the impounding officer and sign in the Log Book  Receive the safe keep vehicle | Receive OR and advise the claimant in the Log Book  Release of safe keep vehicle | 1 minute | Officer on Duty |  |  |
| END OF TRANSACTION | | | | | | |

*\*A weekly schedule of duties shall be issued to CTO’s Cashiers in the Parking/Impounding Area.*

**CITY TREASURER’S OFFICE**

**Vision:** A self-reliant City of Navotas that is financially self-sufficient supported by a tax-conscious constituency and an efficient, effective, transparent and modernized tax collection system manned by able and honest treasury personnel.

**Mission:** To implement an efficient, transparent and client-convenient revenue collection system utilizing modern technology and capable work force trained to serve with integrity, efficiency and professionalism

**MR. MANUEL T. ENRIQUEZ**

*City Treasurer*

Contact Number: 281-85-51 / 281-85-37 loc. 214 & 314

**PROCESSING OF REAL PROPERTY TAX PAYMENT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-Real Property Owners*

**What are the requirements?**

1. *Previous Receipts or Tax Declaration*

**Duration:** 10 minutes (Duration is good only if tax payment is for the current year or one to two years of tax delinquency) **(If requirements are incomplete…)**

10 minutes (if more than two years of tax delinquency)

20 minutes (if NHA Properties and other properties with revised Tax Declaration not included/encoded under B series)

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Present Previous Receipts or Latest Tax Declaration  Receive and review Order of Payment  Pay the Real Property Tax to the Cashier  Receive validated Official Receipt and copy of Order of Payment | Check and verify previous receipts from the record. Upon verification, prepare Order of Payment and give to the client for review  In case of no records of previous payments especially National Housing Authority (NHA) Property, advise the client to:   * Proceed to Assessor’s Office to verify Tax Declaration Number (Lot and Block Number) * Upon verification return to CTO, Billing Section for the Order of Payment   \*In case of NHA properties and other properties with revised Tax Declaration not included/encoded under the B series, encode data in the computer.  Process payment and issue validated Official Receipts and copy of Order of Payment | 5 minutes  5 minutes | Daisy Antonio  Benedicta Matias  *Billing Clerk*  Corazon Morales  *Local Treasury Operation Officer III*  Corazon Morales  Ma. Theresa Corpuz  *Cashier* | As computed | Validated Official Receipt |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF TAX CLEARANCE CERTIFICATE (REAL PROPERTY TAX)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-New Owners of Real Property,*

*Loan Processor*

**What are the requirements?**

1. *Latest Official Receipts or Tax Declaration*

**Duration:** 16 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Present latest Official Receipts  \*If no latest Official Receipt,  present Tax Declaration | Check and verify latest receipts from the record. Upon verification, advise the client to proceed to the Record Section and secure Request Form  Receive Tax Declaration, check/verify from records, if no tax delinquency, advise the client to proceed to CTO Record Section and secure Request Form.  If with tax delinquency, inform the client of the findings and advise to settle first said delinquency prior to the processing of Tax Clearance Certificate  In case of no records of previous payments especially National Housing Authority (NHA) Property, advise the client to:  (If with tax delinquency on improvements of land, Tax Clearance cannot be issued) | 5 minutes | Jennifer Bauza  Maria Theresa Corpuz  Marnalisa Domasian  Leonila Samson  *Record Clerk* |  |  |
| 2 | Receive and accomplish Request Form and submit upon accomplishment.  Receive Order of Payment for Tax Clearance Certificate | Give Request Form for accomplishment, issue Order of Payment for Tax Clearance Certificate and advise to pay to the Cashier | 5 minutes | Jennifer Bauza  Leonila Samson  *Record Clerk* |  |  |
| 3 | Pay the Tax Clearance Certificate to the Cashier | Process payment and issue validated Official Receipts | 5 minutes | Dolores Baldonado  Razzedon Dela Cruz  Carmencita Villanueva  *Cashier* | Php 10.00 |  |
| 4 | Return to Record Section and Present O.R.  Receive Tax Clearance Certificate | Accept O.R. advise client to wait while Clearance is being processed.  Approved the tax Clearance Certificate  Release Tax Clearance Certificate | 1 minute | Jenny Bauza  Maria Theresa Corpuz  *Record Clerk*  Corazon Morales  *Local Treasury Operation Officer II*  Jennifer Bauza  Maria Theresa Corpuz  Marnalisa Domasian  *Record Clerk* |  |  |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF TRANSFER TAX PAYMENT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*-New Real Property Owners/Transferee*

*Lot Buyers*

**What are the requirements?**

1. *Deed of Sale/Deed of Donation/Deed of Extra-Judicial Settlement with partition/Deed of Exchange*
2. *Latest Tax Declaration*
3. *Certificate Authorizing Registration (CAR)-BIR*

**Duration:** 15 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit Tax Declaration, Certificate Authorizing Registration (CAR)-BIR and any of the following:  \*Deed of Sale  \*Deed of Donation  \*Deed of Extra-Judicial  Settlements with partition  \*Deed of Exchange  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Receive Order of Payment, and pay Transfer Tax to the Cashier  Receive validated Official Receipt | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the application form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Check and verify the submitted documents, the sale and market value of the property. Upon verification, process and issue Order of Payment for Transfer Tax.  Process payment and issue validated Official Receipts. | 10 minutes  5 minutes | Corazon Morales  *Local Treasury Operation Officer II*  Maria Theresa Corpuz  Corazon Morales  *Local Treasury Operation Officer II*  Maria Theresa Corpuz | As computed | Validated Official Receipts |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF BUSINESS TAX PAYMENT**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*All Business Tax Payers*

**What are the requirements?**

1. *Business Permit Application with Order of Payment*

**Duration:** 10 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Present Business Permit Application with Order of Payment | Check and verify assessments. Upon verification, affix signature to the Order of Payment. Advise the client to pay business tax, Fees and Charges to the Cashier.  Process payment and issue validated Official Receipts. | 5 minutes | Dolores Baldonado  *Local Treasury Operation Officer III* |  |  |
| 2 | Pay Business Tax, Fees and Charges to the Cashier | Process payment and issue validated Official Receipts. Advise the client to proceed to BPLO | 5 minutes | Razzedon Dela Cruz  Carmencita Villanueva  *Cashier* | As computed | Validated Official Receipts |
| END OF TRANSACTION | | | | | | |

**ISSUANCE OF COMMUNITY TAX CERTIFICATE-CTC (CEDULA)**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*All Navoteños*

*Non-Navoteños derived income in Navotas*

**What are the requirements?**

1. *Accomplished Customer Information Slip*
2. *Old Community Tax Certificate(Cedula)*

**Duration:** 3 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2 | Present Accomplished Customer Information Sheet or Old Community Tax Certificate (CTC)  Pay Community Tax Certificate  Receive Community Tax Certificate | Accept Accomplished Customer Information Sheet or Old CTC  Process CTC and advise the client to pay the corresponding fee  Issue Community Tax Certificate | 3 minutes | Antonio Bautista  Marita Garcia  Roderick Serrano  *Cashier* | Based on Declared Income | Community Tax Certificate |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF PAYMENT OF MISCELLANEOUS FEES**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 AM, without noon break*

**Who may avail of the service?**

*Tax payers*

**What are the requirements?**

1. *Order of Payment*

**Duration:** 2 minutes

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Present Order of Payment:   1. Burial Permit 2. Clearances 3. Locational Clearance 4. Secretary’s Fees 5. Rental Fees 6. Cemetery Fees 7. Franchising 8. Building Permit 9. All other Fees   In case of Professional Tax Receipt for Professionals (PTR) and Ordinance Violation Receipt of apprehended violators, no Order of Payment needed  Pay the corresponding fees.  \*Trace the real owner/lessee of the lot.  \*Back to CTO and present any documents showing ownership of the lot  Receive Official Receipts. | Accept Order of Payment and process payment  \*In case of Cemetery Fees (rental of lot), if the client failed to present previous O.R., advise the client to trace the real owner/lessee of the lot.  \*Verify the submitted documents, upon verification advise the client to pay the corresponding fees.  Issue Official Receipt | 2 minutes  (per transaction) | Dolores Baldonado  Razzedon Dela Cruz  Carmencita Villanueva  *Cashier*  Dolores Baldonado  Razzedon Dela Cruz  Carmencita Villanueva  *Cashier* | As indicated in the Order of Payment | Official Receipt |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF APPLICATION FOR RETIREMENT/TERMINATION OF BUSINESS**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Taxpayers who want to retire/terminate their business*

**What are the requirements?**

* + 1. *Accomplished Application Form for Business Retirement (4 copies)*

*2. Affidavit of Business Retirement/Termination (4 copies)*

*3. Sworn Statement of the Gross Receipts for the Calendar Year.*

*4. Income Tax Return or Monthly VAT/Non VAT Return for 12 months*

*5. Certification of Business Closure from Barangay where the business is located.*

*6. Latest Business Permit and Business Plate.*

*7. Retirement Fee*

**Duration:** 3 days, 2 minutes and 30 seconds

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1 | Submit Accomplished Application Form for Business Retirement and all the requirements.  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the Accomplished Application Form and completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Advise the client that inspection shall be made, and to return after three (3) working days. | 2 minutes | Dolores Baldonado  *Local Treasury Operation Officer III*  Dolores Baldonado  *Local Treasury Operation Officer III* |  | Application for Business Retirement |
| 2 |  | Conduct inspection to the address of the business on record to verify if it is really no longer operating.  \*If the inspector finds that the business is simply placed under a new name, manager and/or new owner, recommend disapproval of the application for termination or retirement of said business.  \*Make a formal notice to the client indicating the reason for disapproval and advise that accordingly, the business continue to become liable for the payment of all the taxes, fees and charges imposed thereon.  \*In case of a new owner, to whom the business was transferred by sale or other form of conveyance, said new owner shall be liable to him under Section 77 of the Revenue Code of Navotas (M.O. No. 1992-12)  \*If it is found that the retirement or termination of business is legitimate, recommend approval of the application for business retirement/termination.  Review and evaluate the submitted documents of the Inspectors. Upon, evaluation affix initials for the approval of the City Treasurer  Approve the Application for Business Retirement. | Shall be done during the 3-day period  Shall be done during the 3-day period | CTO Field Inspectors  Manuel Enriquez  *City Treasurer*  CTO Inspectors  Dolores Baldonado  *Local Treasury Operation Officer III*  Manuel Enriquez  *City Treasurer* |  |  |
|  |  | Send the documents to BPLO for Assessment of the Retirement Fee | Shall be done during the 3-day period | Dolores Baldonado  *Local Treasury Operation Officer III* |  |  |
|  |  | Receive the documents from BPLO | Shall be done during the 3-day period | BPLO Frontline Service Providers |  |  |
| 4 | Return to CTO and pay the corresponding Retirement Fee  Receive Official Receipt, two (2) copies of Approved Application for Business Retirement/Termination and Affidavit  Submit one (1) copy of Approved Application for Business Retirement/Termination and Affidavit to BPLO | Process payment  Issue Official Receipt, two (2) copies of Approved Application for Business Retirement/Termination and Affidavit  Advise the client to submit one (1) copy of Approved Application for Business Retirement/Termination and Affidavit to BPLO | As indicated in the Order of Payment  30 seconds | Dolores Baldonado  Razzedon Dela Cruz  Carmencita Villanueva  *Cashier* |  | Official Receipt |
| END OF TRANSACTION | | | | | | |

**PROCESSING OF NAVOTAS CITY CEMETERY BURIAL SERVICES**

**Schedule of Availability of Service:**

*Monday-Friday, 8:00 AM – 5:00 PM, without noon break*

**Who may avail of the service?**

*Navotas Residents*

**What are the requirements?**

1. *For Apartment Type b.) For Own Niche (Exhumation only) c.) For Own Niche – New Unit*

*Original & Photocopy of the ff: Original & Photocopy of the ff: Original & Photocopy of the ff:*

1. *Death Certificate 1. Updated Original Receipt 1. Updated Original Receipt*
2. *Burial Permit 2. Exhumation Permit 2. Construction Permit*

*3. Death Certificate 3. Death Certificate*

*4. Burial Permit 4. Burial Permit*

*5. Building Permit (if applicable)*

**Duration:** 12 minutes and 30 seconds

**How to avail of the service:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **STEPS** | **APPLICANT/CLIENT** | **SERVICE PROVIDER** | **DURATION**  **Based on normal circumstances** | **PERSON-IN-CHARGE** | **FEES** | **FORMS\*** |
| 1  2  3  4 | Submit all the requirements corresponding to type of service, original and photocopy  \*Acknowledge receipt of the returned documents for compliance of the lacking requirements and sign in the logbook.  Proceed to CTO and pay fees.  Return to Navotas City Cemetery Office and present Official receipt.  Receive copy of OR. | Receive the documents/requirements, for evaluation, affix signature, and the time and date of receipt.  Review and evaluate the completeness of the requirements.  If the documents are complete, mark “receive for processing”.  Record the date and time of application.   * If incomplete, attach checklist of the lacking requirements, return the documents to the client for completion. * Record date and time of return. * Ask the client to acknowledge receipt of the returned documents and sign in the logbook.   Prepare and issue the Kahilingan Form.  Advise the client of the following:   1. Pay the corresponding fee to the City Treasurer’s Office, 2. Return to Navotas City Cemetery Office and present Official Receipt.   File the submitted documents.  Process Payment and issue Official Receipt.  Receive copy of Official Receipt and record the data.  Return OR to the client. | 5 minutes  5 minutes  30 seconds  2 minutes | Ernest Carlo Garcia  *RCC II*  Danilo De Guia  *Asst. OIC*  *Navotas City Cemetery*  Jonathan A. Cristobal  *OIC*  *Navotas City Cemetery*  Ernest Carlo Garcia  *RCC II* |  | Kahilingan Form  Official Receipt |
| END OF TRANSACTION | | | | | | |

**PROCEDURE FOR FILING COMPLAINTS IN RELATION TO REQUESTS AND APPLICATIONS**

The City Government is committed to provide high quality of service to its constituents and the general public. It strives to give the best at all times, however, it is expected that somehow, one way or the other, you may feel dissatisfied and not contented with our action. Please feel free to inform us so that your need may be properly attended to and at the same time enable us to further improve our way of serving you. You may use any of the available options enumerated below:

1. Write your complaint/s in our Customer Feedback Form available at designated counter/s and place them on the drop box located near the Public Assistance and Complaints Desk at the Ground Floor Lobby.

Send your complaint through our website [www.navotas.gov.ph](http://www.navotas.gov.ph).

Send through our Text JRT at Cell phone Numbers 09228888578/09088868578.

If you want immediate response, talk to our Officer of the Day.

1. At the end of the day, the Staff/Personnel assigned in the Public Assistance and Complaints Desk shall collate all complaints and shall be endorsed to the Office of the City Mayor.
2. All complaints send through our website or Text JRT shall also be endorsed to the Office of the City Mayor.
3. The Office of the City Mayor shall issue Memorandum Order, directing the personnel subject for complaint/s for his/her immediate action/response.
4. We will write back to you with the outcome of your complaints.

“It is part of our policy to welcome your comments, suggestions and/or complaints. We are also aware that somehow, someway, we may make mistakes, but we promise to take appropriate action on your complaints. We will use the information you will provide to help us improve our way of delivering the services you need. You may rest assured that we shall always strive to do our best.”

**FEEDBACK AND REDRESS MECHANISM**

Please let us know how we have served you by doing any of the following:

* Accomplish our Customer Feedback Form available in the officers and put in the drop box at the Public Assistance and Complaints Desk at the Ground Floor Lobby
* Send your Feedback through our website [www.navotas.gov.ph](http://www.navotas.gov.ph) or send through Text JRT 09228888578/ 09088868578
* Talk to our OFFICER OF THE DAY

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk.

Thank You for helping us continuously improve our services.

**REDRESS MECHANISM**

“Failure to release approved documents within the

prescribed period, the

concerned office will deliver

the documents to the address

of the clients

24 hours (within NAVOTAS)

Registered mail (Outside

Navotas)”

**SAMPLE REQUEST FORM**

**Allowable Period of Automatic**

**Extension of Permits, Licenses or Authority**

Section 9 of the Anti-Red Tape Act of 2007, states that, “If a government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal: Provided, that the automatic extension shall be apply when permit, license, or authority covers activities which pose danger to public health, public safety, public morals or to public policy including, but not limited to, natural resource extraction activities.”

In compliance to the above-mentioned provision of said Act, the allowable period of automatic extension of permits, licenses or authority shall be according to the following schedule:

1. For Simple Transaction, permit, licenses or authority fall under this category shall be given five (5) day automatic extension of its effectivity from the date of its expiration
2. For Complex Transaction, permits, licenses or authority fall under this category shall be given ten (10) day automatic extension of its effectivity from the date of its expiration.

Automatic extension shall not be applied to the following:

1. Permit, license, or authority covers activities which pose danger to public health, public safety, public morals or to public policy including, but not limited to, natural resource extraction activities;
2. An expired permit, license or authority

Republic of the Philippines

**City of Navotas**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Name of Office*

**REQUEST SLIP**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone/Contact No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Birthday: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Civil Status: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Gender: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SERVICE REQUESTED:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Purpose: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Requested: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Received by:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Name & Signature of Personnel*

Request Approved/Disapproved:

*Reason for Disapproval:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Name & Signature of Department Head*

**CUSTOMER FEEDBACK FORM**

Thank you for visiting City Hall and availing of our services. Because we want to serve you better, please answer the questions relevant to your visit:

1. Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3. Department/Office Visited: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 4. Services Availed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Our Office**  Yes No **Our Frontliners**  Yes No

5. Is the office easy to locate? \_\_\_\_ \_\_\_\_ 10. Is the employee in-charge available? \_\_\_\_ \_\_\_\_

6. Is the office clean and orderly? \_\_\_\_ \_\_\_\_ 11. Is the employee in-charge knowledgeable? \_\_\_\_ \_\_\_\_

7. Did you feel comfortable? \_\_\_\_ \_\_\_\_ 12. Is the employee in-charge accommodating? \_\_\_\_ \_\_\_\_

8. Was there a long waiting line of customers? \_\_\_\_ \_\_\_\_ 13. Were you received properly? \_\_\_\_ \_\_\_\_

9. Was there an appropriate signage of direction? \_\_\_\_ \_\_\_\_ 14. Were your needs attended to promptly? \_\_\_\_ \_\_\_\_

15. Were you made to wait long? \_\_\_\_ \_\_\_\_

**Requirements**   **Our Officers?**

16. Were you made aware of the requirements? \_\_\_\_ \_\_\_\_ 20. Were the authorized official/s available? \_\_\_\_ \_\_\_\_

17. Was there so many additional requirements? \_\_\_\_ \_\_\_\_ 21. Did it take them long to sign the documents? \_\_\_\_ \_\_\_\_

18. Were you given proper information on how 22. Nagpa-importante ba? \_\_\_\_ \_\_\_\_

to get requirements? \_\_\_\_ \_\_\_\_

19. Were you made aware of the fees you will pay? \_\_\_\_ \_\_\_\_ **Our Information**

23. Is the document needed available? \_\_\_\_ \_\_\_\_

**Other Comments/Suggestions:** 24. Is the document well-organized? \_\_\_\_ \_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 25. Is the data complete? \_\_\_\_ \_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 26. Is the data relevant to your request? \_\_\_\_ \_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 27. Are the instructions clear, brief, concise? \_\_\_\_ \_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Thank you very much.*

**Please detach and send to: Hon. JOHN REYNALD M. TIANGCO, Office of the City Mayor, 4th floor, Navotas City Hall Building, Navotas City.**

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