



CITY GOVERNMENT OF COTABATO

CITIZEN'S CHARTER



FOREWORD

This Citizen's Charter is a legal document that communicates the service standards on the delivery of government services to the clients and citizens. In adherence to Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, the City Government of Cotabato in its goal of elimination of red tape and corruption in its services and transactions, simplifies and expedites its processes. Thus, every office and department is mandated to create a Citizen's Charter that shall contain the step per step process of the services they offer to ensure the efficient, transparent and accountable delivery of government service centered towards "Serbisyon Para Sa Lahat."

This official document hopes to guide every government officials and personnel to provide excellent services to our constituents. Other than communicating the service standards of the office, this Citizen's Charter shall also serve as basis for establishing liability of all erring city government officials and employees involved in unnecessary red tape and corruption. It will also be the basis in giving and promoting incentives and rewards as form of acknowledgement for compliant personnel, offices and department that have shown exemplary services and best practices.

I enjoin, therefore all government officials and employees of the city government to give their utmost effort in implementing our mandate towards the realization of our vision.

MOHAMMAD ALI C. MATABALAO

City Mayor



ABOUT THE CITIZEN'S CHARTER

Section 6 of Republic Act 11031 known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,” mandates all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or -controlled corporations, or LGUs to set up their respective most current and updated service standards to be known as the Citizen’s Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local dialect.

This document intends to remove red tape by doing away with cumbersome procedures in the government agencies provision of services to the public. This act seeks to prevent graft and corruption in the government and at the same time, improve efficiency in government service delivery. It also helps promote integrity and accountability in government service requiring all government agencies since a service guide is available to the public.

In particular, it describes: (a.) the step by step process to obtain a particular service; (b.) the persons responsible for each step of the process of getting the service; (c.) the maximum time to conclude the process; (d.) the documents or requirements to be presented by the customers, if applicable; (e.) the amount of fees to be paid by the customers, if applicable; (f.) the procedure for filing complaint, if the customer is not satisfied with the service.

Cotabato City, as part of the Bangsamoro Region promotes moral governance through transparent public service. This Citizens’ Charter cultivates the culture of public service excellence that will give customers easy access to information and government services of the highest quality.



I. Mandate

The Citizen's Charter of Cotabato City is a guidebook of essential and vital services of the city government. It was created to empower its citizenry by promoting transparency and accountability in service delivery. The operation is intended to promote good governance through accountability of public officials, participatory process as an access in promoting development, legal frameworks for fair and consistent application, and transparency or availability of information to the general public.

II. Vision

A peaceful, secured, and highly developed multicultural city in Central Mindanao.

III. Mission

To make Cotabateños enjoy equal rights and access to quality and basic social services through continuous improvement and innovation.

IV. Service Pledge

We commit to:

- ✓ Provide quality service to best serve the public interest above personal gain.
- ✓ Implement transparency and accountability in all transaction
- ✓ Properly manage and utilize government resources to create and sustain variety of programs, projects, and activities.
- ✓ Generate synergic partnership with private sector, civil society, and international community to better address the need of public.
- ✓ Encourage to perform a role against complacency, mediocrity, and stagnation.
- ✓ Perform a higher efficacy of public service with promptness and unbiased.
- ✓ Develop values and character of loyalty, integrity, credibility, and well discipline among government servants



LIST OF SERVICES

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OCM – Business Permit and Licensing Services	
OCM – Community and Cultural Affairs Division	
OCPSO – City Disaster Risk Reduction Management Center	
Office of the City Engineer	
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OCM – Operation of Halal Slaughterhouse	
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OCM – Operation of Hog Slaughterhouse	
OCM – City Investment and Promotion Division	
OCM – Labor Employment	
OCM – Operation of Market	
Office of the City Mayor	
OCM – Person With Disability Office	
Office of the City Planning and Development Officer	
Office of the City Public Safety Officer	
Office of the City Civil Registrar	
Office of the City Treasurer	
Office of the Senior Citizen Affairs	



Office of the City **Social** Welfare and Development Officer

OCM – Office of the City **Tourism**

Office of the City **Veterinarian**

Office of the City **Vice** Mayor

OCM – Local **Youth** Development Services

Internal Services

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Office of the City **Cooperative** Officer

Office of City **Human** Resource and Management Officer

Office of the City **Information** Officer

Office of the City **Legal** Officer

OCM – Office of **Library** Services

Office of the **Sangguniang** Panlungsod

OCM – Information **Technology**-Information System Plan



LIST OF OFFICES

Office	Address	Contact Information
Office of the City Accountant	2/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 425 0280 / 421 9755 / 421 9752 po_glimada@yahoo.com
Office of the City Administrator	2/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 557- 132 / 0997 7065260
Office of the City Agriculturist	G/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	0967 8520659 / 0951 0382870 ocmagri2017@gmail.com
Office of the City Assessor	2/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 552 2231 cotabatocityassessorsoffice@yahoo.com
Office of the City Budget Officer	2/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 421 7807 citybudgetcotabato@gmail.com
OCM – Business Permit and Licensing Services	G/F Right Corner New People's Palace, Brgy. RH 10, Cotabato City	(064) 442 0951 bplocotabatocityhall@gmail.com
OCM – Community and Cultural Affairs Division	2/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 425 5648 ocmccad@gmail.com
Office of the City Cooperative Officer	2/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 442 5211 / 0915 0857571 occolgucotcity@gmail.com
OCPSO – City Disaster Risk Reduction Management Center	Malagapas, Brgy. RH 10, Cotabato City (At the back of City Hall)	0995 9813015 cdrrmocotabato@gmail.com
Office of the City Engineer	G/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 557 1807
Office of the City Environment and Natural Resources Officer	G/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 557 1453 cenrocotabatocitylgu@gmail.com
OCM – Operation of Halal Slaughterhouse		
OCM – Operation of Hog Slaughterhouse	Pansacala Street, Brgy. RH 10, Cotabato City	(064) 557 1205 hogslaughterhouse@gmail.com
Office of the City Health Officer	<i>Main Office</i> CEO Compound, Sta. Maria St., Rosary Heights Mother, Cotabato City <i>Annex Office</i>	(064) 425 6679 / 425 6781 / 421 2762 / 421 3732 0917 5592039



	G/F Left Corner People's Palace, Malagapas, Rosary Heights 10, Cotabato City <i>Primary Care Facility</i> Malagapas, Brgy. Rosary Heights 10, Cotabato City	
Office of City Human Resource and Management Officer	2/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 557 1939
Office of the City Information Officer	2/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 429 0524 cbealmoite@gmail.com / cbocityinfo@gmail.com
OCM – City Investment and Promotion Division	G/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	ocmipdcotabatocity@gmail.com
OCM – Labor Employment	G/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 552 0054 pesocotabatocity@gmail.com
Office of the City Legal Officer	2/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 421 3732
OCM – Office of Library Services	3/F Corner area New People's Palace, Brgy. RH 10, Cotabato City	(064) 552 1066
OCM – Operation of Market	<u>City Mega Market</u> Lutagarda Blanco St., Corner SK Pendatun Ave. Brgy. Poblacion Mother <u>City Central Arcade</u> SK Pendatun Ave., Brgy. Poblacion VI	Megamarket (064) 421 3944 City Arcade (064) 421 6982
Office of the City Mayor	2/F Center New People's Palace, Brgy. RH 10, Cotabato City	421-8969 / 552-0300 / 557-1612 ocmcotabato@gmail.com / oseccotabatocity@gmail.com
OCM – Person With Disability Office	G/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	421-3091
Office of the City Planning and Development Officer	2/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	(064)552-1252 cpdocotcity@yahoo.com
Office of the City Public Safety Officer	Malagapas, Brgy. Rosary Heights 10 (Behind City Hall grounds)	(064) 421-3569 421-5197/09531059720 CS : 421-1129
Office of the City Civil Registrar	G/F SP Building , SK Pendatun Avenue, Brgy. Poblacion 5	421-3751/421-3732 552-1252(PLANNING)
Office of the Sangguniang Panlungsod	2/F SP Building , SK Pendatun Avenue, Brgy. Poblacion 5	421-3101 421-2246/557-2822 421-4396 (064)421-7833 spanlungsod@gmail.com



Office of the Senior Citizen Affairs	Malagapas St. Brgy. RH 10, Cotabato City (Besides City Hall grounds)	oscacotabato@gmail.com
Office of the City Social Welfare and Development Officer	G/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	421-3140
OCM – Office of the City Tourism	G/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	552-18-58 thecotabatocitytourism@gmail.com
Office of the City Treasurer	G/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 421-3506, (064) 557-2674
Office of the City Veterinarian	G/F Left Wing New People's Palace, Brgy. RH 10, Cotabato City	(064) 552-1981 veterinaryservicescotcity@mail.com
Office of the City Vice Mayor	2/F SP Building , SK Pendatun Avenue, Brgy. Poblacion 5	
OCM – Local Youth Development Services	G/F Right Wing New People's Palace, Brgy. RH 10, Cotabato City	



Office of the City Accountant

Internal Service



MANDATE

The Office of the City Accountant (OCA) is one of the departments in the City Government of Cotabato located at the People's Palace, Cotabato City.

It is charged with the implementation of both the accounting and internal audit services as well as the preparation of Financial Statements in conformity with the Philippine Public Sector Accounting Standards (PPSAS) and the issuances and guidelines promulgated by the Commission on Audit (COA).

The OCA's duty includes reviewing and verifying the completeness and reliability of the supporting documents of all vouchers to ensure that transactions are properly authorized and recorded.

Further, the OCA is responsible to apprise the Local Government Officials concerned on the financial condition and operation of the City Government and recommend corrective actions thereto.

VISION

A department that is a client service oriented with highly effective and competent employees. Fast and efficient in the delivery of accounting and auditing service and provide excellent and quality service.

MISSION

We adhere that services should be rendered fast, efficient, and effective. We guarantee that we serve with good quality output. We provide our employees good trainings and latest trend in accounting and auditing rules and laws in order to obtain maximum efficiency.

DEFINITION OF TERMS

Cash Advance – allows employees to borrow money from their company prior to incurring any expenses

Contract of Service – refers to engagement of the services of a person, private firm, non-governmental agency or international organization to undertake a specific work or job requiring special or technical skills in the agency to be accomplished within a specific period not exceeding one (1) year

Disbursement Voucher (DV) – refers to a form used to have a check made to pay an individual or an organization for merchandise sold or services rendered

GSIS – Government Service Insurance System



HDMF – Home Development Mutual Fund, also known as the Pag-IBIG Fund

Job Order – refers to the hiring of a worker for piece work or intermittent job of short duration not exceeding six (6) months and pay is on a daily or hourly basis

Liquidation Report – used to liquidate cash advances for travel and related expenses by the employees concerned of the agency **PERA** – Personnel Economic Relief Allowance

Permanent Status – an appointment issued to a person who meets all the qualification requirements of the position to which he/she is being appointed to, including the appropriate eligibility, in accordance with the provisions of law, rules, and standards promulgated in pursuance thereof

PHIC – Philippine Health Insurance Corporation

PO – Purchase Order

PR – Purchase Request

P/R – pertains to payroll for regular employees

P/J – pertains to payroll jacket for contracts of service

RATA – Representation and Transportation Allowances

Reimbursement Voucher – refers to a form processed when the person in charge of the activity pays for goods or services out of their own pocket

Salary – refers to a fixed amount of money that is paid to an employee regardless of the number of hours worked in a month

Travel Expense Voucher (TEV) – refers to a form used to reimburse a traveller for expenses incurred that have not been paid for or reimbursed by any other source

Wage – refers to the amount of money paid for the number of worked in a given month

SERVICE PLEDGE

We, in the Office of the City Accountant, pledge to uphold the highest standards of integrity, objectivity, and professional ethics in the rendition of our service to the public. We further pledge to be thorough, complete, and committed in carrying out the following frontline service

SERVICES AND HOW TO AVAIL THEM

PAYROLL/DISBURSEMENT VOUCHERS/PURCHASE REQUESTS/PURCHASE ORDERS

Office/Division:	OFFICE OF THE CITY ACCOUNTANT
Classification:	Simple
Type of Transaction	G2G – Government to Government
Who May Avail:	All City Government Employees
FINANCIAL TRANSACTIONS	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Salaries (First Claim/Promotion attested by the Civil Service Commission – BARMM)	Certificate of Appointment, Oath of Office, Assumption to Duty, Daily Time Records (DTRs), Certification as to Funds, Statement of Deductions, Personal Data Sheet, Loan Repayments with Vouchers	Concerned Employees/Client		
✓ Salaries (Subsequent Claims)	Daily Time Records (DTRs), Statement of Deductions, Loan Repayments with Vouchers			
✓ Travel	Travel Order, Itinerary of Travel, Certificate of Travel Completed, Plane/Bus Tickets, Official Receipts (OR) of Actual Expenses			
✓ Suppliers	Purchase Requests (PR), Purchase Orders (PO), Charge Invoices, Inspection Reports, Official Receipts	Concerned Offices/Suppliers		
✓ Light/Water Bill	Statement of Accounts	Cotabato Light and Power Company Metro Cotabato Water District		
FLOW OF FINANCIAL TRANSACTIONS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>RECEIVING</u> 1.1. Submit payrolls with obligation request and other supporting documents such as DTRs, statement of deductions, disbursement vouchers for payment of loans	<u>ADMINISTRATIVE DIVISION</u> 1.1.a. Record in the logbooks of incoming disbursements and assign control number to payrolls and vouchers of different offices.	None	5 minutes	Clerk
	1.1.b. Forward the purchase requests, purchase orders, disbursement vouchers, and payrolls to the Operation and Financial Audit Division. <u>SPECIAL EDUCATION AND TRUST FUND DIVISION</u>			Clerk



	<p>1.2.a. Record on logbooks of incoming and assign control number to disbursement vouchers.</p> <p>1.2.b. Check for completeness and accuracy of the attachments of the disbursement vouchers.</p> <p>1.2.c. Prepare journal entry voucher and other appropriate entries (if any).</p> <p>1.2.d. Process the corresponding transaction in the registry for control purposes.</p> <p>1.2.e. Submit to the City Accountant for approval signature.</p>	None	15 minutes	<p>Administrative Aide VI <i>(Accounting Clerk II)</i></p> <p>Accountant IV</p> <p>Administrative Assistant II <i>(Bookkeeper I)</i></p> <p>City Accountant <i>(Department Head)</i></p>
<p><u>PRE-AUDIT</u></p> <p>2. Forward the purchase requests, purchase orders, and disbursement vouchers to Operation and Financial Audit Division for audit.</p>	<p><u>OPERATIONAL AND FINANCIAL AUDIT DIVISION</u></p> <p>2.1 Check the correctness of payrolls of both permanent and contractual employees, the remittances for GSIS, PAG-IBIG, PHILHEALTH, and withholding tax and loans from LBP, DBP and CEMPUC based on the submitted payrolls and vouchers of the different offices.</p> <p>2.2 Check completeness and propriety of attached supporting documents of the</p>	None	5 minutes	<p>Supervising Administrative Officer <i>(Management and Audit Analyst IV)</i></p> <p>Administrative Officer V <i>(Management and Audit Analyst III)</i></p>



	<p>disbursement vouchers, payrolls, and suppliers.</p> <p>2.3 Prepare journal entries to the Journal Entry Voucher (JEV) for payrolls of permanent and contractual employees and Auto Debit Advise (ADA).</p> <p>2.4 Audit reimbursement claims of permanent employees for travel and other related transactions of different offices.</p>			<p>Administrative Officer IV <i>(Management and Audit Analyst II)</i></p> <p>Administrative Officer II <i>(Fiscal Examiner I)</i></p>
<p>3. Receive the Report of Disbursement (ROD) from the City Treasurer.</p>	<p>3.1 Record in the logbook and put stamp for journal entries in the liquidation of Report of Disbursement (ROD) of the Special Disbursing Officer (SDO) from the Office of the City Treasurer.</p> <p>3.2 Audit the Report of Disbursement (ROD) from the Special Disbursing Officer (SDO) of the Office of the City Treasurer for the liquidation to be submitted to the General Financial Division for recording and the liquidation of cash advances of the Special Disbursing Officer (SDO) of the different offices and travels.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Clerk</p> <p>Supervising Administrative Officer <i>(Management and Audit Analyst IV)</i></p>



	<p>3.3 Audit the terminal leave of the employees for retirement of the different offices, contractors by administration, and intra projects of the general fund based on procurement law.</p> <p>3.4 Audit the 30% share of Traffic Enforcer under Ordinance No. 199 – Deputized Enforcing Officers of Public Safety Office and Police Officers and the 50% share under Ordinance No. 4203 – Enforcing Officer Implemented by the Office of the City Environment and Natural Resources Officer.</p> <p>3.5 Audit bidding documents attached on the claims of suppliers and verification from the Office of the City General Services Officer to the correctness for regular transactions.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Supervising Administrative Officer <i>(Management and Audit Analyst IV)</i></p> <p>Supervising Administrative Officer <i>(Management and Audit Analyst IV)</i></p> <p>Supervising Administrative Officer <i>(Management and Audit Analyst IV)</i></p>
<p>4. Receive the vouchers for check advised from the City Treasurer.</p>	<p>4.1 Record the vouchers for check advised from the City Treasurer.</p> <p>4.2 Review the check advised on the correctness of the amount, payee</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Clerk</p> <p>Supervising Administrative Officer <i>(Management and Audit Analyst IV)</i></p>



	and check number based on the Bank Account Fund used, sign the verification, and submit to the Head of Office for signature.			
<u>CONTROL OF FUNDS</u> 5. Forward for posting of appropriate and actual expenditures based on the obligation request from the Office of the City Budget Officer.	<u>GENERAL FINANCIAL DIVISION</u> 5.1 Post the actual amount of payrolls, disbursement vouchers, purchase requests, and purchase orders in the accounts of respective offices and affix signature on the obligation request. This allows the monitoring of funds availability & deficiency.	None	3 minutes	Administrative Aide VI (Accounting Clerk II) Clerk
<u>WITHHOLDING TAX/ GSIS/ HDMF/ PHILHEALTH REMITTANCES</u> 6. Forward audited payrolls to the remittance section	<u>GENERAL FINANCIAL DIVISION</u> 6.1. The remittance section gets copies of statement of withheld taxes/ GSIS/ HDMF premiums and loans/ PHILHEALTH premiums from payrolls from different offices.	None	5 minutes	Administrative Aide VI (Accounting Clerk II) Administrative Assistant II (Bookkeeper I)
<u>SIGNING OF DOCUMENTS</u>	<u>HEAD OF OFFICE</u>	None	2 minutes	City Accountant (Department Head) Assistant City Accountant



7.1 Forward the documents for signing.	7.1a Signs all documents from different offices			(Assistant Department Head)
<u>RECEIVING AND RELEASING</u> 7.2 Forward the approved payrolls, disbursement vouchers, purchase requests, and purchase orders to the receiving and releasing section.	<u>ADMINISTRATIVE DIVISION</u> 7.2a Record on the individual salary card the details of the audited payrolls, disbursement vouchers, purchase requests, and purchase orders of different offices and suppliers. 7.2b. Computerize carding of payrolls 7.2c Release approved payrolls and disbursement vouchers to the Office of the City Treasurer. 7.2d Release approved purchase requests and purchase orders to respective offices for the preparation of vouchers for payment.	None	15 minutes	Administrative Officer II (Management & Audit Analyst I) Administrative Assistant III (Senior Bookkeeper) Clerk
TOTAL		NONE	1 hour and 25 minutes	

<u>PREPARATION OF FINANCIAL STATEMENTS</u> 1. Receive the statement of	<u>GENERAL FINANCIAL DIVISION</u> 1.1 Verify and review the	None	45 minutes	Administrative Officer IV
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collections and accountable forms from the Office of the City Treasurer.	<p>computation and distribution of the collections of the general fund.</p> <p>1.2 Prepare the Cash Receipts Journal.</p> <p>1.3 Transmit the report of collections and disbursement vouchers to Commission on Audit (COA).</p>			<p><i>(Management and Audit Analyst II)</i></p> <p>Administrative Aide VI <i>(Accounting Clerk II)</i></p> <p>Administrative Officer IV <i>(Management and Audit Analyst II)</i></p>
2. Receive copies of paid disbursement vouchers from the Office of the City Treasurer	<p>2.1 Prepare and recapitulate accounts in the monthly Check Disbursement Journal.</p> <p>2.2 Post in the subsidiary ledgers and registries.</p>	None	<p>10 minutes</p> <p>10 minutes</p>	<p>Administrative Officer V <i>(Management and Audit Analyst III)</i></p> <p>Administrative Aide VI <i>(Accounting Clerk II)</i></p>
3. Receive the check disbursement journal, cash receipts journal, journal of check issued, loan schedule and amortization for the City Government.	<p>3.1 Post in the general journal and general ledger.</p> <p>3.2 Prepare journal entry voucher (JEV) whatever adjusted from audited transactions.</p> <p>3.3 Submit to the Division Head for preparation of financial statement.</p>	<p>None</p> <p>None</p> <p>None</p>	45 minutes	Administrative Officer V <i>(Management & Audit Analyst III)</i>
4. Receive the payrolls with ADA.	4.1 Prepare journal for the ROD and ADA's and posted in the subsidiary ledger	None	15 minutes	Administrative Officer IV <i>(Management and Audit Analyst II)</i>
5. Receive all the audited liquidations for travels and cash advances of all	5.1 Record, post and reconcile to the journal of check issued and balance to the to the check	None	20 minutes	Administrative Officer II <i>(Management & Audit Analyst I)</i>



employees and SDO (ROD).	disbursement journal.			
6. Receive the bank and cash book for the bank reconciliation of general fund.	6.1 Record and prepare bank statement with snap shot from LBP and forward to Commission on Audit (COA).	None	5 minutes	Administrative Officer V (Management & Audit Analyst III)
7. Receive the journal/ loan schedule and amortization for the City Government.	7.1 Post in the subsidiary ledger and reconcile with the Office of the City General Services Officer (OCGSO).	None	5 minutes per transaction	Administrative Aide VI (Accounting Clerk II)
8. Receive and review the output from the general journal and ledger for the financial statements.	8.1 Prepare financial statements for Commission on Audit (COA), monthly and quarterly reports to be submitted to the City Accountant.	None	20 Minutes	Accountant IV
9. Forward the documents for signing.	9.1 Signs all documents from different offices.	None	2 Minutes	City Accountant (Department Head I) Assistant City Accountant (Assistant Department Head I)
TOTAL		NONE	2 hours and 57 minutes	

<u>RECEIVING</u>	<u>BARANGAY AFFAIRS DIVISION</u>			
1. Forward the liquidation reports from the treasurers of the 37 Barangays	1.1 Review the liquidation reports and submit to the Commission on Audit (COA).	None	15 minutes per transaction	Administrative Assistant II (Accounting Clerk III)
2. Forward the annual budget	2.1 Review and forward to the Ministry of Interior	None		



from the 37 Barangays	and Local Government (MILG), Office of the City Planning Development Coordinator, and Office of the City Budget Officer.		15 minutes per transaction	
TOTAL		None	30 minutes	

CERTIFICATIONS FOR NET TAKE HOME PAY AND LAST SALARY RECEIVED

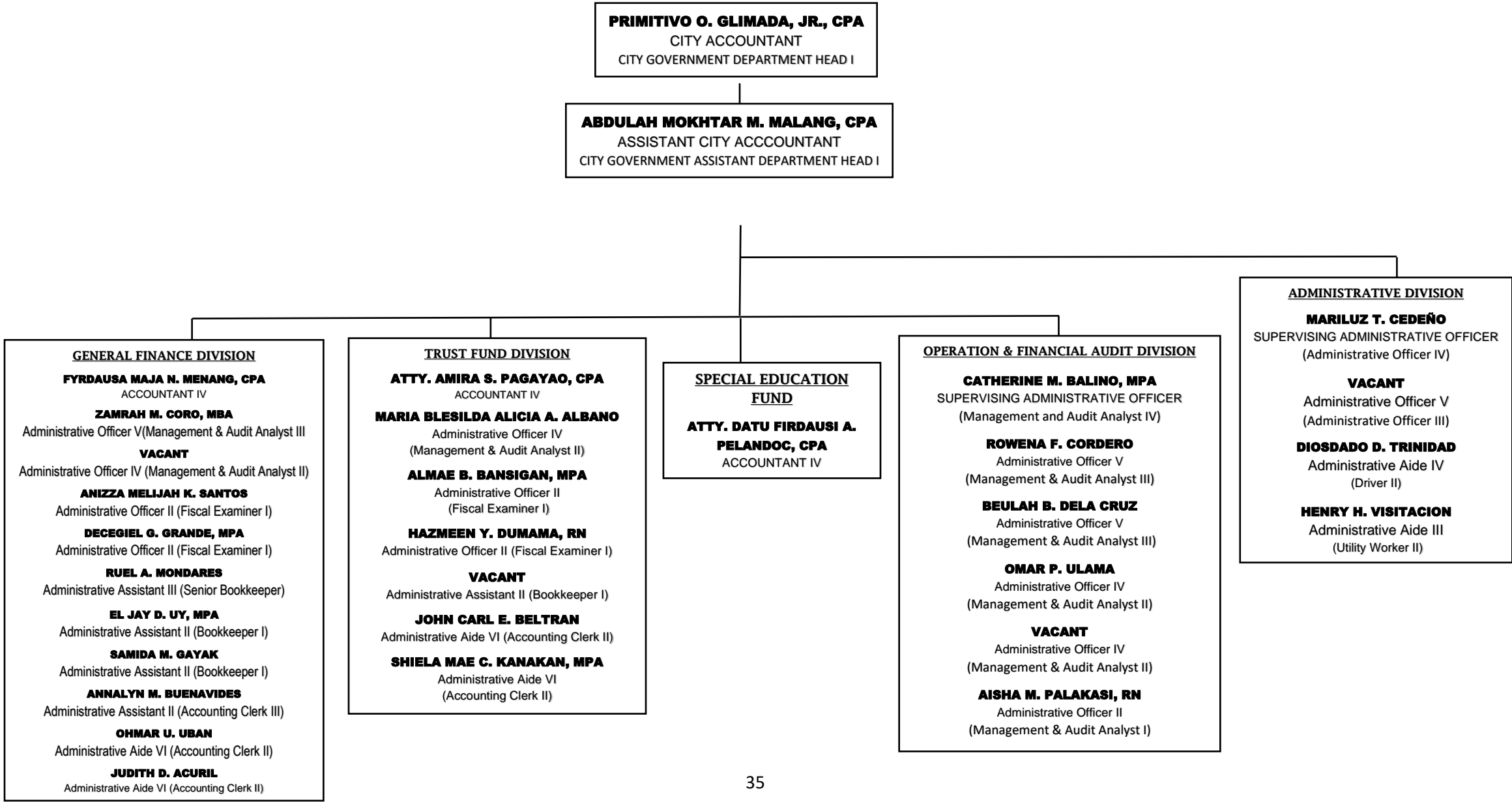
Office/Division:	OFFICE OF THE CITY ACCOUNTANT			
Classification:	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail:	All City Government Employees			
FINANCIAL TRANSACTIONS				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Certificate of Net Take Home Pay ✓ Salary Card, Payroll Copy			Concerned Employees	
✓ Certificate of Last Salary Received ✓ Salary Card				
FLOW OF FINANCIAL TRANSACTIONS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>RECEIVING</u> 1.1. Submit request for certificate of net take home pay.	<u>ADMINISTRATIVE DIVISION</u> 1.1.a. Forward the request for certificate of net take home pay to the Special Education and Trust Fund Division.	None	2 minutes	Clerk
	<u>SPECIAL EDUCATION AND TRUST FUND DIVISION</u> 1.1.b. Check the salary card of requesting employee if the	None	5 minutes	Administrative Aide VI



1.2. Submit request for certificate of last salary received.	amount and other information coincides with the approved payroll then certificate of net take home pay is made. <u>ADMINISTRATIVE DIVISION</u> 1.2.a. Check the salary card as to the correctness of the amount and other information before certificate of last salary received is made.	None	5 minutes	(Accounting Clerk II) Supervising Administrative Officer (Management and Audit Analyst IV) Administrative Officer II (Management and Audit Analyst I)
<u>SIGNING OF CERTIFICATIONS</u> 2. Submit the certificates of net take home pay and last salary received to the City Accountant.	<u>HEAD OF OFFICE</u> 2.1 Approves and signs the certificates of net take home pay and last salary received.	None	2 minutes	City Accountant (Department Head I)
<u>RELEASING</u> 3. Receive the approved certificates of net take home pay and last salary received.	<u>ADMINISTRATIVE DIVISION</u> 3.1 Record and release the approved certificates of net take home pay and last salary received to the concerned employee.	None	2 minutes	Clerk
TOTAL		NONE	16 minutes	



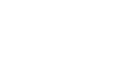
OFFICE OF THE CITY ACCOUNTANT
Organizational Structure





Office of the City Administrator

Internal Services





MANDATE

Develop plans and strategies and approval, implement management and administrative related programs and projects.

Assist in the coordination of the works of all Departments and Offices of the City Government of Cotabato

Establish and maintain a sound personnel continuing organizational development

Be in the frontline of the delivery of administrative support services in disaster preparedness of Cotabato City and Recommend to the Sangguniang Panlungsod and advise the City Mayor as the case may be on all other matters relative to the management and administration of the City Government of Cotabato; and

Exercise other powers and perform other duties as may be prescribed by laws and ordinances.

VISION

Highly responsive, effective and efficient OFFICE OF THE CITY ADMINISTRATOR always in the forefront in the initiation, implementation, and administration of programs, projects, activities of the City Mayor as well as in the organizational development of the City Government of Cotabato as a whole to attain the COTAVISION of a service-oriented local government unit.

MISSION

Propose and institute effective management and administrative reforms in all the departments and offices of the City Government;

Instill professionalism in the bureaucracy through an effective and fair implementation of a system of reward and corrective measures;

Organize the smooth delivery, of administrative support services particularly those related to the situations during and the aftermath of manmade & natural disaster & calamities;

Undertake other related activities as the Chief Executive may directs Strengthen and enhance the existing mechanisms and strategies utilized in the delivery of service by all the departments and offices.

SERVICES

1. External Services

- a. Receiving of Documents (invitations, courtesies, Memorandum of Agreement)
- b. Feedback and complaints mechanisms

2. Internal Services

- a. Assessment, monitoring, and endorsements of department reports and other activities to the Local Chief Executive



- b. Attendance in meetings concerning the city government programs, projects and activities
- c. Supervision to plans and manuals regarding the city government projects, programs and other activities
- d. Supervision to Barangay affairs.
- e. Feedback and complaints mechanisms

SERVICES AND HOW TO AVAIL THEM

EXTERNAL

- Receiving of Documents (invitations, courtesies, Memorandum of Agreement)

Office/Division		OFFICE OF THE CITY ADMINISTRATOR		
Classification		Simple or Complex or Highly Technical		
Type of Transaction		G2C – Government to Transacting Public		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Pertinent documents		Concerned individual/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Documents	Receives and checks documents	None	3 minutes	Administrative Staff
	Recording of documents	None	3 minutes	Administrative Staff
	For Action	None	15 minutes - 1 day	City Administrator/Executive Assistant
	Releases/ Endorses documents	None	10 minutes	Administrative Staff
	TOTAL	None	1 day and 31 minutes	

INTERNAL

- Assessment, monitoring, and endorsements of department reports and other activities to the Local Chief Executive

Office/Division		OFFICE OF THE CITY ADMINISTRATOR		
Classification		Simple or Complex or Highly Technical		
Type of Transaction		G2G – Government to Governement. employee or agency		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Pertinent documents		Concerned individual/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Documents and Endorsements from concerned	Receives and checks documents	None	3 minutes	Administrative Staff



departments and personnel				
	Recording of documents		3 minutes	Administrative Staff
	For Action		10 minutes- 1 day	City Administrator/ Executive Assistant
	Releases/ Endorses documents		10 minutes	Administrative Staff
TOTAL		None	1 day and 26 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Financial Documents (ALOBS, Disbursement Vouchers, Purchase Request)	Receives and checks documents	None	5 minutes	Administrative Staff
	Recording of documents	None	5 minutes	Administrative Staff
	For Signature and Initial	None	10 minutes- 1 day	City Administrator/ Executive Assistant
	Releases/ Endorses documents to next concerned department	None	10 minutes	Administrative Staff
TOTAL		None	1 day and 30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERESON RESPONSIBLE
Submit Travel Orders	Receives and checks documents	None	3 minutes	Administrative Staff
	Recording of documents	None	5 minutes	Administrative Staff
	For Signature and Initial	None	10 minutes- 1 day	City Administrator/ Executive Assistant
	Releases/ Endorses documents to next concerned department	None	10 minutes	Administrative Staff
TOTAL		None	1 day and 28 minutes	



- Attendance to meetings concerning the city government programs, projects and activities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit programs, letters, Programs Projects and Activities (PPA) for meetings	Receives and checks documents, checks the date of the invitation	None	5 minutes	Administrative Staff
	Recording of documents	None	5 minutes	Administrative Staff
	Review the PPA and draft any recommendation, attach disposition slip	None	10 minutes- 1 day	City Administrator/ Executive Assistant
	Endorse the recommendation reviewed and signed by the administrator and endorse to concerned offices.	None	10 minutes	Administrative Staff
TOTAL		None	1 day and 30 minutes	

- Supervision to plans and manuals regarding the city government projects, programs and other activities including Barangay Affairs

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit programs, letters, Programs Projects and Activities (PPA) for review and approval signature	Receives and checks documents	None	5 minutes	Administrative Staff
	Recording of documents	None	5 minutes	Administrative Staff
	Research and evaluate the PPA	None	10 minutes- 1 day	City Administrator/ Executive Assistant
	Endorse the recommendation reviewed and signed by the administrator to	None	10 minutes	Administrative Staff



	the Local Chief Executive			
TOTAL		None	1 day and 30 minutes	

Feedback and complaints mechanism

External

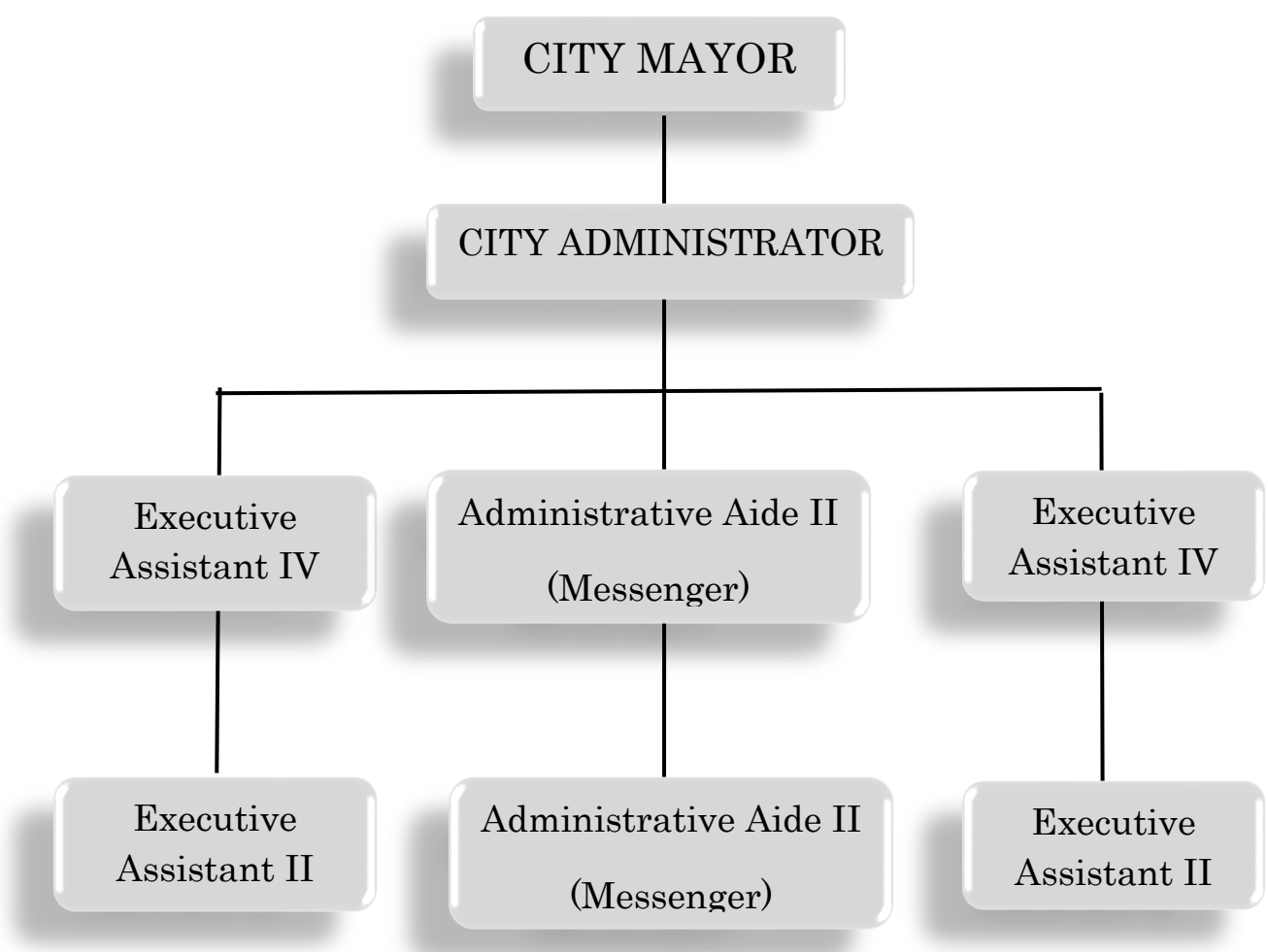
CLIENT STEPS	ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of complaints	Receives and checks documents	5 minutes	Administrative Staff
	Recording of documents	5 minutes	Administrative Staff
	Interview and Discussion	10 minutes- 1 day	City Administrator/ Executive Assistant
	Assess and endorse to complainant to the concerned offices	10 minutes	Administrative Staff
	TOTAL	1 day and 30 minutes	

Internal

CLIENT STEPS	ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of complaints	Receives and checks documents	5 minutes	Administrative Staff
	Recording of documents	5 minutes	Administrative Staff
	Interview and Discussion/ Initiate an internal investigation to determine the probable cause	10 minutes- 1 day	City Administrator/ Executive Assistant
	Assess and recommend necessary action to legal office and the Human Resource Management Office	10 minutes	Administrative Staff
	Notify the Local Chief Executive for further action	5 minutes	Executive Assistant
	TOTAL	1 day and 30 minutes	



OFFICE OF THE CITY ADMINISTRATOR
Organizational Structure





Office of the City Agriculturist

External Service





MANDATE

As provided under Republic Act No. 7160 section of the Local Government Code of 1991, the Office of the City Agriculturist shall:

1. Formulate measures for the consideration of the Sanggunian and provide technical assistance and support to the Mayor, as the case may be, in carrying out measures to ensure the delivery of basic services and provision of adequate facilities.
2. Develop plans and strategies and upon approval thereof by the Mayor, as the case may be, implement the same, particularly those which have to do with architectural planning and design programs and projects.

VISION

A Cotabato City that has progressive climate-adaptive practices, sustainable food production, and community-involved initiatives.

MISSION

The Office of the City Agriculturist will provide extension services and operations that improves food production, fishery regulation, climate resiliency and adaptation, value-adding, and information education campaign.

SERVICE PLEDGE

A proactive frontline service provider of the City Government of Cotabato in developing climate-adaptive farm practices in the field of agriculture and fishery by equipped, knowledgeable, and continuously trained farm extension workers.

DEFINITION OF TERMS

Agriculture

The science, art, or practice of cultivating the soil, producing crops, and raising livestock and in varying degrees the preparation and marketing of the resulting products;

Agricultural Land

Land devoted to agricultural activity as defined in RA 6657 (Comprehensive Agrarian Reform Program Law of 1988) and as not classified as mineral, forest, residential, and commercial land.

Agricultural Cycle

The annual or seasonal cycle of activities related to the production of a particular agricultural product, especially the growth and harvest of plant crops, inclusive of all steps normally involved in the complete process from the initial preparations (e.g. tilling, sowing, fertilizing, and irrigating) through sale and distribution of the finished product (e.g. harvesting, storage, packing, and marketing)



Agricultural Extension

The application of new knowledge and technique obtained through scientific research to agricultural practices by educating farmers and agricultural communities, with the goals of improving the efficiency and productivity of agriculture, improving living standards in rural areas, and raising awareness of environmental issues. The term encompasses a variety of educational and outreach activities organized by professional educators from a wide range of disciplines, often with emphasis on agricultural marketing, land management, sustainability, food safety, and public health.

Aquaculture

The cultivation of aquatic organisms of either from freshwater or saltwater including fish, crustaceans, mollusks, aquatic plants, and others with the goal of producing any of a variety of products that can be used by humans. Branches of aquaculture include *pesciculture* (fish farming), *algaculture* (algae farming), and *mariculture* (farming of plants and animals in salt water)

Crop

Refer to any plant, animal, or other product of a living organism that can be cultivated and produced extensively for profit or consumption. The term may refer to the organism or species itself, the harvested parts, or the harvest in more refined state. Most crops are cultivated in agriculture and its sub-disciplines, most commonly (but exclusively) as food for humans or fodder for livestock, other crops are gathered from the wild.

SERVICES AND HOW TO AVAIL THEM

A. AVAILMENT OF FARM INPUT ASSISTANCE

The Office of the City Agriculturist allocates and provides agricultural and aqua-cultural materials and other inputs to ensure continuous production of crops and aquaculture products for increased food production. This includes but not limited to palay, yellow corn, vegetable seeds, fruit-bearing and mangrove seedlings, bangus and tilapia fingerlings, and crablets subject to their availability of stocks.

Provision of farm input assistance to the farmers and fisherfolks in the City of Cotabato are usually done by partner agencies like MAFAR and the City Government of Cotabato based on targeted project in the annual budget.

Office/Division	Office of the City Agriculturist	
Classification	Complex	
Type of Transaction	G2C- Government to Transacting Public	
Who may avail:	Farmers, fisherfolks, and residents who are interested in Agriculture and Aquaculture	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Must be a resident of Cotabato City;		✓ Barangay
✓ Must present a valid identification card;		✓ Client concern
✓ Must present a barangay clearance; and		✓ Respective barangay
✓ Must be RSBSA Registered.		✓ Office of the City Agriculturist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out clients logbook	Acknowledge client concern and provide information on the provision of input assistance.	None	15 minutes	Agricultural Extension Worker
Approach the Agricultural Extension Worker (AEW) and inform about the input assistance requested	The AEW will visit the farm and validate the request for assistance.		1 day	Agricultural Extension Worker
Attend the briefing	Conduct briefing about the program Prepare the Master List of farmer beneficiaries	None	5 working days	City Agriculturist Agricultural Extension Worker
Sign the master list and receive the input assistance	Let the beneficiaries sign the master list and release the input assistance	None	1 day	Agricultural Extension Worker
TOTAL		NONE	7 days and 15 minutes	

B. TECHNICAL ASSISTANCE ON CROP PRODUCTION

Technical assistance is extended to farmers by the Agricultural Extension Worker assigned in their respective agricultural barangays on crop production and management.

The Office of the City Agriculturist provides technical advice to all city residents, individuals or associations or cooperatives on the proper utilization of agricultural and fishery resources to maximize yields.

Office/Division	Office of the City Agriculturist	
Classification	Highly Technical	
Type of Transaction	G2C- Government to Transacting Public	
Who may avail:	Farmers, fisherfolks, and residents who are interested in Agriculture and Aquaculture	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Sample or a section of the problem (crops, fish) ✓ Document or picture of the problem		✓ Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out client's logbook and proceed to concerned agriculture personnel	Interview clients to get information and take note of his/ her requests and concerns or queries	None	15 minutes	Agricultural Extension Worker
	Prepare needed documents or do actions to address the concern of the clients such as site visitation/ validation, and evaluation	None	3 days	Agricultural Extension Worker
Accept final validation and recommendation report	Advice/ Issue final validation and recommendation report	None	1 day	Agricultural Extension Worker City Agriculturist
TOTAL		NONE	4 days and 15 minutes	

C. Demo Farms /Farmers Field School

The Office of the City Agriculturist assists in establishing demonstration farms and Farmer's Field School as venues in showcasing new and proven technology to utilize and maximize usage of resources for higher yields.

Office/Division	Office of the City Agriculturist		
Classification	Highly Technical		
Type of Transaction	G2C- Government to Transacting Public		
Who may avail	Farmers, Fisherfolks, and those who are interested (individual / barangay) in agriculture and aquaculture.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Group: ✓ Certificate of Registration		✓ Cooperative Development Authority, ✓ Ministry of Labor and Employment, Securities and Exchange Commission and other	



		registration agencies.		
For individual <ul style="list-style-type: none"> ✓ Registered Farmer/ Fisherfolk ✓ Registry System for Basic Sectors in Agriculture (RSBSA) registered 		✓ Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out clients book and submit Letter of Intent	Receive Letter of Intent	None	10 minutes	
	Scout demo sites	None	1 day	
	Coordinate with the farmer beneficiary/ owner	None	2 days	
Receive confirmation of site evaluation	Prepare request for site evaluation	None	2 days	
Prepare site and assist evaluator	Conduct site evaluation and record result as provided. Inform client that formal evaluation and approval or denial will be issued after 3 Days from site evaluation	None	3 days	
	Prepare final report and recommended proposal for review and approval from date of site evaluation	None	5 Days	
	Review project proposal	None	5 days	
	Sign or approve project proposal	None	1 day	
Receive final report and recommendation	Issue final report and evaluation and present approved proposal	None	1 day	
Confirm counterpart and	If approved, state Counterpart requirements and date	None	1 day	



orientation date	of orientation and tentative date of start of demo farm/FFS; if denied, state reason			
	Prepare/ Procure materials or supplies needed in the demo farm/ Farmers Field School	None	7 days	
Attend orientation, Sign the contract, and receive the needed materials & inputs 5 working Days	Conduct Orientation training and Distribution of Materials & inputs	None	5 days	
	Assist and Supervise the Demo Farm Projects	None	26 days	
If DEMOFARM is not approved after Site Validation If DEMOFARM is approved with Orientation and Assessment			9 days	
TOTAL		NONE	68 days and 10 minutes	

D. PROVISION OF FARMERS AND FISHER FOLKS REGISTRATION AND IDENTIFICATION

The Office of the City Agriculturist registers and issues identification cards to all farmers of the city and endorses the farmers and fisherfolks identification card to the City Mayor for his approval. It maintains and updates the profile of the farmers and fisherfolks of the City to regulate their registration in the Office. Validity of the identification card shall be lifetime unless revoked by the City Mayor if he/she is not complying with rules and regulations of the City Government.

Office/Division	OFFICE OF THE CITY AGRICULTURIST
Classification	Simple
Type of Transaction	G2C – Government to Transacting Public or



Who may avail:	All farmers and fisherfolks of the City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Registry System for Basic Sectors in Agriculture (RSBSA) registered			✓ Office of the City Agriculturist	
✓ Photocopied materials and handouts (tax declaration/land title and valid ID)			✓ Client	
✓ Farmer/ fisherfolk certification from Punong Barangay			○ Respective barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out clients logbook, present the requirements, and fill out the Farmers/fisherfolks Information Sheet	Check requirements and assist in the filling out of Farmer's/ fisherfolks Information Sheet	None	15 Minutes	
Sign the identification card	Copy furnish the City Administrator and City Mayor for the approval of the proposed agenda	None	10 mins	
Receive farmer's identification card.	Release identification card	None	5 mins	
	TOTAL	NONE	30 minutes	

E. ACCEPTANCE OF STUDENTS FOR ON-THE JOB TRAINING (OJT)

The Office of the City Agriculturist ensures that the students will be assigned at the office where the actual duties/tasks are relevant with their courses.

Office/Division	OFFICE OF THE CITY AGRICULTURIST			
Classification	Simple			
Type of Transaction	G2G – Government to Govt. employee or agency			
Who may avail:	Undergraduate college/ high school students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Endorsement letter signed by College Dean or School Principal			✓ Respective School	
✓ School ID From their respective colleges/school From students			✓ Respective School	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit endorsement letter signed by School Dean/Principal	Check the endorsement letter submitted. Wait for the response of the concerned division (approval)	None	10 minutes	Administrative In-Charge
	Evaluate what office of deployment depending on the course of the students	None	30 minutes	
	If approved by the Office, the student may start reporting to OCAgriculturist	None	10 minutes	
	Forwarding memorandum to concerned offices seeking clearance and approval for the conduct of training for students	None	10 minutes	
	TOTAL	NONE	1 Hour	



OFFICE OF THE CITY AGRICULTURE
Organizational Structure

SUPERVISING AGRICULTURAL OFFICER

AGRICULTURAL DIVISION AQUACULTURAL DIVISION



Office of the City Assessor

External Service

MANDATE

The Office of the City Assessor is mandated to take charge of the discovery, classification, appraisal assessment and valuation of all real properties within its territorial which shall be used as the basis for taxation. This shall include the preparation, installation and maintenance of a system of tax mapping and records management in including the preparation of Schedule of Fair Market Values for the different classes of real properties for the conduct of General Revision of Real Property Appraisal and Assessment.

VISION

A department that promotes and upholds effective, efficient and transparent real property tax administration where taxpayers perceived real property taxes not just an imposed obligation but a key towards development.

MISSION

Implement innovative change in real property appraisal and assessment administration system, policies, procedures and techniques, equipped with advanced technology and skills with minimal cost to the Local Government Unit, where the general welfare of the city and its constituents are considered prime and central.

DEFINITION OF TERMS

Real Property - includes the rights, interests, and benefits related to the ownership of real estate. Ownership of real estate is evidenced by a Certificate of Title, Free Patent or Tax Declaration in the absence of Certificate of Title.

Fair Market Value - is the price at which a property may be sold by a seller who is not compelled to sell and bought by a buyer who is not compelled to buy.

Market Value - is the estimated amount for which an asset or liability should exchange on the valuation date between a willing buyer and a willing seller in an arm's length transaction, after proper marketing and where the parties had each acted knowledgeably, prudently and without compulsion.

Scheduled of Market Values (SMV) - refers to a table of market values of real properties within local government unit prepared by assessors pursuant to existing laws, rules and regulations.

Valuation the process of estimating value

Classification - allow states to tax different types of property in non-uniform manner. The most common form of classification taxes different types of property at different percentages value. These classes are generally based on use or ownership.

Appraisal - is the act or process of determining the value of property as of specific date for a specific purpose

Assessment - is the act or process of determining the value of a property, or proportion thereof subject to tax, including the discovery, listing classification, and appraisal properties.



Real Property - includes the rights, interests, and benefits related to the ownership of real estate. Ownership of real estate is evidenced by a certificate of Title, Free Patent or Tax Declaration in the absence of Certificate of Title

Fair Market Value - is the price at which a property may be sold by seller who is not compelled to sell and bought by a buyer who is not compelled to buy.

Tax Mapping - is a highly accurate method of field operations for identifying real property units, defining property boundaries, determining actual use, and discovering undeclared properties for taxation purposes.

Value - the relationship between a thing desired and potential purchaser. It also refers to the present worth of future benefits arising out of ownership of a property; a value exists when an item of property has utility, is relatively scarce, arouses the desire of potential buyer to buy and is backed by the purchasing power.

SERVICE PLEDGE

We do hereby pledge and commit ourselves to provide our constituents and clientele, the best and quality public service, with utmost courtesy, efficiency and transparency, in line with the aims of the present administration.

SERVICES AND HOW TO AVAIL THEM

ADMINISTRATIVE DIVISION

Receives record, indorses and files all communication and documents that will become a permanent records of the office, and issues certificate of appearance, employee’s clearance, and certificate of completion for on-the-job trainings (OJTs)

Office/Division	OFFICE OF THE CITY ASSESOR			
Classification	Simple to Complex			
Type of Transaction	G2G – Government to Government Employee/Agency G2B – Government to Business group G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Office ID / Valid ID			Concerned Employees/Client	
✓ Travel Order			Concerned Employees/Client	
✓ Special Power of Attorney (SPA)			Any Legal Office	
✓ Request slip			Receiving desk (Administrative Division)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive documents	Records incoming communications and immediately assign routing number slip	None	3 to 5 minutes	Clerk



	Review and initial the routing slip of all incoming communications/ documents	None	2 to 3 minutes	Supervising Administrative Officer
	For comments, remarks, recommendations, delegation of task and signature of the City Assessor.	None	2 to 3 minutes	City Assessor
Fill out request slip: a. Certificate of Appearance	Prepares Certificate of Appearance upon request of clients.	None	3 to 5 minutes	Clerk
	Review and initial	None	2 to 3 minutes	Supervising Administrative Officer
	Approval and signature	None	2 to 3 minutes	City Assessor
b. Clearance Form	Prepares clearance upon request of the employee concerned.	None	3 to 5 minutes	Clerk
	Review and initial	None	3 to 5 minutes	Supervising Administrative Officer
	Approval and signature	None	2 to 3 minutes	City Assessor
c. Certificate of completion	Prepare certificate of completion upon completing the required number of hours.	None	5 to 10 minutes	Clerk
	Review and initial	None	2 to 3 minutes	Supervising Administrative Officer
	Approval and signature	None	2 to 3 minutes	City Assessor
TOTAL		None	51 minutes	N/A



ASSESSMENT STANDARDS AND EXAMINATION DIVISION

Handles request for transfer of Real Property ownership, consolidation/subdivision of property, initial assessment and revision of property assessment.

Office/Division	OFFICE OF THE CITY ASSESSOR			
Classification	Simple to Complex			
Type of Transaction	G2G – Government to Government Employee/Agency G2B – Government to Business group G2C - Government to Citizen			
Who may avail:	All (Real Property owners)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Deed of Sale/Deed of Donation/ Deed of Assignment/ Deed of Exchange/ Extra-Judicial Settlement of Estate/ Affidavit of Adjudication/ Certificate of Sale/ Affidavit of Consolidation/ Contract of Lease/ Last Will and Testament/ Waiver of Rights/ Special Power of Attorney			NOTARY PUBLIC	
✓ BIR's Certificate Authorizing Registration (CAR) [Capital Gains Tax, Donor's Tax, Estate Tax]			Bureau of Internal Revenue (BIR)	
✓ Transfer Tax Receipt ($\frac{3}{4}$ of 1% of MV or SV whichever is higher) – Ordinance No. 2850			CITY TREASURY OFFICE	
✓ Administrative Fine (P3,000.00 for Corporation, P500 for individual) – Ordinance No. 2850			CITY TREASURY OFFICE	
✓ Realty Tax Clearance with Official Receipt for the current year.			CITY TREASURY OFFICE	
✓ Clear Copy of Approved Subdivision/Consolidation Plan (2-copies Blue Print or White Print or Combination)			GEODETIC ENGINEER	
✓ New Transfer Certificate of Title/s			Register of Deeds (ROD)	
✓ Petition for Registration/ Deed of Partition			Register of Deeds (ROD)	
✓ Previous Title(Mother Title if needed)			OWNER'S FILE	
✓ Payment of 10 years Back Taxes with official Receipt			CITY TREASURY OFFICE	
✓ Approval of Application and Issuance of Patent			Ministry of Environment Natural Resources and Energy (MENRE)	
✓ Technical Description			MENRE/GEODETIC ENGINEER/ROD	
✓ Others				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure request slip	Provide checklist of documentary requirements:	None	1 to 3 minutes	Clerk



Submit required documents for evaluation	a. Examine and evaluate submitted documents and determine fees to be settled.	None	10 to 20 minutes	Local Assessment Operations Officer IV
	b. Re-examine and re-evaluate submitted documents and recommend for processing of the transaction	None	1 to 3 minutes	Local Assessment Operations Officer IV
TOTAL		None	26 minutes	N/A

***Note:** Normal conditions shall mean complete requirements and all concerned employees and officials are present and available, no power interruption and no computer hardware malfunction.*

TAX MAPPING

Handles request for verification of exact location and ownership on property including certification of road right of way.

Office/Division	OFFICE OF THE CITY ASSESSOR			
Classification	Simple			
Type of Transaction	G2B - Government to Business group G2C - Government to Citizen			
Who may avail:	All (Real Property owners)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Accomplished Bill Statement			Tax Mapping Division	
✓ Written request (case to case)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the transaction slip indicating transaction request of the client and pay the required fees at the City Treasury Office	Provide request slip indicating enumerated transactions with corresponding service fee amount, to wit:	N/A	N/A	N/A
	Certification fee: RROW Certification Boundary Certification	50.00 100.00	10 to 15 minutes	Clerk



	<i>Service fee:</i> Photocopy portion of Tax Map	300.00	10 to 15 minutes	Draftsman III
	Verification of Tax Map	50.00	10 to 15 minutes	Administrative Assistant I
	Certified Photocopy of portion of Map	50.00	10 to 15 minutes	Tax Mapper 1
	Copy of Section Map	50.00	10 to 15 minutes	Tax Mapper 1
	Copy of Barangay Map	55.00	10 to 15 minutes	Tax Mapper 1
	Private practitioner/bank verification	155.00	10 to 15 minutes	Tax Mapper 1
	Copy of City Map	200.00	10 to 15 minutes	Tax Mapper 1
	Vicinity Map (<i>Certified by the office</i>)	200.00	10 to 15 minutes	Tax Mapper 1
TOTAL		1,210.00	2 hours and 15 minutes	

Present the official receipt together with the transaction slip	Prepares the necessary documents as per request by the client	Depending upon the client's request	5 to 10 minutes	Local Assessment Operations Officer I
	Records the official receipt number and transaction made by the client	Depending upon the client's request	5 to 10 minutes	Clerk
	TOTAL	N/A	20 minutes	

***Note:** Normal conditions shall mean complete requirements and all concerned employees and officials are present and available, no power interruption and no computer hardware malfunction.*

ASSESSMENT AND APPRAISAL DIVISION

Handles request for assessment of new building, machinery and other improvements.

Office/Division	OFFICE OF THE CITY ASSESSOR
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Classification	Highly Technical			
Type of Transaction	G2G – Government to Government employee/agency G2B – Government to Business group G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Assessment of Real Properties and Building Improvement and Machineries ✓ Land - Titles, Approved free patent/ Subdivision/ consolidation plan ✓ Building/improvements - building permits/ certificate of occupancy ✓ Machineries - Purchased receipt. 			Registry of Deeds MENRE BARMM City Engineer's Office Owner's File	
<ul style="list-style-type: none"> ✓ Cancellation or/ Reassessment of Real Property ✓ Building/ Inputs - Demolition permits/ Renovation permits ✓ Machineries - Surrender of business permits 			City Engineer's Office Business Permit Licensing Office (BPLO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out request slip	1.1 Provide request slip for disposition of the division chief.	None	3 to 4 minutes	Clerk
	1.2 Evaluate the request slip for appropriate action and/ or delegation of task.	None	3 to 4 minutes	Local Assessment Operations Officer IV
2. Request for Assessment or Re-assessment of Real Property	Conduct ocular inspection	None	1 hour	Local Assessment Operations Officer I, II, III, Clerk
	2.2 Prepare FAAS Per Approved SMV	None	1 hour	Local Assessment Operations Officer I, II, III, IV, Clerk
	2.3 Prepare Notice of Cancellation	None	30 minutes	Clerk
	2.4 Review FAAS to be routed to concerned division	None	5 to 10 minutes	Local Assessment Operations Officer IV
	2.5 Final interview and recommendation for approval of FAAS	None	5 to 10 minutes	Assistant City Assessor for Operations
	2.6 Approval of FAAS / NC / REV	None	3 to 5 minutes	City Assessor



TOTAL	None	3 hours and 3 minutes
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ASSESSMENT RECORDS AND MANAGEMENT DIVISION

Handles request for Real Property Assessment Records and other related documents with corresponding fees.

Office/Division	OFFICE OF THE CITY ASSESSOR			
Classification	Simple			
Type of Transaction	G2B - Government to Business group G2C - Government to Citizen			
Who may avail:	All (Real Property Owners)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Photocopy of : ▪ Tax Declaration or Title ▪ Title / CCV			Owner's file Register of Deeds	
✓ Real Property Tax Receipts			Office of the City Treasurer	
✓ Mortgage Agreement			Bank / any government institution	
✓ Request Slip			Receiving Desk o the Records Division	
✓ Special Power of Attorney (SPA) – <i>for representative</i>			Owner / Heir	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out request slip	Provide request slip for disposition of the division chief	None	2 to 3 minutes	Clerk
	Request slip evaluation for delegation of task	None	2 to 3 minutes	Local Assessment Operations Officer I
Certified True Copy of Tax Declaration Provide photocopy of Tax Declaration / Real Property Tax receipt / title	Search in the computer files	Php 30.00/RPU	2 to 3 minutes	Clerk Local Assessment Operations Officer I
Pay the corresponding fees to the cashier at the Office of the City Treasurer	Determines the fees to be settled	None	2 to 3 minutes	Local Assessment Operations Officer I
Return the request slip along with the official receipt	Prints the tax declaration and to be signed by the Division Chief	None	2 to 3 minutes	Local Assessment Operations Officer I
Certified Photocopy of Tax Declaration Provide photocopy of Tax Declaration /	Peruses from previous TD books	25.00 / RPU	2 to 3 minutes	Local Assessment Operations Officer I

Real Property Tax receipt / title				
Pay the corresponding fees to the Office of the City Treasurer	Determines the fees to be settled	None	2 to 3 minutes	Local Assessment Operations Officer I
Returns the request slip along with the official receipt	Prints the tax declaration and to be signed by the Division Chief	None	2 to 3 minutes	Local Assessment Operations Officer I
Certification of Property with or without improvement/s Provide photocopy of Tax Declaration / Real Property Tax receipt / title	Search in the computer files	25.00 / Certificate	15 minutes	Local Assessment Operations Officer I
Pay the corresponding fees to the Office of the City Treasurer	Determines the fees to be settled	None	15 minutes	Local Assessment Operations Officer I
Returns the request slip along with the official receipt	Prints the Tax Declaration, prepares the certification and be verified and signed by the Division Chief for approval of the City Assessor	None	15 minutes	Local Assessment Operations Officer I
Certification of Total Land Holdings Provides name of Real Property owner	Search in the computer files	None	2 to 3 minutes	Local Assessment Operations Officer I
For payment of Estate Tax, provide copy of death certificate or year of death	Peruses from previous TD Books	None	15 minutes / RPU	Local Assessment Operations Officer I
Pays the corresponding fees to the cashier section of the Office of the City Treasurer	Determines the fees to be settled	25.00 / certificate	2 to 3 minutes	Local Assessment Operations Officer I
Returns the request slip along with the official receipt	Print / photocopy the Tax Declaration and prepare the	None	2 to 3 minutes	Local Assessment Operations Officer I

	certification and be verified / signed by the Division Chief for approval of the City Assessor			
Certification of No Land / Property Holdings Provides the name of Real Property owner	Search in the computer files	None	2 minutes	Local Assessment Operations Officer I
Pays the corresponding fees to the cashier section of the Office of the City Treasurer	Determines the fees to be settled	25.00 / certificate	15 minutes	Local Assessment Operations Officer I
Returns the request slip along with the official receipt	Prepares the certification and be verified / signed by the Division Chief for the approval of the City Assessor.	None	3 minutes	Local Assessment Operations Officer I
Certification of No Record Provides photocopy of title	Searches in the computer files	None	2 minutes	Local Assessment Operations Officer I
Pays the corresponding fees to the cashier section of the Office of the City Treasurer	Determines the fees to be settled	25.00 / certificate	15 minutes / RPU	Local Assessment Operations Officer I
Returns the request slip along with the official receipt	Prepares the certification and be verified / signed by the Division Chief for the approval of the City Assessor.	None	3 minutes	Local Assessment Operations Officer I
Annotation of Mortgage Presents the Mortgage Agreement and owner's copy of Tax Declaration	Pulls out the original Tax Declaration	None	2 minutes	Local Assessment Operations Officer I
Pays the corresponding fees to the cashier section of the Office	Determines the fees to be settled	60.00 / RPU	3 minutes	Local Assessment Operations Officer I



of the City Treasurer				
Returns the request slip along with the official receipt	Annotates the mortgage details to the Tax Declarations and Mortgage Agreement for approval by the City Assessor	None	20 minutes	Local Assessment Operations Officer I
History Assessment Provides photocopy of Tax Declaration / Real Property Tax receipts / title	Searches the computer files to trace back the Tax Declaration Number Peruses from previous TD Books	None	2 minutes	Clerk
Pays the corresponding fees to the cashier section of the Office of the City Treasurer	Determines the fees to be settled	10.00 / revision	10 minutes	Clerk
Returns the request slip along with the official receipt	Photocopy the Tax Declaration and signed by the Division Chief	None	3 minutes	Clerk
Receives the requested documents	Records the documents to be released	None	2 to 3 minutes	Clerk

Note: Normal conditions shall mean complete requirements and all concerned employees and officials are present and available, no power interruption and no computer hardware malfunction.



OFFICE OF THE CITY ASSESSOR
Organizationa Structure

CITY ASSESSOR



Office of the City Mayor
Business Permit and
Licensing Office
External Service



MANDATE

The Primary step for the business to operate in the Philippines is to acquire license from local and national agencies.

Business registration includes payments of taxes and other administrative charges and complying with all the mandatory requirements of the concerned agencies. Taxes and fees are stipulated in the Revised Revenue Code of Cotabato City Series of 2005.

VISION

An online and fully automated business permit and licensing operations that foster the rule of law and promotes equal business opportunity for all

MISSION

To promote on-time, fairly-assessed and compliant business permit and licensing services that caters to the needs and expectations of both business establishments and the general public.

FUNCTION

To organize and maintain a centralized one-stop-shop services or assistance-center that shall expedite the processing of all government requirements necessary in establishing a business or providing one-stop-shop for assessing business information and for express business licensing and registration.

The Annual- One –Stop- shop Business Registration Process

Business Registration is a Business –One- Stop- Shop (BOSS). All the line agencies associated with the acquisition of business license as mandatory requirement are present in the business registration area.

The Business Permit and License Office (BPLO) mandate application and issuance of business license annually.

The business permit processing is identified as; Registration, Verification, Assessment, Compliance, Payment and releasing.

- **Registration** – Filling up unified business application form and declaration of capital for new applicants, gross income from previous year of the renewing business application.
- **Verification** – Verifying records of business owners and updates.
- **Assessment** – Business-licensing officer's assessment on the declared gross income of applicant, its tax and administrative fees as stipulated on the Revised Code of Cotabato City Series of 2005.
- **Compliance** – All the line agencies are able to record and assess imposed fees for the issuance of the necessary business requirement. Associated officers for requirements of business application identified as backroom are the City Planning for zoning clearance, City Health Office for health and sanitary permit, City Engineering Office for the Building Permit and Bureau of Fire Protection for its Fire Certificate issuance.
- **Payment** – Payment of taxes at the City Treasurer Office with the issuance of Official receipt.



- **Releasing** – After Registration, Verification, Assessment, Compliance and Payment. The releasing officer will print and issue the approved business permit.

INTEGRATED BUSINESS LICENSING

Launching of Cotabato City National Economic Research and Business Assistance Center (NERBAC) and signing of MOA with Head of offices of SEC, DTI, CDA, LGU, SSS, Pag-ibig Fund, BIR and PhilHealth (September 15, 2011)

BUSINESS REGISTRATION GUIDE:

Government agencies that is associated with the business registration process and part of the Business- One – Stop – Shop (BOSS). The (BOSS) administers the 3 steps in securing/issuance of business permit. (Receive, Payment, Release)

AGENCIES	FUNCTION
Department of Trade and Industry (DTI)	Registration for Business Trade Name and identifying enterprise for sole proprietorship and cooperative.
Securities and Exchange Commission (SEC)	SEC is the registrar and overseer of the Philippine corporate sector; it supervises and evaluates the financial statements (FS) filed by all corporations registered with it. SEC also develops and regulates the capital market, a crucial component of the Philippine financial system and economy. As it carries out its mandate, SEC contributes significantly to government revenues.
Cooperative Development Authority (CDA)	Formulate, adopt and implement integrated and comprehensive plans and programs on cooperative development consistent with the national policy on cooperatives and the overall socio-economic development plans of the government.
Local Government Unit (LGU)	LGU issues business license in compliance with municipality/city ordinances.
Bureau of Internal Revenue (BIR)	BIR ensures compliance w/tax regulations and the legitimacy of operation.
Social Security System (SSS)	SSS ensures and secures workers of the private sector in times of death, disability, sickness, maternity and old age.
Home Development Mutual Fund (HDMF)	Provides access to social and shelter security for members.



Philippine Health Insurance Corp. (PhilHealth)	The New National Health Insurance Act (RA 7851) as amended by RA 9241 requires all employers of the government and private sectors and their employees are register with this agency. PhilHealth manages and administers the government health care system.
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NATIONWIDE ADOPTION OF UNIFIED FORM

Unified Form – is a single common document issued by an LGU to a business applying for registration that contains the informed approvals needed to complete the registration process and facilities exchange of information among LGU’s and national Government Agencies.

APPLICATION / FILING NEW BUSINESS PERMIT/ RENEWAL OF EXISTING BUSINESS PERMIT

Any person who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor’s Permit and pay the business taxes, fees and other charges.

Annually the Business License renewal is from January 2 to 20. Penalties/Surcharges are imposed after the said deadline.

For new applicants, its tax is based on the *capital investment*.

Same procedure is taken for application that is Registration, Verification, Assessment, Payment and Releasing. Other mandatory requirements are assessed and released upon approval of the business license.

For the renewal of business license, upon registration of the attached requirements it is assessed for its expiry after the assessment is the verification, assessment of tax, payment comes the releasing of approved business license.

The Joint Inspection Team is also created as provided in Joint Memorandum Circular No. 01 series of 2016, otherwise known as the “Revised Standard in the processing of business permits and licenses”, to be responsible for the undertaking inspections within each year after the issuance of the business permit (new or renewal) to verify information declared by the business in the application for business permit and to identify unregistered business.



NEW BUSINESS REGISTRATION

- 1. Secure and Fill-up Application Form

(Business application forms are available at Public Assistance Complaint Center – City Hall Lobby, DTI – Negosyo Center – Cotabato City, Business Permit and Licensing Division, Cotabato City LGU – website – *cotabatocity.ph*, and Barangay Halls).

- 2. Attached initial requirements (e.g. Barangay clearance, DTI, SEC, or CDA Registration)
- 3. Secure required accreditation/Certification from National Offices depending on the kind or line of business.

Note:

- Actual Inspections are conducted for all new business enterprises.
- New applicants with deficiencies with other offices (e.g. CEO, BFP, CHO, CTO) may see/approach the officer-in-charge for compliance of the requirements.

RENEWAL APPLICATIONS

- 1. Secure and fill-up Application Form
- 2. Attach all requirements (include previous clearances if still valid)
- 3. Secure required accreditation/Certification from National Offices depending on the kind or line of business.

Note:

- Actual Inspection is conducted for all Renewal applications for business.
- Renewal applications with deficiencies with other offices (e.g. CEO, BFP, CHO, CTO) may see/approach the officer-in-charge for compliance of the requirements

SERVICES AND HOW TO AVAIL THEM

Office/Division:	OFFICE OF THE CITY MAYOR- License Inspection Services	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business	
Who may avail:	ALL Business Owners/Entrepreneur	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Location sketch of the new business at the back of the application indicating landmark of the establishment - <i>(for new and renewal applications)</i>		✓ Form from BPLO office
✓ 2. Zoning Clearance (Office of the City Planning & Development Coordinator) - <i>(for new and renewal applications)</i>		✓ City Planning and Development Office
✓ Occupancy Permit / Building Clearance		✓ Office of the City Engineer



- <i>(for new and renewal applications)</i>				
✓ Fire Clearance	- <i>(for new and renewal applications)</i>	✓ Fire Department		
✓ Health/Sanitary Clearance (Renewable every 6 months)	- <i>(for new and renewal applications)</i>	✓ Office of the City Health Officer		
✓ 6. Barangay Clearance (Current Year)	- <i>(for new and renewal applications)</i>	✓ <i>(Barangay where business is located at)</i>		
✓ 7. Community Tax	- <i>(for new and renewal applications)</i>	✓ Office of the City Treasurer		
✓ 8. Approved DTI Registration (Sole Proprietorship)	- <i>(for new applicants)</i>	✓ DTI office		
✓ 9. Approved SEC Registration (Partnership / Corporation)	- <i>(for new applicants)</i>	✓ Security and Exchange Commission Office		
✓ 10. Taxes Clearance at the City Government	- <i>(for new and renewal applications)</i>	✓ Office of the City Treasurer		
✓ 11. Paid-up Capital for Investment	- <i>(for new applicants)</i>	✓ <i>Business Owner (Applicants)</i>		
✓ 12. Copy Lease Contract if place of business is rented	- <i>(for new and renewal applications)</i>	✓ <i>Lessor(Owner of the Building)</i>		
✓ 13. Certificate attesting to the tax exemption, if the business is tax exempt	- <i>(for new and renewal applications)</i>	✓ Cotabato City Investment Board		
✓ 14. CCTV Footage <i>(Picture of Installed Camera's)</i>	- <i>(for new and renewal applications)</i>	✓ Business Owner (Applicants)		
✓ 15. Vaccination Card <i>(Vaccinated Employees)</i>	- <i>(for new and renewal applications)</i>	✓ Department of Health		
✓ 16. Previous Year Mayor's Permit	- <i>(for renewal applicants)</i>	✓ BPLO		
✓ 17. Gross Sales/Receipts of Proceeding year	- <i>(for renewal applicants)</i>	✓ <i>Business Owner (Applicants)</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill up the Unified Form for new application of business and attach DTI/SEC registration <i>*For renewal of permits fill up the form for renewal and attach previous documents or the requirements indicated at the provided checklist</i>	Provided Form	None	5 minutes	Clerk
2. Submit the accomplished form with the requirements at the Business Permit and Licensing Office		<p>2.1 Business tax is based on nature or type of business.</p> <p>- Capitalization for new businesses</p> <p>- Gross Sales for existing businesses</p> <p>Zoning fee: 20.00</p> <p>Health fee: 25.00/head</p> <p>Tax clearance: 50.00</p> <p>Secretary's fee: 50.00</p> <p>Business Plate: 250.00</p> <p>Sticker: 50.00</p> <p>Real Property: 10.00</p>	7 to 10 minutes	<p>Clerks</p> <p>Admin Aide VI</p> <p>Admin Assistant</p> <p>Licensing Officer I</p> <p>Licensing Officer II</p> <p>Licensing Officer III</p> <p>Licensing Officer IV</p> <p>Planning Officer</p> <p>Sanitation Inspector</p> <p>Fire Officer</p> <p>Revenue Collection Clerk III</p>
3. Pay the tax assessed by the Business permit and Licensing Office	<p>3.1 Receive Payment</p> <p>3.2 Issuance of Official Receipt</p>	None	10 minutes	Cashier



	3.3 Recording of Receipts			
4. Claim Mayor's Permit Releasing of the approved Business Permit together with all the pertinent documents like original copies of various clearances and Official Receipts. *Releasing of the Business Plates (New) and Business Sticker (Renewal)	4.1 Printing of Business Permit 4.2 Printing of Sanitary Permit 4.3 Recording of Permit Before Releasing	None	5 minutes	Clerks
TOTAL:		P 405.00	30 minutes	

FILING NEW BUSINESS PERMIT FOR PUV & PUJ/ RENEWAL OF BUSINESS PERMIT FOR PUV & PUJ

Any person who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor's Permit and pay the business taxes, fees and other charges. Business registration process includes assessment, payment of taxes, fees and other charges and complying with all the regulatory requirements both from local and national government agencies. Fees and charges are indicated to our Revised Revenue Code of Cotabato City (Ordinance 2850, series of 2005)

Office/Division:	OFFICE OF THE CITY MAYOR- License Inspection Services	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business	
Who may avail:	ALL Business Owners/Entrepreneur	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ 1. Franchise		✓ LTFRB
✓ 2. Inspection Report/Clearance		✓ Traffic Management Unit
✓ 3. Business Permit of the previous year		✓ Applicant/Operator/Owner
✓ 4. ORCR		✓ Operator/Owner
✓ 5. Driver's License		✓ Driver of the Tricycle



✓ 6. Health Card		✓ City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure The Inspection Report from the Traffic Management Unit	Inspect the Vehicle for ROADWORTHNESS	None	5 to 10 minutes	Traffic Management Unit
Submit the Inspection report and other required documents at the Business Permit and Licensing Office	Receiving Clerks Checks and Verifies the Documents passed by the applicant. Encoding of applications in the system then assess the taxes, fees, and charges for initial assessment— Treasury for printing of final assessment	Supervision fee: 300.00 Sec 180: 150.00 Business Certificate: 50.00 Health fee: 25.00 Tax Clearance: 50.00 Secretary fee: 50.00 Sticker: 200.00 RPVF: 10.00 Drivers ID (for new): 150.00	3 minutes	Clerks Revenue Collection Clerk
Pay the tax assessed by the Business permit and Licensing Office	Receive Payment Issuance of Official Receipt Recording of Receipts	Tax Certificate: 155.00 Health Card fee: 85.00	5 minutes	Cashier
Claim/released of approved business permit, sticker, franchise with all pertinent documents of various clearances, and official receipts.	Printing of Business Permit/Franchise Released of Tricycle Sticker Recording of the Documents Before Releasing	None	3 minutes	Clerks
TOTAL: P 1,175 (for new) ; P 1,025 (for existing)			22 minutes	

FILING NEW AND RENEWAL OF BUSINESS PERMIT FOR MOTORIZED TRICYCLE OPERATORS PERMIT

Any person who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor’s Permit and pay the business taxes, fees and other charges. Business registration process includes assessment, payment of taxes, fees and other charges and complying with all the regulatory



requirements both from local and national government agencies. Fees and charges are indicated to our Revised Revenue Code of Cotabato City (Ordinance 2850, series of 2005)

Office/Division:	OFFICE OF THE CITY MAYOR- License Inspection Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	All Business Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ 1. Franchise		✓ LTFRB		
✓ 2. Inspection Report/Clearance		✓ Traffic Management Unit		
✓ 3. Business Permit of the previous year		✓ Applicant/Operator/Owner		
✓ 4. ORCR		✓ Operator/Owner		
✓ 5. Driver's License		✓ Driver of the Tricycle		
✓ 6. Health Card		✓ City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure The Inspection Report from the Traffic Management Unit	Inspect the Vehicle for ROADWORTHINESS	None	5 to 10 minutes	Traffic Management Unit
2. Submit the Inspection report and other required documents at the Business Permit and Licensing Office	2.1 Receiving Clerks Checks and Verifies the Documents passed by the applicant. 2.2 Encoding of applications in the system then assess the taxes, fees, and charges for initial assessment— Treasury for printing of final assessment	Supervision fee: 300.00/Unit Sec 180: 150.00/Head Business Certificate: 50.00 Health fee: 25.00/Head Tax Clearance: 50.00 Secretary fee: 50.00	3 minutes	Clerks Revenue Collection Clerk



		Sticker: 200.00/Unit RPVF: 10.00 Drivers ID (for new): 150.00/Head		
3. Pay the tax assessed by the Business permit and Licensing Office	3.1 Receive Payment 3.2 Issuance of Official Receipt 3.3 Recording of Receipts	Tax Certificate: 155.00 Health Card fee: 85.00/Head	5 minutes	Cashier
4. Claim/released of approved business permit, sticker, franchise with all pertinent documents of various clearances, and official receipts.	4.1 Printing of Business Permit/Franchise 4.2 Released of Tricycle Sticker 4.3 Recording of the Documents Before Releasing	None	3 minutes	Clerks
TOTAL	P 1,175(<i>for new</i>) ; P 1,025 (<i>for existing</i>)		22 minutes	



OCM - BUSINESS PERMIT & LICENSING DIVISION
Organizational Structure

LICENSING OFFICER IV

PROCESSING & EVALUATION SECTION ADMINISTRATIVE SECTION
MONITORING & INSPECTION SECTION



Office of the City Mayor

Community and Cultural

Affairs Division

External Service



MANDATE

The Community & Cultural Affairs Division under the Office of the City Mayor shall be the primary division to serve as the channel of instructions of the programs, projects and activities of the City Government, National Line Agencies, Non-Government Organizations that promotes the growth and development of the barangays, Tribal and Muslim communities and culture and arts.

The Community and Cultural Affairs Division consist of 5 sections, namely, Barangay Affairs Section, Tribal Affairs Section, Muslim Affairs Section, Culture and Arts Section and Special Projects Section. These 5 sections have a different function to execute instruction, programs, projects, activities of the City's Chief Executive.

The Barangay Section provides technical assistance to the barangay in the preparation of development plans, project proposals, training designs/modules, barangay ordinances and resolutions & barangay accomplishment reports and other services related to barangay development. The Tribal and Muslim Affairs Section assist in the implementation and monitoring of programs, projects and activities (PPAs) of the government, NGOs and other stakeholders that will contribute to the recognition, preservation and protection of the rights and well-being of the Tribal and Muslim communities in Cotabato City. The Culture and Arts Section assist in the implementation and monitoring of PPAs of the government and other stakeholders that will promote, advocate and stimulate consciousness on culture and arts. The Special Project Section assist the Chief Executive and other departments of the City Government in the formulation, implementation and monitoring of Special Projects on Community Development; provide technical assistance to the activities of the Barangay Affairs Section, Tribal & Muslim Affairs Section and Culture and Arts Section.

VISION

A division of the Office of the City Mayor dedicated and responsive to its client (the Barangay, Tribal and Muslim communities, culture and arts group) and partners in the implementation of the various PPAs of the national and local government and other stakeholders for better service delivery.

MISSION

To continue as a linkage between the government and the community in the implementation pf PPAs of the national and local government on:

1. Establishment of an effective and efficient barangay administration through the development and implementation of appropriate PPAs that will meet the needs of the barangays.
2. Recognition, preservation, promotion and protection of the rights and well-being of Tribal and Muslim communities in Cotabato City.
3. Implementation of tangible PPAs that will promote, advocate and stimulate consciousness on culture and arts.
4. Preserve and house the different existing cultural items that depicts the city's diverse culture by creating the City School of Learning Tradition.

SERVICE PLEDGE

We pledge to serve people with respect and proficiency they expect to receive; professionally respond to the needs of each costumer/client; and, to aspire to render delivery of services of the



government and other stakeholders to the community with greater efficiency and in the shortest possible time.

DEFINITION OF TERMS

- 1. **LUPON TAGAPAMAYAPA INCENTIVE AWARDS (LTIA)** - institutionalize a system of granting economic benefits and other incentives to the LT that demonstrates exemplary performance in settling disputes at the barangay level.”
- 2. **KATARUNGANG PAMBARANGAY** - s a local justice system in the [Philippines](#). It is operated by the smallest of the [local government units](#), the [barangay](#), and is overseen by the [barangay captain](#), the highest elected official of the barangay and its executive.
- 3. **CCAD** - Community and Cultural Affairs Division
- 4. **PPA** - Program, Project, Activity

SERVICES AND HOW TO AVAIL THEM

I. IMPLEMENTATION OF ANNUAL LUPON TAGAPAMAYAPA INCENTIVE AWARDS

This aims to extend appreciation and recognition to the barangays whose exemplary service delivery performance in the field of *Katarungang Pambarangay* has contributed to the maintenance of peace and order in the country.

Office/Division	OCM – Community and Cultural Affairs Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All or Specific class/group of client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ <i>Katarungang Pambarangay</i> Reports				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accept the documents and note it as their entry for the LTIA.	None	10 minutes	Community Affairs Officer II
	Evaluate the submitted documents and identify if it is qualified for the LTIA.	None	2 to 3 hours/entry	Community Affairs Officer II Community Affairs Officer III
	Identify and select the top 5 performing Lupon.	None	2 to 3 hours/entry	Community Affairs Officer II
	Pre-assessment of the top 5 identified performing Lupon.	None	10 working days	Community Affairs Officer II
	Conduct the final evaluation for the LTIA by LTIA-CAC.	None	1 day	Community Affairs Officer III



	Prepare and process the documents of cash incentives and other awards of the winning Lupon Tagapamayapa.	None	2 to 3 hours/ entry	Community Affairs Officer II Admin Aide
	Release of Incentives thru the Office of the City Treasury	None		City Treasury Office
	TOTAL		11 day, 9 hours, and 10 minutes	

II. CONDUCT CAPABILITY TRAINING/SEMINAR

This service offers training/seminar to the members of the *Lupon Tagapamayapa* on *Katarungang Pambarangay*, and barangay Officials particularly on Barangay Governance where specific trainings from the Local or National Government and other stakeholders will be integrated to enhance the enthusiasm of the participants.

Office/Division	OCM – Community and Cultural Affairs Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All or Specific class/group of client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Invitation letter				
✓ Attendance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The OCM-CCAD provide and distribute all the invitation to all the concerned barangay offices.	None	10 minutes	CCAD Staff
	Note the participants and provide preliminary instruction regarding the training/seminar.	None	10 minutes	CCAD Staff
	Follow up and remind the participants on the upcoming training/seminar one day before the event through text messages or phone call.	None	1 hour for 37 barangays	CCAD Staff
	Provide secretariat and facilitate the training/seminar attendees.	None	2-3 days (8 hours per day) depending on the type of training/ seminar	CCAD Staff



	TOTAL		3 days, 1 hours, and 20 minutes
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III. PROVISION OF TECHNICAL ASSISTANCE TO THE BARANGAYS AND OTHER COMMUNITY GROUPS

The CCAD will provide technical assistance to the barangays and other community group in preparing project proposals, and training design/module of projects/training that they will undertake.

Office/Division	OCM – Community and Cultural Affairs Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All or Specific class/group of client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Request letter for Technical Assistance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accept and evaluate the extent of request	None	5 minutes	CCAD Staff
	Confirmation of request	None	10 minutes	Head, CCAD
	Prepare the training proposal, training design/module.	None	7-10 working days	CCAD Staff
	Release the documents pertaining to the request of the client.	None	20 minutes	CCAD Staff
	TOTAL	None	10 days and 35 minutes	

IV. ISSUANCE OF VARIOUS CERTIFICATES FOR ELECTED AND APPOINTED BARANGAY OFFICIALS

This service provides 2 certificates that will justify the legality of the elected and appointed barangay officials. These are the following:

1. Certificate for the Issuance of Fidelity Bond pursuant to Sec. 313-335 of RA 7160 and Treasury Circular No. 02-2009.
2. Certificate for granting Civil Service Eligibility pursuant to Sec. 393 of RA 7160 and CSC Resolution Nos. 1200865 and 1601277.

Office/Division	OCM – Community and Cultural Affairs Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	All or Specific class/group of client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓			✓	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accept and evaluate the presented document for immediate action.		10 Minutes	Community Affairs Officer II
	Process the payment for Issuance of receipt	P50.00	10 minutes	City Treasury Office
	Present the receipt issued by the City Treasury Office after the payment for release. <i>(Evaluation and initial of the assigned Officer and Head of the office)</i>		10 minutes	Community Affairs Officer II Community Affairs Officer IV
	Releasing of documents		10 minutes	Community Affairs Officer II
	TOTAL		40 minutes	



OCM – COMMUNITY AND CULTURAL AFFAIRS DIVISION
Organizational Structure



Office of the City Public Safety Officer
City Disaster Risk
Reduction Management
Division
External Service



MANDATE

Pursuant to Section 11 of Republic Act 10121 known as the “Philippine Disaster Reduction Risk Management Act of 2010”, and Sections 1 and 2, Rule 5 of its Implementing Rules and Responsibilities, mandates the establishment of LDRRMOs in provinces, cities, and municipalities and BDRMMCs in barangays.

Local DRRM managers are the forefront of DRM as they take in the challenges of enhancing the resilience of their respective communities where disaster incidents take place. This means strengthening institutional coping capabilities and adaptive capacities of organization and individuals.

VISION

“A safer, well-prepared, and disaster-resilient multi-cultural Cotabato City, towards inclusive and sustainable development”

MISSION

To capacitate the Local Government Unit towards achieving disaster risk resilience in the communities through comprehensive disaster risk reduction and management and develop the culture of resiliency and preparedness to the people, understand climate change and hazards in order to develop a well-prepared, independent, conscientious citizenry against disasters

SERVICE PLEDGE

The CDRRMO aimed to strengthen and improve strategies and capacities of the Local Government Unit of Cotabato together with partner stakeholders in mitigating the disasters and increasing the capacity of the community especially the vulnerable sectors.

The CDRRMO commits efforts to strengthen the mechanisms for the Four (4) Thematic Areas in DRRM which are the (1) Disaster Prevention and Mitigation; (2) Disaster Preparedness; (3) Disaster Response; and (4) Disaster Rehabilitation and Recovery which corresponds to the structure of the National Disaster Risk Reduction and Management Council.

Four DRRM Thematics Areas:

I. Disaster Prevention and Mitigation

- Avoid hazards and mitigate their potential impacts by reducing vulnerabilities and exposure, and enhancing capacities of communities.

II. Disaster Preparedness

- Establish and strengthen capacities of communities to anticipate, cope and recover from the negative impacts of emergency occurrence and disasters.

III. Disaster Response



- Provide life preservation and meet the basic subsistence needs of affected population based on acceptable standards during or immediately after a disaster.

IV. Disaster Rehabilitation and Recovery

- Restore and improve facilities and living conditions and capacities of affected communities and reduce risks in accordance with the “building back better principle”.

DEFINITION OF TERMS

- **Risk mitigation** - the reduction of frequency of occurrence or the severity of the consequence by changing physical characteristics or operations of a system or the element at risk. It can take on the following subcategories
- **Risk prevention** - Instituting measures to reduce the frequency of occurrence and magnitude of hazard’s adverse impact through the establishment of structures such as levee, flood walls, dams, and sea walls
- **Disaster preparedness** - provides for key strategic actions that gives importance to community awareness and understanding, contingency planning, conduct of local drills, and the development of the city’s disaster plan.
- **Disaster response** - provides for the key actions that give importance to activities during actual disaster response operation such as needs assessment, search and rescue, relief operation, and early recovery activities.
- **Disaster Rehabilitation and Recovery**- interventions to restore and improve facilities and livelihood, of affected communities and reduce disaster impacts; and strengthen organizational capacities (*for recovery and rehabilitation*) in the city.

SERVICES AND HOW TO AVAIL THEM

- 1. Request for Trainings/ Orientation /and Drills**
- 2. Rescue and Emergency Response**
- 3. Standby Medic or Ambulance**
- 4. Assistance in DRR-CCA study or Research**

Office/Division	OFFICE OF THE CITY DISATER RISK REDUCTION MANAGEMENT OFFICE	
Classification	Simple to Complex	
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Letter of Request addressed to the City Mayor thru CDRRMO Head ✓ List of Participants		✓ Office Of The Secretary To The Mayor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the office of the Secretary to the Mayor	1.1 Received the request letter upon the approval of the Office of Secretary to the Mayor, the CDRMO will coordinate with the requesting agency or institution	None	1 to 5 minutes	Administrative staff
2. Provide details on the requested training or orientation.	2.1 Discuss and finalize with the requesting agency the following: <ul style="list-style-type: none">▪ Schedule, date and venue▪ Participants (profile, number, etc.)▪ Type of training	None	15 to 30 minutes	Administrative and Training Section Chief
3. Attend to the training or orientation.	3.1 Conduct training or orientation	None	1 to 3 days	Administrative and Training Section
4. Call Emergency Hotline	4.1 Attend to the call.	None	1 to 5 minutes	Operations and Warning Section Chief
5. Provide the necessary information regarding the emergency	5.1 Gather important information as follows: <ul style="list-style-type: none">▪ Name of caller▪ Contact number▪ Location▪ Landmark▪ Date and Time of Incident▪ Condition▪ Dispatch of the needed response team.▪ Provide instructions to the caller on how to give first aid while the team is	None	3 to 5 minutes	Operations and Warning Section Chief



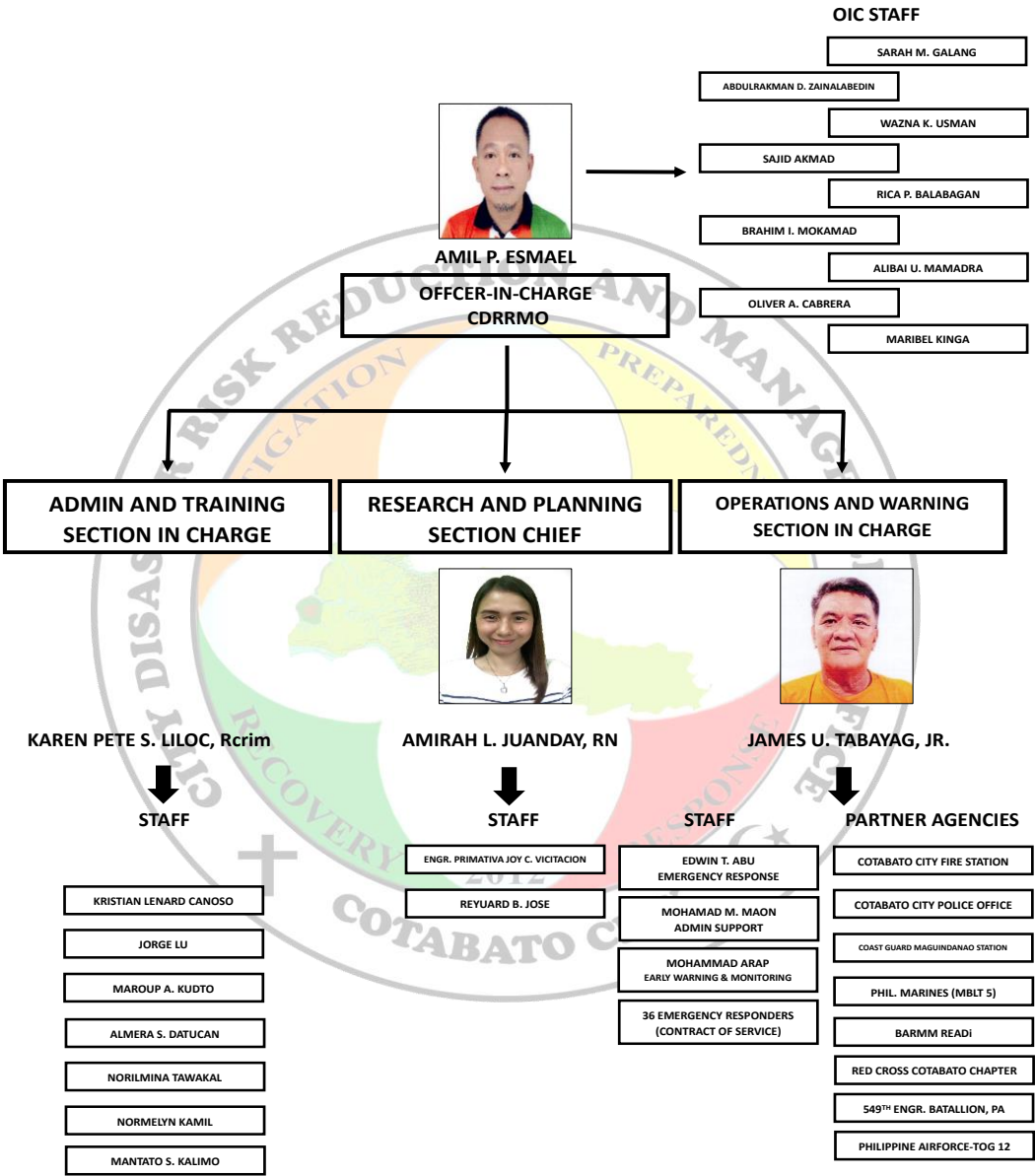
	<p>heading to the scene</p> <ul style="list-style-type: none">▪ Monitoring of the response team's location▪ Response team's arrival on scene.▪ Providing necessary action or service.			
6. Submit a request letter to the Office of the City Mayor.	<p>6.1 Received the required documents and check for completeness</p> <p>6.2 Upon approval of the Office of the City Mayor, the CDRRMO will check for the schedule and availability of resources.</p> <p>6.3 Upon approval the LDRRMO IV the Operation and Warning Section Chief will determine assigned team for the client/agency for discussion of event/ program details.</p>	None	1 minute	Administrative staff
	<p>6.4 Upon the approval of the Office of Secretary to the Mayor, the CDRRMO will coordinate with the requesting agency or institution for the City</p>	None	5 to 15 minutes	Research and Planning Section Chief



	Contingency Plans: Flood, Earthquake, Fire			
	6.5 Discuss and finalize with the requesting agency regarding DRRM Researches	None	15 to 30 minutes	Research and Planning Section Chief
TOTAL		None	1 day, 1 hour, and 14 minutes	



CDRRMO ORGANIZATIONAL CHART





OFFICE OF THE CITY DISATER RISK REDUCTION MANAGEMENT OFFICER
Organizational Structure



Office of the City Engineer

External and Internal Services



VISION

The engineering Services focuses on progressive, innovative, efficient and effective management and delivery of modern strategic planning, teamwork and collaborative implementation, leading to infrastructure development to a Well-maintained Government Buildings, Roads, Bridges, Flood Control and Drainage System aligned to the needs of the constituents of Cotabato City and nearby communities.

MISSION

Design, build and perform sustainable, resilient and modern public infrastructure that protects and improve quality of life. Enforce and regulate safe and environment friendly standards in compliance with the provision of the PD No. 1096. Develop competent and highly motivated office personnel.

MANDATE

The City Engineering of Cotabato provides efficient and responsive engineering services by competent and dedicated work force through a well-coordinated set of functions taking into account their mandate and commitment to the public-Client First Above Self.

CORE VALUES

Office of the City Engineer

O – Organized

C – Committed

E – Empowered



BUILDING AND INDUSTRIAL SAFETY INSPECTION DIVISION

PERMITS SECTION

A. BUILDING PERMIT

A Building Permit is required before any Instrumentality of the Government, Person, Firm or Corporation shall Construct, Erect, Alter or Repair, Move, Convert or Demolish any Building or Structure in accordance with *Presidential Decree 1096* otherwise known as the National Building Code of the Philippines and its Implementing Rules and Regulations.

This Permit includes Ancillary and Accessory Permits. Ancillary Permit includes Civil/Structural Permit, Architectural Permit, Electrical Permit, Mechanical Permit and Sanitary Permit, Plumbing Permit and Electronics Permit.

Accessory Permit includes Fencing Permit, Demolition Permit, Bank and Record Vaults, Concrete and Steel Tanks, Chimneys, Temporary Sidewalk, Steel Towers among others.

SERVICES AND HOW TO AVAIL THEM

Office/Division	OFFICE OF THE CITY ENGINEER	
Classification	Simple to Complex	
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ At least Four (4) copies of filled up Application Form for Building Permit (BP) and Fire Safety Evaluation Certificate (FSEC)		✓ Office of the City Engineer (a) BUILDING EVALUATION AND PROCESSING DIVISION (b) BUILDING INSPECTION AND ENFORCEMENT DIVISION
✓ Filled up form for Locational Clearance (Zoning Clearance) from OCPDC		✓ Office of the City Planning and Development Coordinator
✓ Authenticated original Certificate of Title (OCT) or Transfer Certificate of Title (TCT), ✓ Deed of Absolute Sale and Notarized Consent from Lot owner, ✓ Tax Declaration, ✓ Tax Receipt, ✓ Cedula of Lot owner/applicant		✓ Office concern
✓ Clearances: ▪ Barangay, DPWH, DOH, DEPED, ATO, DOLE (if applicable)		✓ Office concern
✓ At least Four (4) sets of plans as follows; ▪ Architectural Documents		✓ Office concern



<ul style="list-style-type: none">▪ Civil/Structural Documents▪ Electrical Documents▪ Mechanical Documents▪ Sanitary Documents▪ Plumbing Documents▪ Electronics Documents▪ Geodetic Documents▪ Fire Protection Documents (if applicable)▪ Automatic fire suppression systems▪ Wet stand pipe▪ Dry stand pipe▪ Fire alarm and detection system				
✓ Three (3) copies of valid licenses (PRC ID and PTR) of all involved professionals		✓ Client		
✓ Notarized estimated value of the building/structure to be erected as declared by the owner and Engineer		✓ Private Engineering Services		
✓ Construction and Safety Health Program (if applicable)		✓ Office concern		
✓ Affidavit of Undertaking (if applicable)		✓ Private Engineering Services		
✓ Structural Design Analysis w/ Seismic Analysis		✓ Private Engineering Services		
✓ Soil Test (if applicable)		✓ Office concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Application Forms, Building Parts and other documents	Checking of Supporting documents such as Zoning Clearance Transfer Certificate of Title TAX Declaration Current TAX receipt Barangay Clearance	None	5 minutes	Engineer I (Building Evaluation and Processing Division)
	Evaluates, inspects, and verifies technical documents	None	7 Days	Engineer III & IV
	Conducts assessments and endorses to Bureau of Fire Protection and City Health Office	None	7 Days	Engineer III & IV
	Payment of fees <i>(Kindly refer to the Revised Revenue Code of Cotabato City)</i>	Refer to National Building Code (PD 1098)	5 minutes	City Treasury and Bureau Fire Protection
	Issuance of Building Permit	None	5 minutes	City Engineer
	TOTAL		14 days and 15 Minutes	



B. CERTIFICATE OF OCCUPANCY

A Certificate of Occupancy is a document issued by the Building Official after Completion of the Building and upon compliance of the Safety Standards set by the National Building Code of the Philippines.

SERVICES AND HOW TO AVAIL THEM

Office/Division	OFFICE OF THE CITY ENGINEER			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group or			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Filled up Application Form for Certificate of Occupancy and ✓ Fire Safety Inspection Certificate (SFIC)			✓ Office of the City Engineer 1. Building Evaluation Division 2. Building inspection and enforcement Division	
✓ Three (3) copies of duly notarized Certificate of Completion signed by the owner/applicant and signed and sealed by the duly licensed Architect or Engineers in-charge of construction, and construction logbook.			✓ Client	
✓ As-Built plan (if necessary)			✓ Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application form	Receives and approves building plans and other documents	None	5 minutes	Engineer I
	Evaluates supporting documents such as Certificate of Completion Construction Book (1 set of Plan)	None	1 hour	Engineer III & IV
	Final site inspection includes: Line & Grade Architectural Structural Sanitary Plumbing Electrical Mechanical Electronics	None	3 Days	Engineer III & IV



Pays the stipulated fees and charges	Process payments and endorses documents to BFP	Kindly refer to the Revised Revenue Code of Cotabato City	5 minutes	City Treasury and Bureau of Fire Protection
	Issues and releases Certificate of Occupancy	None	5 minutes	City Engineer
TOTAL			3 Days 1 hour and 15 minutes	

PLANNING DIVISION

One of the services rendered by the Office of the City Engineer under the Planning Division is the preparation of plans and program of work of all Infrastructure Projects to be implemented by the City Government of Cotabato. They also prepare plans and program of works as requested by School Officials, Non-Government Organization, Private Concern Citizens and other offices and Department of the City Government.

These usually are regarding repair, renovation and construction of:

- School Buildings
- School Stages
- Drainage System
- Barangay Hall
- Day Care Centers
- Health Centers
- Concrete Roads
- Mapping of City/Barangays
- Public and Government Projects
- Survey Works
- Other Infrastructure Projects

These services are being provided to guide constituents in the implementation of the proposed project especially regarding plans, specifications and cost estimates.

SERVICES AND HOW TO AVAIL THEM

Office/Division	OFFICE OF THE CITY ENGINEER
Classification	Simple to Complex
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group



Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter request specifying the services needed			✓ Client concern	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1 Staff receives and records the request letter in a logbook then forward it to the Supervising Administrative Officer (SAO)	None	3 minutes	Administrative Personnel
	1.2 Notation to the City Engineer a. The SAO forwards the request to the City Engineer thru the Assistant City Engineer with notation. b. The City Engineer evaluates the request and endorses the same to Planning Division.	None	3 minutes	SAO City Engineer
	1.3 Evaluation and Assessment a. Engineer evaluates and assess the request	None	3 minutes	Engineer IV
	1.4 Site Inspection and Investigation a. Planning Engineer talks to persons and Barangay Officials concerned on site. b. Engineer proceeds to survey work, if a survey is needed.	None	1 day	Engineer III Engineer II
	1.5 Prepare Program of Work a. Planning Engineer prepares detailed Plans, Program of Works and Bill of Materials	None	15 days	Planning Division Personnel
	1.6 Recommends and Approval	None	3 minutes	City Engineer



	a. The City Engineer approves the Plans and Program of work and recommends it for approval by the City Mayor.			
TOTAL			16 days and 12 minutes	

MAINTAINING DRAINAGE SYSTEMS AND OTHER INFRASTRUCTURE:

INFRASTRUCTURE maintenance services provided by the Office of the City Engineer include:

- Cleaning of Drainage
- Demolition Work
- Repair of Roads and Shoulders
- Repair of Drainage and Manholes
- Repair of Buildings and other government facilities
- Asphaltting of Roads and Potholes

SERVICES AND HOW TO AVAIL THEM

Office/Division	OFFICE OF THE CITY ENGINEER			
Classification	Simple or Complex or Highly Technical			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter request specifying the service needed address to the City Mayor through the City Engineer.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	1.1 Submit request to the personnel –in-charge. Staff receives and records the request letter in a logbook then forward it to the SAO	None	5 minutes	Administrative Personnel
	1.2 Notation to the City Engineer	None	5 minutes	SAO City Engineer



	<p>The SAO forwarded the request to the City Engineer thru the Assistant City Engineer with notation. The City Engineer evaluates the request and endorses the same to Maintenance Division.</p>			
	<p>1.3 Evaluation and assessment</p> <p>Maintenance Engineer evaluates and assesses the request</p>		5 minutes	Engineer IV
	<p>1.4 Site Inspection and Investigation</p> <p>Maintenance Engineer talks to persons and barangay officials concerned on site</p>	None	5 hours	Engineer IV
	<p>1.5 Program of Work Preparation</p> <p>Maintenance Engineer prepares an estimate of materials, labor and rental of equipment needed. <i>(Required only for repair of roads & shoulders, drainages & manholes, asphaltting of roads)</i></p>	None	5 hours	Engineer IV
TOTAL			1 Day and 15 minutes	



OFFICE OF THE CITY ENGINEER

Organizational Structure





Office of the City Environment and Natural Resources

External Service



MANDATE

As a realization of the contemporary vision to make Cotabato City an environment-friendly city, the City Environment and Natural Resources Office (CENRO) was officially established thru Ordinance no. 4417, Series of 2016. Protection and preservation of the City’s environment and natural resources are but one of the many priorities of CENRO. This includes the implementation of the provisions of Republic Act 9003, an Act providing for an Ecological Solid Waste Management Program, enforcement of local ordinances that seek to preserve and protect the city’s natural resources and environment, establishment of Septage Management Facility, and formulations of environmental plans.

VISION

A healthy environment for Cotabato City to sustain the need of the present and succeeding generations through reduction of waste generation and increase resource recovery.

MISSION

To pursue with vigor sustainable programs and projects related to the environment and natural resources.

SERVICE PLEDGE

To provide efficient, prompt, and free services tantamount to the protection, preservation, conservation and management of the City’s natural resources and environment and ensure compliance to laws, rules and regulations and high degree of professionalism in the delivery of CENRO services and processes.

SERVICES AND HOW TO AVAIL THEM

ADMINISTRATIVE DIVISION

1. Request to needed services

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter of request			✓ Concerned Individual	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client Proceed to Administrative	Receiving Officer acknowledges	None	3 minutes	Client

Record/Receiving Officer and submit letter request.	receipt of request by writing/ printing clearly thereon his/her name, unit, time and date of receipt.			
	Review and assess client's documents to promote expeditious action on request Record to Communication's Logbook.	None	3 minutes	Administrative Personnel
Receives the duplicate copy of the letter request with receive stamped from CENRO	Provide the client received copy with CENRO stamp mark thereon and a short briefing on the service provided.	None	2 minutes	Client
	Prepare routing slip numbered with date and time received and review before submission to CENRO affixed with initials.	None	3 minutes	Administrative Personnel
	CENRO approve/disapprove letter request. Client to proceed to concern Division for the status.	None	3 minutes	City Environment & Natural Resources Officer
	For approved documents, endorse to concern Division for immediate action. For disapproved documents, return endorsement to client with	None	3 minutes	Administrative Officer/Division Head Concern

	explanation in writing.			
Client received return endorsement with explanation		None	3 minutes	Client
Client can consult with public assistance or may drop complaints/ suggestions/ comments by phone or other medium of communication available.		None	3 minutes	Client
	TOTAL	None	23 minutes	

2. Barrowing of office equipment / item

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Borrower's Slip			✓ CENRO Admin. Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Admin-record and request permission to borrow office equipment/ item.	Receiving Officer assesses the availability of the equipment/ item.	None	3 minutes	Administrative Personnel
	<i>If available:</i> Borrower fill-up borrower slip clearly with his/her name, description of equipment /item to be borrowed, borrowing office, date and time borrowed & affix signature.		10 minutes	Client
	<i>If unavailable:</i> Advice borrower that equipment		3 minutes	Administrative Personnel



	/item is/are unavailable			
	Receiving Officer routes borrower slip to concern division	None	3 minutes	Administrative Personnel
	Concerned Division Head recommends for the approval of the City Environment & Natural Resources Officer.	None	3 minutes	Concerned Division Head
	If found in order, City Environment & Natural Resources Officer approves the request and Admin. Personnel release the equipment/item.	None	7 minutes	City Environment & Natural Resources Officer
	UPON RETURN OF OFFICE EQUIPMENT/ ITEM Receiving Officer inspect the borrowed equipment/item's condition <u>If no damage found:</u> Receiving Officer accepts borrowed equipment/ item & retrieve borrower's slip annotating that item is in good condition, date and time of return.	None	15 minutes	Administrative Personnel
	<u>If found out that item/ equipment incurred damage,</u> advise borrower that the equipment/item has incurred damaged.	None	3 minutes	Administrative Officer
Advise the City Environment & Natural Resources Officer that the	City Environment & Natural Resources Officer will recommend what	None	15 minutes	Administrative Officer IV



equipment/item has incurred damage.	action has to be done.			
City Environment & Natural Resources Officer will recommend what action has to be done.				City Environment & Natural Resources Officer
TOTAL		None	1 hour and 2 minutes	

3. RETRIEVAL OF OFFICE RECORDS FOR REFERENCE

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Verbal Request or Letter of Request			✓ Concerned Individual	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visits the office and ask for concerned personnel regarding the request.	Preparation of Request	None	5 minutes	Administrative Personnel
None	Attending Staff searches and prepares the record/s.	None	10 minutes	Administrative Personnel
Client received requested communication stamped with Certified True Copy.	None	None	2 minutes	Administrative Personnel
	TOTAL	None	23 minutes	

PUBLIC SERVICES DIVISION

1. BURIAL REQUEST

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES
Classification	Simple to Complex
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group



Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Burial Permit		✓ City Civil Registry Office.		
✓ Death Certificate		✓ City Civil Registry Office		
✓ Consent or approval letter		✓ Office of the Secretary to the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client Proceed to Admin/Receiving Officer and submit letter request	None	None	3 minutes	Administrative Personnel
None	Endorse letter to the Public Services Division particularly the Parks and Plaza Section.	None	10 minutes	Administrative Personnel
Payment of Burial fee to the City Treasurer’s Office Cashier.	None	100.00	5 minutes	Administrative Personnel
None	Attending staff prepares the request. Present the approved papers to the cemetery caretaker to accommodate the client.	None	7 minutes	Public Services Officer II
	Public Services Division Head recommends for the approval of the City Environment & Natural Resources Officer	None	3 minutes	Public Services Officer IV
	If found in order, City Environment & Natural Resources Officer approves the request.	None	15 minutes	City Environment & Natural Resources Officer
	TOTAL	None	48 minutes	

2. SPECIAL COLLECTION FOR SPECIAL GARBAGE



Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter Request/Request Form for Special Collection of Garbage.			✓ Concerned Individual	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client Proceed to the Admin/Receiving Officer and submit letter request. If no letter presented, Client is required to fill-up Request Form for Special Collection of Garbage.	None	None	5 minutes	Clerk Administrative Personnel
None	Endorse letter/filled-up form for Special Collection of Garbage to the Public Services Division.	None	2 minutes	Administrative Officer IV
None	Attending staff requests for the customer’s name, exact address, and sketch of the exact location of the garbage to be collected. Public Service Division Head directs Garbage.	None	30 minutes	Garbage Foreman
None	Foreman to inspect & determine type & volume of garbage, number of trips and the schedule of collection.	None	15 minutes	Public Services Officer IV



None	After Special garbage was inspected and evaluated, Public Services Division Head recommends to the City Environment & Natural Resources Officer for:	None	15 minutes	Public Services Officer IV
	a. City Environment & Natural Resources Officers approves/ disapproves request for Collection of Special Garbage.		15 minutes	City Environment & Natural Resources Officer
	Request client for Payment of fees to the City Treasurer's Office Cashier	None	15 minutes	Treasury-Cashier
	Scheduling and Preparation of Job Order.	None	5 minutes	Public Services Division Personnel
	Garbage Collection: CENRO responds to client's request.	None	15 minutes	Public Services Division Personnel
Signs the Job Order after the service had been rendered.				Client
	If Disapproved, prepare return endorsement to client with explanation in writing.	None	10 minutes	Public Services Officer IV
TOTAL		None	1 hour and 40 minutes	



3. ORDER OF PAYMENT FOR VIOLATION UNDER CITY ORDINANCE NO. 4203

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Citation Ticket for Violation under City Ordinance No. 4203. ✓ Order of payment slip		✓ CENROPublic Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Admin-Record/ Receiving Officer and submit Citation Ticket		None	3 minutes	Client/Violator
	Endorse Violating Client to the Public Services Division	None	3 minutes	Administrative Personnel
	Public Services Division Head acts and reprimands Clients violating City Ordinance 4203 and impose penalty to the violator. Recommends order of payment for the approval of the City Environment & Natural Resources Officer	None	7 minutes	Public Services Officer IV
	City Environment & Natural Resources Officer approves the request/order of payment.	None	3 minutes	City Environment & Natural Resources Officer



	Payment of fees to the City Treasurer's Office.	<i>*Please see schedule of fines/penalties – 4203 Fee</i>	5 minutes	Cashier
	Client returns to CENRO for documentation/recording of the payment of fees.	None	5 minutes	Record Section
	TOTAL	None	26 minutes	

4. REGULAR GARBAGE COLLECTION SCHEDULE

MORNING SHIFT

Public Services Foreman: One (1) Skilled Foreman

AREA 1 Personnel: Collection Schedule: Area Covered:	One (1) Driver Four (4) Loaders DAILY: 4:00 A.M. – 10:00 A.M. Mega Market
AREA 2 Personnel: Collection Schedule: Area Covered:	One (1) Driver Four (4) Loaders DAILY: 4:00 A.M. – 10:00 A.M. Sinsuat Ave. from Esteros to DXMS Macapagal Subd. - Tuesdays, Thursdays & Saturdays Bañas - Mondays
AREA 3 Personnel: Collection Schedule: Area Covered:	One (1) Driver Four (4) Loaders DAILY: 4:00 A.M. – 10:00 A.M. Sinsuat Ave. from Tantawan to City Hall Gov. Gutierrez Ave. from Sardonyx to BARMM Gate CDRRMO - Fridays
AREA 4 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY : 4:00 A.M. – 10:00 A.M. ND Ave., De Mazenod, Tantawan Flower Shop, Pantalan
AREA 5 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY : 4:00 A.M. – 10:00 A.M. Bagua 3, TV Juliano Ave. (Spring), Sousa St., Rojas HS, Lumibao St., MY Enterprises (Back-up).
AREA 6 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY : 4:00 A.M. – 10:00 A.M. RH13 Pick-up Point, Bagua I
AREA 7 Personnel: Collection Schedule:	One (1) Driver Five (5) Loaders



Area Covered:	DAILY: 4:00 A.M. – 10:00 A.M. Quezon Ave., SK Pendatun Ave., Don Rufino Alonzo Ave., Japal Guiani St., Jose Lim Sr. St., Fruit Stand, Bonifacio St., Mabini St., Old City Hall.
AREA 8 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 4:00 A.M. – 10:00 A.M. Pob. 6 Pick-up Point fronting MY Enterprises, Bagua Mother Pick-up Point (Tanghal Bridge), RH 7 Pick-up Point (Gonzalo Javier St.), CCCPES – Wednesdays & Fridays
AREA 9 Personnel: Collection Schedule: Area Covered:	One (1) Driver Four (4) Loaders DAILY: 4:00 A.M. – 10:00 A.M Bormaheco Drive, RH 11 Pick-up Point, CRMC, NDH, Canizares
<u>SPECIAL TRIP 1</u> Personnel: Area Covered:	One (1) Driver Establishment Loaders City Mall – Mondays to Fridays
<u>SPECIAL TRIP 2</u> Personnel: Area Covered:	One (1) Driver Establishment & Loaders from the Barangay Tamontaka Mother Brgy. – Mondays, Wednesdays & Fridays EM Manor – Tuesdays, Thursdays & Sundays Kalanganan 2 - Saturdays Cynthia Village – upon request ERO’s Hospital – upon request
<u>SPECIAL TRIP 3</u> Personnel: Area Covered:	One (1) Driver Loaders from the Barangay Pob. 1 – Mondays & Thursdays Pob. 7 – Tuesdays & Fridays CSU - Wednesdays
<u>SPECIAL TRIP 4</u> Personnel: Area Covered:	One (1) Driver Loaders from the establishment Al Nor & Robinsons – Mondays to Fridays
<u>SPECIAL TRIP 5</u> Personnel: Area Covered:	One (1) Driver Loaders from the Barangay RH 5 – Wednesdays
<u>SPECIAL TRIP 6</u> Personnel: Area Covered:	One (1) Driver Loaders from the Barangay RH 5 – Saturdays
<u>SPECIAL TRIP 7</u> Personnel: Area Covered:	One (1) Driver Loaders from the Barangay Bagua II – Tuesdays, Thursdays & Sundays



NIGHT SHIFT

Public Services Foreman: One (1) Skilled Foreman

AREA 1 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 P.M. – 3:00 A.M. Cathedral, El Manuel Compound, Emergency Hospital, SK Pendatun Ave., Southseas Mall, Pob.5 Pick-up Point (Pantalan)
AREA 2 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 P.M. – 3:00 A.M. Sinsuat Ave. from Red Ribbon to Central Bank, Maternity Hospital, City Arcade, Pob. 6 Pick-up Point fronting Elena V. Co Enterprises
AREA 3 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 PM – 3:00 AM Sinsuat Ave. from DXMC to Fiesta Mall
AREA 4 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 PM – 3:00 AM KFC, McDonalds, Jollibee Plaza, RH 2 Pick-up Point (Dapdap), UDH, NDU, Superama Main
AREA 5 Personnel: Collection Schedule: Area Covered:	One (1) Driver Five (5) Loaders DAILY: 9:00 PM – 3:00 AM Sero Central School, Gov. Gutierrez Ave. from Sardonyx to BARMM Gate, St. Benedict College, ND Village Pob. 8 Pick-up Point
AREA 6 Personnel: Collection Schedule: Area Covered:	One (1) Driver Six (6) Loaders DAILY: 9:00 PM – 3:00 AM De Mazenod RH 3 Pick-up Point Pob.2 Pick-up Point Capocal – Tuesdays, Thursdays & Sundays
AREA 7 Personnel: Collection Schedule: Area Covered:	One (1) Driver Mega Market Garbage Collectors DAILY: 9:00 PM – 3:00 AM Mega Market



5. UTILIZATION OF PARKS AND PLAZA

REGULAR SWEEPING SERVICES

Area of Assignment	Person Responsible	Status
<u>SINSUAT AVENUE</u> 1. From DXMS to Gen. Luna St. (Right Side) 2. From DXMS to Gen. Luna St. (Left Side) 3. From Cor. Gen. Lune to Cor. Santos St. (Left Side) 4. From Cor. Gen. Lune to Cor. Santos St. (Right Side) 5. From Cor. Santos St. to Cor. ORC (Right Side) 6. From Cor. Santos St. to Cor. ORC (Left Side) 7. From Cor. ORC to New City Hall (Right Side) 8. From Cor. ORC to New City Hall (Left Side)	Laborer II Laborer II Laborer II Metro Aide II Metro Aide II Metro Aide II Metro Aide II Metro Aide II	Regular Contractual Regular Regular Contractual Contractual Regular Regular
<u>SINSUAT AVENUE EXTENSION</u> 9. From Central Bank to Cor. Tabunaway St. (Right Side) 10. From Central Bank to Cor. Tabunaway St. (Left Side)	Metro Aide II Metro Aide I	Contractual Contractual
<u>SK PENDATUN AVENUE</u> 11. From Cor. Makakua St. to Cor. Quezon Ave. (Both Side) 12. From Cor. Makakua St. to Cor. Mabini St. (Both Side)	Metro Aide I Metro Aide I	Contractual Regular
<u>MAKAKUA STREET</u> 13. From Cor. Quezon Ave. to Cor. Tabunaway St. (Right Side) 14. From Cor. Quezon Ave. to Cor. Tabunaway St. (Left Side)	Metro Aide I Metro Aide I	Contractual Contractual
<u>DON RUFINO ALONZO STREET</u> 15. From Maguindanao Creek to Cor. Bonifacio St. (Right Side) 16. From Maguindanao Creek to Cor. Bonifacio St. (Left Side) 17. From Maguindanao Creek to Cor. Quezon Ave. (Left Side) 18. From Cor. Elena V. Co. to Admin. Mega Market (Front Side)	Metro Aide I Metro Aide I Metro Aide I Metro Aide I	Regular Contractual Contractual Contractual



<u>DOROTHEO STREET</u> 19. Sinsuat Ave. (Cor. Gen. Luna to Cor. Ortoust St.)	Metro Aide I	Contractual
<u>DON ROMAN VILO STREET</u> 20. From Cor. Almonte St. to Cor. Tabunaway St. (Both Side)	Metro Aide I	Regular
<u>TABUNAWAY STREET</u> 21. From Cor. Bonifacio St. to Fire Dept. (Both Side)	Metro Aide I	Regular
<u>JOSE LIM SR. STREET</u> 22. From Cor. Bonifacio St. to Cor. Makakua St. (Both Side)	Metro Aide I	Regular
<u>BONIFACIO STREET</u> 23. From Cor. Almonte St. to Cor. Tabunaway St. (Right Side) 24. From Cor. Almonte St. to Cor. Tabunaway St. (Left Side)	Metro Aide I Metro Aide I	Regular Regular

<u>MABINI STREET</u> 25. From Biruar Res. To Cor. Don Rufino Alonzo St. (Both Side)	Cemetery Caretaker	Regular
<u>PLAZA AND PARKS</u> 26. Right Side of the Stage 27. Left Side of the Stage 28. Right Side Rizal Monument 29. Stage Comfort Rooms (2 units both sides) Detailed to City Hall 30. Stage Plaza 31. Vegetation Control and Trimming of Trees 32. New City Hall 33. Malagapas Cemetery	Metro Aide I Metro Aide I Metro Aide I Metro Aide I Metro Aide I Metro Aide I Laborer II Metro Aide I Metro Aide I Cemetery Caretaker	Regular Regular Regular Regular Contractual Contractual Regular Regular Contractual Regular



34. New City Hall Ground Maintenance	Utility Workers	Contractual
35. Tantawan Park	Metro Aide	
36. Sigay Ka Garden	Metro Aide	Contractual
37. Children’s Park	Metro Aide	Contractual

ENVIRONMENT & NATURAL RESOURCES DIVISION

1. REQUEST FOR NEEDED SERVICES

Office/Division	OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter request ✓ Letter of complaint		✓ Concerned individual/ client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for conduct of Environmental Activities such as tree planting, clean-up drive, water and air classification and etc.	None	None	3 minutes	Client
	Receive request letter	None	3 minutes	Administrative Personnel
	Routing Slip	None	3 minutes	Administrative Personnel
	Endorse to the concerned Program Coordinator/Focal Person/Report Officer	None	15 minutes	Administrative Personnel
	Review Program for office/ personnel/ resources availability	None	30 minutes	Environmental Division Staff

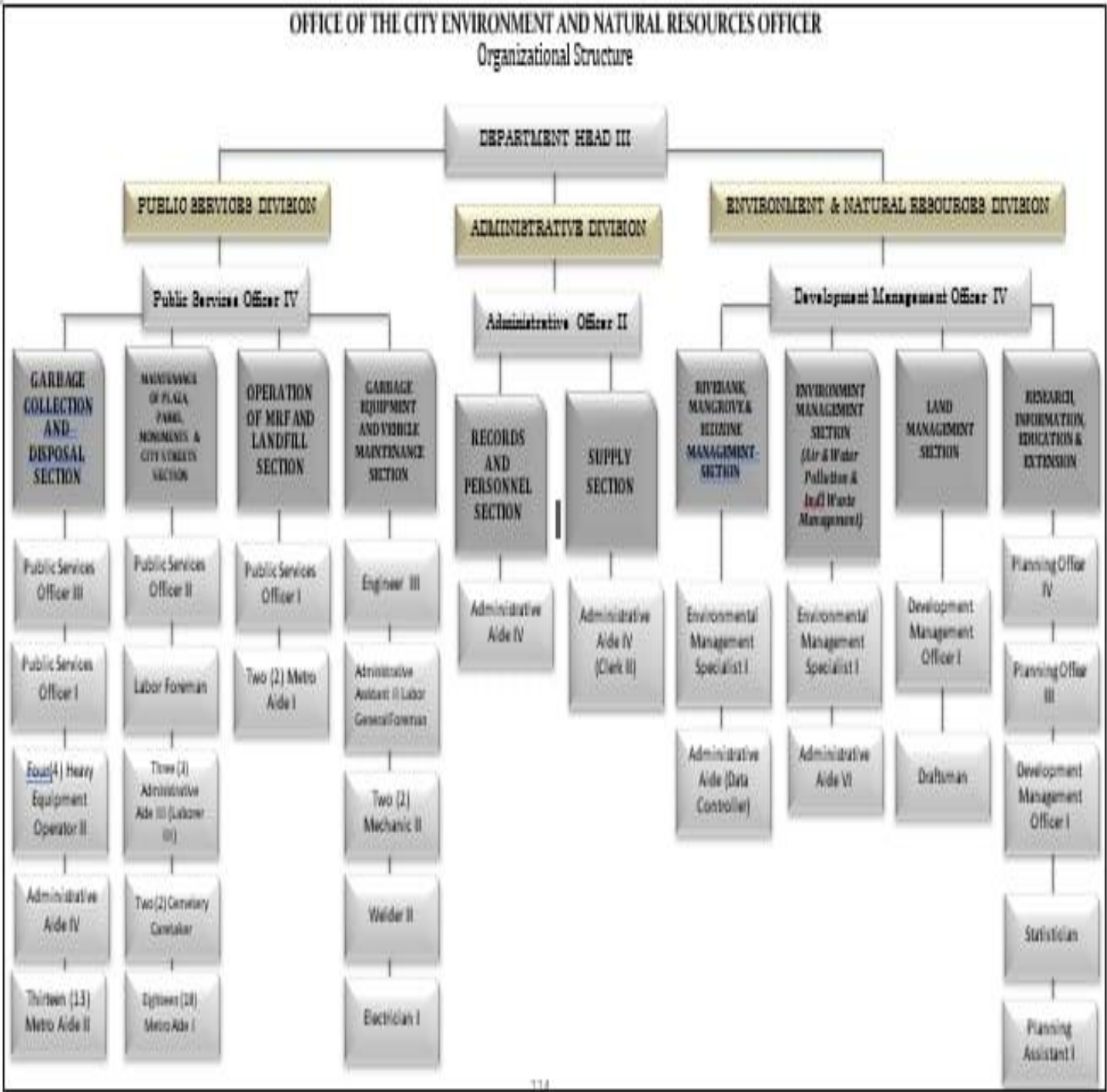


	Schedule the program	None	3 minutes	Development Management Office IV
	Recommending Approval If found in order, the City Environment & Natural Resources Officer approves the request.	None	3 minutes	City Environment & Natural Resources Officer
Filing a formal complaint Client submits Letter of Complaint		None	3 minutes	Client
	Receive the complaint letter	None	3 minutes	Administrative Personnel
	Routing Slip & endorsement to concerned Program Coordinator /Focal Person/Report Officer	None	3 minutes	Administrative Personnel
	Interview and assess the seriousness of the complaint & schedule inspection on site of subject complain.	None	15 minutes	Environmental Division Staff
	Act and recommend to the City Environment & Natural Resources Officer on the propose action that will be taken on said complain.	None	15 minutes	Development Management Officer IV
	City Environment & Natural Resources Officer acts on the recommendation thus orders to Admin Officer to prepare return endorsement to client with explanation in writing.	None	15 minutes	City Environment & Natural Resources Officer
TOTAL		None	1 hour and 14 minutes	



OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES OFFICER

Organizational Structure







Office of the City General Services Officer

Internal Service



MANDATE

The Office of the City General Services Officer (OCGSO) was officially established in March 1993 by virtue of the Local Government Code of 1991. Comprising five divisions mandated to provide services on property and supplies, planning, general maintenance, records management and administrative related functions. In addition, the OCGSO develops plans and strategies supporting the welfare of constituents, through office initiatives and directives of the Local Chief Executive.

VISION

A service-oriented department geared towards the delivery of transparent and efficient service.

MISSION

To provide effective and efficient services through equal and fair treatment of our valued clients in pursuit of the delivery of an ideal public service.

SERVICE PLEDGE

The Office of the City General Services Officer is committed to:

- O** – Offer prompt and efficient service;
- C** – Capacitate our personnel to enhance service quality;
- G** – Genuine service to all clients;
- S** – Serve all clients equally and fairly; and,
- O** – Observe and assist applicants or requesting parties present in the office, ensuring they are attended to before the end of official working hours and during lunch breaks.

ADMINISTRATIVE DIVISION

VARIOUS REQUEST

Citizens, businesses, and government offices may request the office for any assistance which requires general services expertise and technical support services;

Office/Division:	Office of the City General Services Officer – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Letter Request		✓ Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits letter request to Administrative Division	Acknowledges the receipt, record, and route letter request/Records Request Form to ACGSO, CGSO for appropriate action. If approved, the letter request will be endorsed to the concerned division for immediate action. If not, the client will be informed on the disapproval.	None	5 minutes	Receiving Officer
Client receives his duplicate copy of the letter request.	Provides client's copy of the received request letter and will be briefed on the services to be provided by the OCGSO;	None	1minutes	Receiving Officer
Client receives update on the request. Client may also consult with OCGSO assistance/grievance desk or call its telephone number (064) 552-0864 or may drop suggestion/comment or any other medium of communication	Updates the client on the status of the request until action has been taken.	None	2 minutes	Attending personnel



that is available.				
TOTAL		None	8 Minutes	

RECORDS DIVISION

1. ISSUANCE OF CERTIFIED COPY/IES OF DOCUMENTS

Various offices may request the Office of the City General Services Officer for issuances of certified copy/ies of documents

Office/Division:	Office of the City General Services Officer – Records Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Individual clients and various City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter of request / Records Request Form		✓ Requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client (external) submits letter request to OCGSO. Client (internal) accomplishes Records Request Form	1.1 Acknowledges the receipt and route letter request/Records Request Form to ACGSO, CGSO for appropriate action. <i>If approved, will be routed to Records Division to facilitate the request</i>	None	5 minutes	Receiving Officer
	1.2 Retrieve and reproduce the document if available to be signed by the certifying officer. If	None	10 minutes	Attending personnel



	not, will inform the client for the non-availability.			
2. Client signs and receives the document requested.	2.1 Records the transaction and will be signed by the client.	None	2 minutes	Receiving Officer
TOTAL		NONE	17 Minutes	

2. REQUEST FOR COPIES OF OFFICE RECORDS & LAND TITLES FOR REFERENCE

Various offices may request the Office of the City General Services Officer for a copy of office records/Land Titles for their perusal.

Office/Division:	Office of the City General Services Officer – Records Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter of request / Records Request Form		✓ Client/OCGSO-Records Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client (external) submits letter request to OCGSO. Client (internal) accomplishes Records Request Form	1.1 Acknowledges the receipt and route letter request/Records Request Form to ACGSO, CGSO for appropriate action. If approved, will be routed to Records Division to facilitate the request	None	2 minutes	Receiving Officer
	1.2 Retrieve and reproduce the document if available.	None	5 minutes	Attending personnel
2. Client signs the logbook and receives	2.1 Release the document.	None	2 minutes	Attending personnel



the document requested.				
TOTAL		None	9 Minutes	

3. RELEASE OF TRANSFER CERTIFICATE OF TITLE (TCTs) FOR RESETTLEMENT PROGRAM BENEFICIARIES

Malagapas Resettlement Beneficiaries request the original TCT from the Office of the City General Services – Records Division as part of the requirements of the Bureau of Internal Revenues to process the Transfer of Title in favor of the beneficiary.

Office/Division:	Office of the City General Services Officer – Records Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All beneficiaries of Malagapas Resettlement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter from OCPDO to OCGSO stating client has complied the necessary requirements & full payment of lot, thereby requesting the release of original TCT to client		✓ CPDO		
✓ Entry Pass (original)		✓ Client		
✓ Deed of Sale, properly notarized		✓ Any law firm/Attorney		
✓ Official Receipt (original) of full payment		✓ CTO		
✓ Two (2) Valid IDs		✓ Client		
✓ Community Tax Certificate (current)		✓ CTO		
✓ Physical appearance of beneficiary or Special Power of Attorney		✓ Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement letter from OCPDO to OCGSO	1.1 Receive the endorsement letter by the Administrative Division and will be routed to ACGSO, CGSO for appropriate action <i>If approved, will be routed to Records Division to facilitate the release.</i>	None	5 minutes	Receiving Officer

	<p>1.2</p> <p>Check the completeness of requirements then retrieves and release the original TCT</p> <p>Retrieves & prepares the original TCT, ready for release to the client after</p> <p><i>Note: Original TCT shall be released only to the official beneficiary otherwise SPA be required.</i></p> <p><i>Attending staff will get 1 copy of the original entry pass and 1 copy Original Deed of Sale</i></p>	None	5 minutes	Records Officer
	<p>1.3 A photo op will be conducted for the awarding of title together with the beneficiary, City General Services Officer/Asst. City General Services Officer, Records Officer, and attending staff.</p>	None	5 minutes	Records personnel
2. Client signs the logbook and receives the corresponding original copy of documents.	<p>2.1 Provide instructions to the beneficiary as to which agency (BIR & ROD) they will proceed to facilitate the transfer of title in their name.</p>	None	5 minutes	Records personnel
TOTAL		NONE	20 Minutes	

4. RECORDS DISPOSAL PROCESS OF VALUELESS RECORDS OF VALUELESS RECORDS

The City Government conducts regular and emergency disposal of valueless records in accordance with the NAP Circular 1 & 2 of 2009.

Office/Division:	Office of the City General Services Officer – Records Division
Classification:	Highly Technical



Type of Transaction:		G2G – Government to Government		
Who may avail:		All City Government Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ NAP form # 3			✓ Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive a copy of Memorandum	1.1 Issue a memorandum signed by City Mayor informing all offices/divisions for the conduct of records disposal and directing them to submit NAP Form # 3 to the OCGSO, with invitation for orientation on Records Disposition.	None	2 hours	Attending personnel
2. Attend briefing orientation	2.1 Conduct Records Disposition orientation.	None	3 hours	Records Officer
3. Determine the valueless records by checking the RDS (CGA, LGU, City RDS) and afterward submit accomplished NAP Form No. 3 to OCGSO Records Section	3.1 Evaluate the received NAP form # 3 of participating offices.	None	5 days	Records Officers
	3.2 Consolidate and transmit all NAP Form No. 3 to NAP-RAN Davao/Manila and wait for their approval.	None	1 month	NAP-RAN Davao Officer
	3.3 Make written communication informing different departments concern about the schedule set for records disposal, furnish them a copy of	None	2 hours	City General Services Officer



	the for the Approved Authority to Dispose of Records (NAP Form No. 5) with Records Management Analysis Report (NAP Form No. 4). representatives of NAP, COA & department/agency to witness records disposal			
	3.4 Actual Disposal of Records (time may extend depends on the volume of records disposed): By sale – 4 hours; By Landfill – 3 hours.	None	4 hours	Records Officer
4. Receive a copy of NAP Form No. 6	4.1 Certificate of Disposal (NAP Form No. 6) to be signed by all representatives, then furnish copies to department concerned.	None	2 hours	NAP-RAN Davao
TOTAL		NONE	1 month, 5 days, and 13 hours	

GENERAL MAINTENANCE DIVISION

1. BUILDING MAINTENANCE

Various city government offices/agencies request the Office of the City General Services Officer for various building maintenance.

Office/Division:	Office of the City General Services Officer – General Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Business; G2G – Government to Government			
Who may avail:	City Government offices/Various agencies/Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter request/Phone call/Verbal		✓ Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client visits/call the office or submits letter request	1.1 Receive and records the request then route the request to City General Services Officer for approval.	None	5 minutes	Receiving Officer
	1.2 Inspects the job request.	None	15 minutes	General Maintenance personnel
	1.3 Estimates the materials needed for the said request.	None	10 minutes	General Maintenance personnel
	1.4 Schedules the request and prepares a Job Order.	None	5 minutes	General Maintenance personnel
2. Client signs the Job Order after its completion.	2.1 Actual Building Maintenance Work.	None	1 day (minor) 3 days (major)	General Maintenance personnel
Total if minor repair:		None	1 day and 35 minutes	
Total if major repair:		None	3 days and 35 minutes	

2. ILLUMINATION AND TUBE REPLACEMENT OF STREETLIGHTS AND CITY PARKS

Clients/Barangay Officials request the City Government to repair busted streetlights.

Office/Division:		Office of the City General Services Officer – General Maintenance Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to client G2G – Government to Government		
Who may avail:		Various clients & Barangay Local Government Unit		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter request/Phone call/Verbal			✓ Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1	None	20 minutes	Receiving Officer



	Receive the letter request and forward to Office of the City Mayor thru OCGSO regarding additional streetlights or thru ABC President, for approval.			
	1.2 Ocular inspection of light post location on the 1st day.	None	1 day	General Maintenance personnel
	1.3 Endorsement to CLPC thru Office of the City Mayor on the 2nd day	None	1 day	Attending personnel
2. Client signs the Job Order after its completion.	2.1 Approval of request/endorsement by the City Mayor then submission of approval request to CLPC on the 3rd day	None	1 day	Attending personnel
TOTAL		NONE	3 days and 20 minutes	

3. STREAMER INSTALLATION RELATIVE TO CITY GOVERNMENT ACTIVITIES

Various internal/external clients request the City Government – Office of the City General Services Officer streamer installation for the conduct of their activity/event.

Office/Division:	Office of the City General Services Officer – General Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter request/Phone call/Verbal		✓ Requesting Client/ Business/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Requesting Client/Business/ Office submits letter request.	1.1 Receives and records the request, then routes the letter to City General Services Officer for approval.	None	5 minutes	Receiving Officer
	1.2 Approved request forwarded to action unit.	None	2 minutes	Receiving Officer
2. Requesting Client/Business/ Office will be informed on the date of the installation.	2.1 Action unit schedules the request then streamer/s will be installed.	None	10 minutes	General Maintenance personnel
	2.2 Placing/hanging of streamers is 30 minutes – if within the City Hall premises, 1 hour if outside.	None	Within City Hall = 30 minutes Outside City Hall = 1 hour	General Maintenance personnel
Total if within City Hall premises		None	47 minutes	
Total outside within City Hall premises:		None	1 hour and 17 minutes	

4. SOUND SYSTEM WITH TABLES AND CHAIRS

Various internal/external clients request the City Government – Office of the City General Services Officer for a sound system with tables and chairs for the conduct of their activity/event.

Office/Division:	Office of the City General Services Officer – General Maintenance Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



✓ Letter request/Phone call/Verbal		✓ Requesting Client/Office/Business		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits/calls the office or submit letter request	1.1 Gathers pertinent information, i.e. client's name, date of activity and sketch of the exact location of the venue.	None	2 minutes	Receiving Officer
	1.2 Route the request to the CGSO/ACGSO/General Maintenance Head for approval <i>If approved, General Maintenance will facilitate the request.</i>	None	5 minutes	Receiving Officer
2. Client will be informed on the approval	2.1 Inform the client of the approval	None	2 minutes	General Maintenance personnel
	2.2 Actual setup of sound system, tables, and chairs will be 1 to 2 hours before the program.	None	30 minutes	General Maintenance personnel
TOTAL		NONE	39 minutes	

PROPERTY & SUPPLY DIVISION

1. PROPERTY ACCOUNTABILITY CLEARANCES

Personnel secure property accountability clearance prior to travel abroad, retirement, transfer, and resignation to release the official or employee from responsibility and/or liability for the property granted and/or entrusted to officials/employees.



Office/Division:	Office of the City General Services Officer – Property & Supply Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All city government personnel who travel abroad, retire, transfer and resign			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Clearance Form		✓ OCGSO - Property Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits clearance form.	1.1 Checks the property record of the client.	None	5 minutes	Property Personnel
2. For retirement, Transfer, and resignation. Client transfers/returns all issued equipment to the Office of the City General Services Officer (OCGSO).	2.1 Review and initial Clearance. Note: Property personnel check/receive all issued equipment for Retirement, Transfer, and Resignation.	None	5 minutes	Property Personnel
	2.2 Approval of Clearance by CGSO.	None	5 minutes	City General Services Officer (CGSO)
3. Client receives the clearance.	3.1 Records and releases the Clearance.	None	2 minutes	Property Personnel
TOTAL		NONE	17 Minutes	



2. ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT OF EQUIPMENT (PARE)/INVENTORY CUSTODIAN SLIP (ICS)

The recipient or end-user of the property will be issued a PARE (15,000.00 and above)/ ICS (below 15,000.00) as the basis for accountability.

Office/Division:	Office of the City General Services Officer – Property & Supply Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All officer property officer/recipients/ end user of the property (Regular/Plantilla position)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Property Acknowledgement Receipt for Equipment (PARE)		✓ OCGSO - Property Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for issuance of PARE/ICS Form	1.1 Prepares and encodes data on PARE/ICS Form.	None	10 minutes	Property Personnel
2. Client will sign PARE/ICS Form.	2.1 The Supervising Administrative Officer will affix his initial then will be sent to City General Services Officer for approval	None	2 minutes	Supervising Administrative Officer (SAO), Office of the City General Services Officer (OCGSO)
	2.2 Accomplished PARE/ICS Form will be submitted to the City Mayor for approval. Note: For equipment and motor vehicles.	None	20 minutes	Property personnel
3. Client receives the item and a copy of PARE/ICS	3.1 If the PARE form is approved by the LCE, the concerned	None	2 minutes	Property personnel



	personnel release the item and provide copy of PARE/ICS.			
TOTAL		NONE	34 Minutes	

3. INSPECTION & ACCEPTANCE REPORT FORM (IAR)

Supply and/or Property Custodian requests the office for inspection to ensure that the correct quantity of goods is received; ensure that the goods, works, or services meet the technical standards defined in the contract; ensure that the goods, works or services have been delivered or completed on time, or that any delay has been noted.

Office/Division:		Office of the City General Services Officer - Property & Supply Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All officer property officer/recipients/ end user of the property (Regular/Plantilla position)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Inspection & Acceptance Report Form (IAR)		✓ OCGSO - Property Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits IAR	1.1 Inspects the supplies or equipment as to the quantity, quality, and specifications.	None	30 minutes	Property Personnel
	1.2 Certifies IAR	None	2 minutes	Administrative Officer
2. Receives the IAR	2.1 Release IAR to client	None	3 minutes	Property Personnel
TOTAL		NONE	35 minutes	

4. INVENTORY & INSPECTION REPORT OF UNSERVICEABLE PROPERTY (IIRUP)

The IIRUP is a report prepared by the Supply and/or Property Unit as basis to record dropping from the books of the unserviceable properties carried in the PPE accounts.

Office/Division:		Office of the City General Services Officer – Property & Supply Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All property officer/recipients/ end user of the property (Regular/Plantilla position)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Inventory of Inspection Report of Unserviceable Property Form (IIRUP)		✓ OCGSO - Property Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IIRUP form	1.1 Inspects and certifies the unserviceable equipment to prove that it is already beyond economic repair.	None	10 minutes	Property personnel
	1.2 CGSO signs the certification.	None	2 minutes	Property personnel
	1.3 Transmit IIRUP to Office of the City Mayor for approval by the Local Chief Executive.	None	5 minutes	Property personnel
2. Accountable officer relinquishes the inspected property/equipment	2.1 Disposition of equipment to be witnessed by the State Auditor. Note: Cancel PARE of accountable officer to relieve property/equipment from his/her accountability.	None	15 minutes	Property personnel



TOTAL	NONE	32 Minutes	
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5. WASTE MATERIAL REPORT (WMR)

The Supply and/or Property Custodian request for WMR to report all waste materials previously taken up in the books of accounts as assets in his/her custody so that they may properly disposed.

Office/Division:		Office of the City General Services Officer – Property & Supply Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All property officer/recipients/ end user of the property (Regular/Plantilla position)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Waste Material Report Form		✓ OCGSO - Property Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Waste Material Report form.	1.1 Inspects the waste supplies & equipment and signs the form.	None	15 minutes	Property personnel
	1.2 Transmit WMR to the Secretary to the City Administrator for approval.	None	5 minutes	Property personnel
2. Accountable officer relinquishes the inspected waste material.	2.1 Disposal of waste to be witnessed by the City Accountant. Note: Cancel PARE of Accountable officer to relieve the property/supplies from his/her accountability.	None	15 minutes	Property personnel
TOTAL		NONE	35 Minutes	

6. PROCUREMENT OF GOODS, INFRASTRUCTURE, AND CONSULTING SERVICES



LGU's conduct of procurement of goods, infrastructure, and consulting services undergone procurement process in accordance with R.A. 7160 Section 361 & Section 490, b,3,viii, R.A. 9184 Annex "H", V, B-2-a C-2-a-I, C-2-b-i.

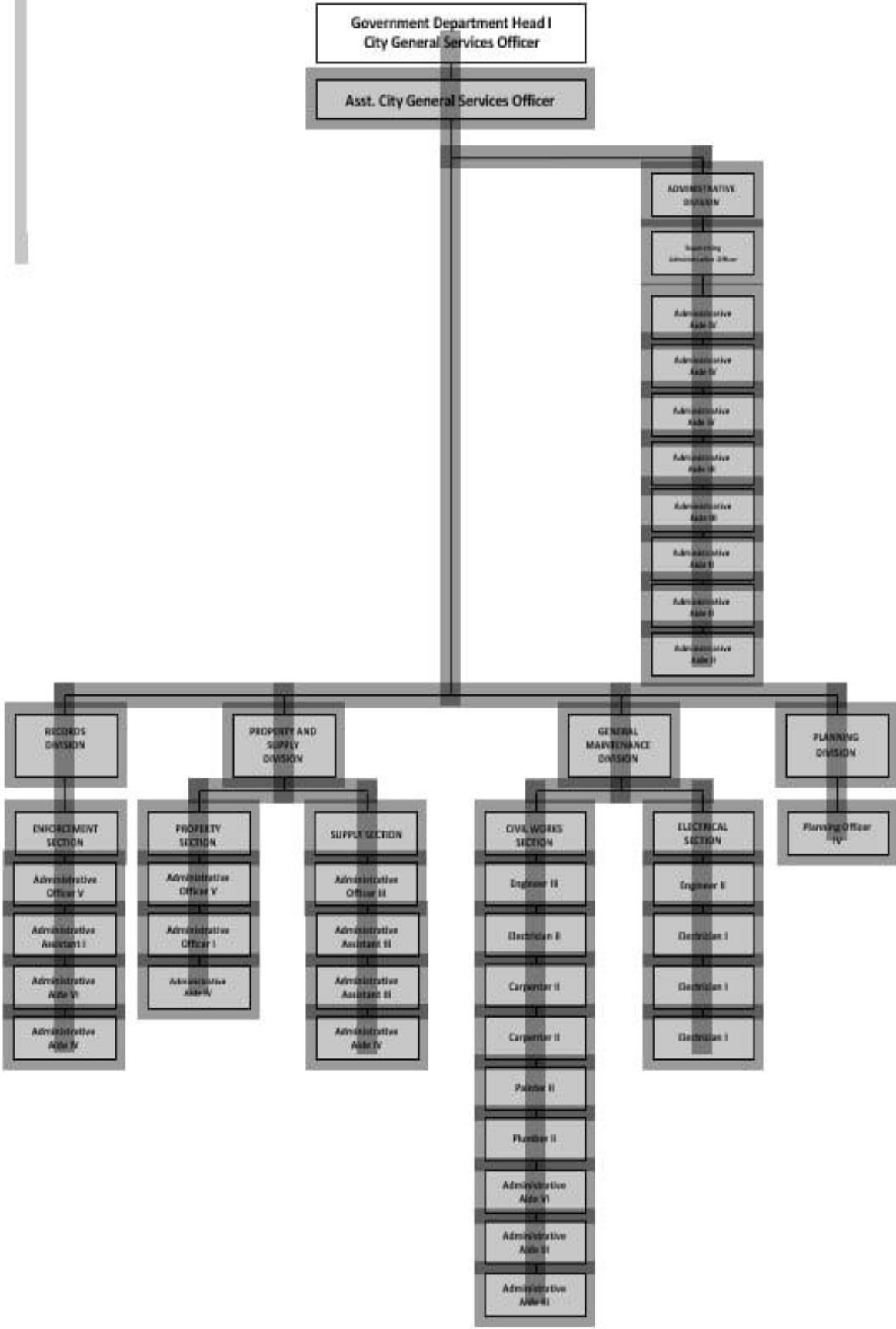
Office/Division:	Office of the City General Services Officer – Property and Supply Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Purchase Request (PR)			✓ Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office submits (PR) to responsible person.	1.1 Receives, checks and records the Purchase Request	None	1 day	Supply personnel
	1.2 Preparation of Request for Quotation (RFQ) or Philippine Bidding Documents (PBD)	None	2 hours	Supply personnel
	1.3 Advertisement (PhilGEPS & Bulletin Board)	None	1 day	Supply personnel
	1.4 Distribution of Request for Quotation (RFQ)	None	1 day	Supply personnel
	1.5 Receive/collect Request for Quotation (RFQ)	None	7 days	Supply personnel
	1.6 Advertisement period	None	2 hours (for PhilGEPS)	Supply personnel



			1 day (for 3 Bulletin Boards)	
	1.7 Opening of Bids	None	8 days	Supply Personnel BAC secretariat
	1.8 Preparation and approval of Abstract of Quotation	None	12 days	Supply personnel
	1.9 Preparation and approval of Purchase Order (PO)	None	1 day	Supply personnel
	1.10 Issuance of Purchase Order	None	1 day	Supply personnel
2. Requesting office receive the purchased items.	2.1 Inspection of Purchase items	None	30 minutes	Supply personnel
Total if the Advertisement period goes through PhilGEPS:		NONE	32 days, 4 hours, and 40 minutes	
Total if the Advertisement period is posted in bulletin board:		NONE	33 days, 2 hours, and 40 minutes	



OCGSO ORGANIZATIONAL CHART



Office of the City Mayor

Operation of Halal Slaughterhouse

External Service



MANDATE

To provide an assurance to the public that all slaughtered animals is prepared with sanitation protocol, fit for human consumption and certified “halal” or permitted in accord to the laws of Islam.

VISION

Be one of the foundations in making the City of Cotabato the “Halal Hub” in Central Mindanao.

MISSION

To slaughter animals in accordance with NMIS, Sharia Law, and Islamic jurisprudence

SERVICE PLEDGE

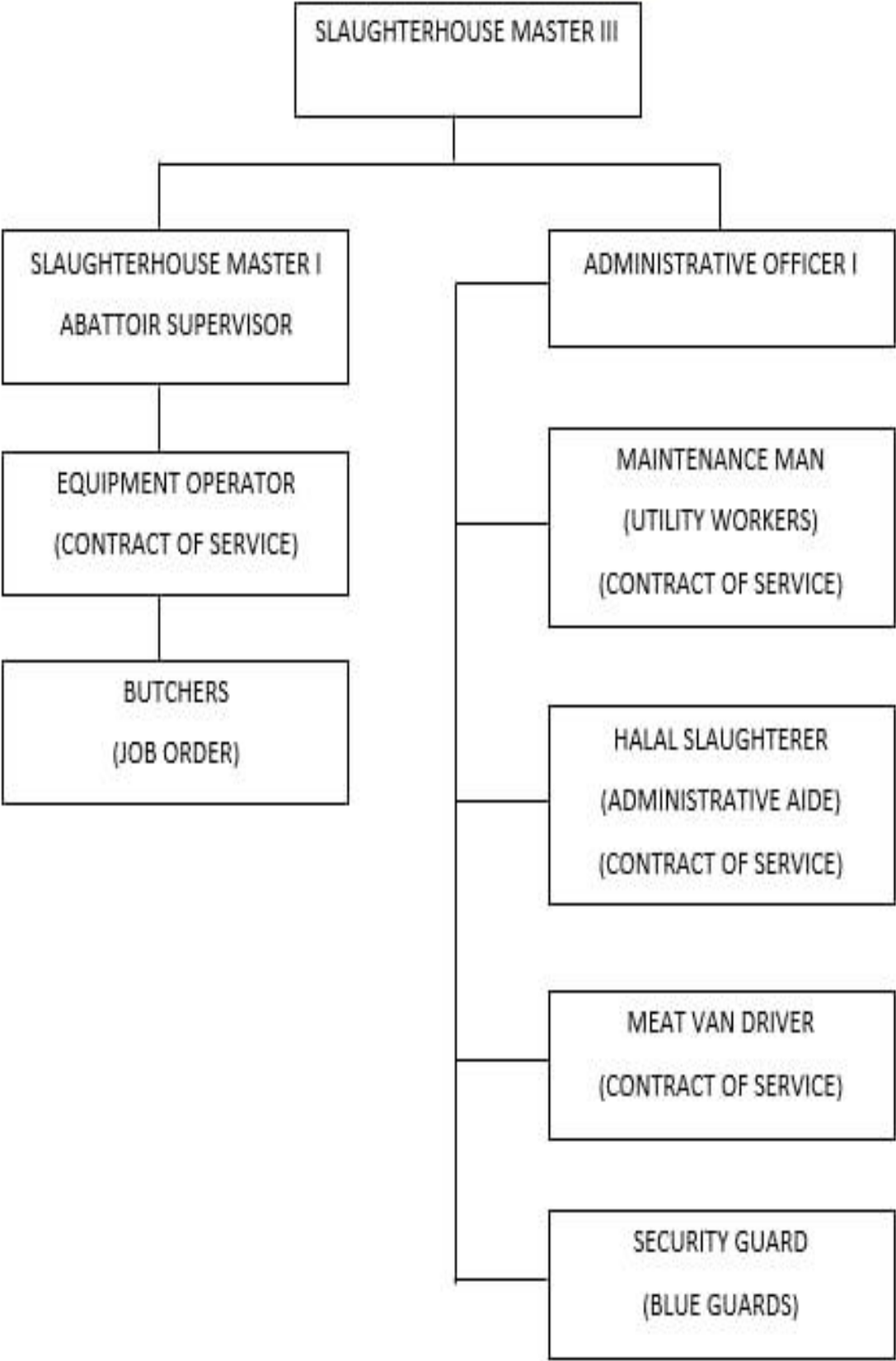
To ensure that the general public will be provided with Halal slaughtered and NMIS approved meat.

SERVICES AND HOW TO AVAIL THEM

Office/Division	OCM – COTABATO CITY “AA” HALAL SLAUGHTERHOUSE			
Classification	Complex			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Personal Identification ✓ Barangay Clearance ✓ Certificate of Ownership/Transfer ✓ Veterinary Health Certificate		✓ Concerned Individual/Client ✓ Registered barangay office ✓ Halal Slaughterhouse Office ✓ City Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Delivers and register livestock	Ensures all documents are authentic and verified	None	2 minutes	Security Personnel on duty, Inspector
Apply for permit to slaughter	Subject fees of service per livestock	Cow P970.00/ head Carabao P1,070.00/ head Goat/Sheep P233.00/h ead	2 minutes/ animal	Collector/ Cashier

None	Lair aging/caging. Allowing the animal rest in certain period of time and ante-mortem inspection.	None	10 hours	Meat Inspector on duty
None	Bathing. The livestock is cleansed thoroughly.	None	5 minutes	Butcher assigned
None	Restrain. The butchered animal must bleed or “sumbali” in accordance with Sharia Law and NMIS Standards.	None	3 minutes	Restrainer operator and Ustads/ Pandita
None	Skinning. The skin of the animal is removed and cleanse.	None	10 minutes/ head	Assigned Butcher
None	Evisceration. All the internal organs of animal are removed and cleanse.	None	3 minutes/ head	Assigned Butcher
None	Inspection. The meat of the animal is inspected that is fit for human consumption	None	2 minutes/ head	Meat Inspector
None	Carcass Splitting. The carcass is divided into four quarters and weighs in.	None	2 minutes/ head	Assigned Butcher/ Personnel
None	Weighing. The fresh carcasses are weighted.	None	2 minutes/ head	Assigned Personnel
None	Branding the animals to assured that is properly inspected	None	1 minute/ head	Assigned Personnel
None	Dispatching. The carcass is transported to the designated area.	None	Varies on the stated location of delivery	Driver
TOTAL		NONE	10 hours and 32 minutes	

ORGANIZATIONAL CHART





Office of the City Health Officer

External Service



MANDATE

The Cotabato City – Office of the City Health Officer (OCHO) is one of the service departments of the City Government. Prior to its devolution 31 years ago, it was familiarly known as the Office on Health Services or City Health Office of Cotabato City (CHO) – these names that are still being interchangeably called by many of its constituents up to the present.

The OCHO started as a field/municipal unit of the Department of Health (DOH) years before the devolution of its function to the local government in 1992. During that period, Cotabato City has only five (5) barangays and it only had a very minimal personnel complement. It did not have any Barangay Health Center or unit. Its function and programs practically replicated in the field those of its central office – the DOH.

The devolution in 1992 accompanied the adoption of the new Local Government Code that consequently redefined the function and organizational structure of the OHS as a department of the local government unit especially following the expansion of the number of barangays in the city from five to thirty-seven.

Today, although most of the Health Offices in many cities and some municipalities in the country have District units, the Cotabato City-OCHO is proud to be the only or perhaps one of the very few LGUs that have Health Center/Unit in every barangay. In fact, it far exceeded the number by presently having 40 field units out of the 37 barangays of the city. It added additional units in larger barangays. Moreover, the OCHO was able to establish three (3) functioning birthing clinics catering to pre-natal and post-natal care services, maternal deliveries and newborn screening services.

As years pass by, the OCHO continues to evolve with the standardization and quality of all its health programs and services. More health facilities and additional health programs shall be realized and institutionalized under the OCHO.

VISION

By the grace of the Almighty, the Office on Health Services envisions to be an outstanding health care arm of the Cotabato City Government and a fully functional and highly organized institution adopting the principles of participatory and consultative management, equipped with modern facilities and manned by very competent and truly committed personnel ably providing quality, affordable and sustainable health care services and promotions.

MISSION

The Office on Health Services, in partnership with the barangay communities and other stakeholders, continuously providing modern and quality health care that are easily accessible to all Cotabateños especially the poor, through a sustainable, highly efficient and responsive health care system aimed for the promotion of good health, disease prevention and timely treatment thereby building a healthy, fully aware and empowered citizenry.

PERFORMANCE PLEDGES

We, the officials and employees of the Cotabato City - OFFICE ON HEALTH SERVICES pledge and commit to deliver quality public service as promised in the accompanying OHS Charter and individual Frontline Program and Services pledges in our most honest, efficient and effective ways.



We further pledge to serve with integrity; be prompt and timely; display procedures, fees and charges; provide adequate and accurate information; be consistent in applying rules; provide feedback mechanism; be polite and courteous; demonstrate sensitivity and appropriate behavior and professionalism; wear proper uniform and identification; be available during office hours; respond to complaints; provide comfortable waiting area; and, treat everyone equally.

FUNCTIONAL STATEMENT, OBJECTIVES AND EXPECTED RESULTS

Functional Statement:

Promote the health well-being of the people of Cotabato City through the implementation of various regular and special Health and Sanitation programs and projects.

Objectives:

In line with the national objectives for Health, to:

- 1. Establish and sustain the Universal Health Care Delivery System for Cotabato City through the following instruments: Service Delivery, Policy Standards and Regulations, Health Financing, Health Governance, Human Resources for Health, and Health Information;
- 2. Reduce health inequities by making accessible to the poor and marginalized constituents (especially women and children) primary health care, medical consultation and dental services;
- 3. Sustain the Barangay Health Extension Services by making available the services of at least one Barangay Health Aide (Midwife or Nurse) in each of the 37 barangays of the city through the Annual Development Plan under the City’s regular fund;
- 4. Sustain the programs identified under the City’s Child Development and Investment Plan, the Early Childhood Care and Development (ECCD) Plan and the Local Investment Plan for Health;
- 5. Philhealth accreditation of all health and birthing facilities and services;
- 6. Readily address any emerging health concerns and problems, i.e. disease outbreaks or epidemics, calamities and others.

PROGRAMS, PROJECTS AND TARGETS

Program/Project/Activity	Major Final Output	Performance/ Output Indicator	Annual Targets
I. Primary Care Services			
A. Medical, Dental, and Laboratory Services Routine consultation for medical services – all ages Routine dental services Routine laboratory services	Services made available daily	Administered treatment and served patients	Provided services at least 5% higher than previous year
B. Pharmacy and Medical Supply Services	Supplies made available daily	Dispensed medicines to patients	No stock-out of medicines

C. Birthing and Newborn Care Services	Services made available 24/7	Number of deliveries in LGU-managed birthing facilities Number newborn availed of newborn screening	Provided services at least 5% higher than previous year
II. Health Programs Services			
<u>FAMILY CLUSTER</u>			
D. Immunization Program Routine Immunization Master list of Eligible Children Other Vaccination Services (<i>COVID-19, Human Papilloma Virus (HPV), Anti-Flu, Anti-Pneumonia, Tetanus Toxoid, Hepatitis B</i>) Monitoring Advocacy Campaigns Capability Building	Reduced mortality and morbidity among children Reduced incidence of cases	Fully immunized children (FIC) aged 1yo and below Immunized prescribed aged groups for vaccines available	95% of children below 1 year old Immunized prescribed age groups
E. Family Planning and Reproductive Health Administration of Methods Advocacy Campaigns Capability Building	Increased awareness on Family Planning Reproductive Health Number of FP method acceptors/ users	Contraceptive Prevalence Rate (CPR) among couples of reproductive age	At least 50% CPR
F. Adolescent Health Program Teen sessions Advocacy Campaigns Teenage Moms Monitoring Capability Building	Increased awareness of teenagers on adolescent health & unwanted pregnancies	Reduced teenage unwanted pregnancies	Teenage pregnancies not to exceed 19% of adolescents aged 13-19 years old
G. Nutrition Program IYCF and First 1000 Days Micronutrient Supplementation Supplemental Feeding <i>Operation Timbang Plus</i> <i>Garantisadong Pambata</i> Deworming Program Salt Iodization Management of Child Illnesses Advocacy Campaigns Capability Building	Reduced malnutrition among children below 6 years old	Malnutrition Prevalence Rate (MPR)	MPR must not exceed 5%

H. Safe Motherhood Program and Child Healthcare Pre-Natal Services BEmONC Services Post-partum Services Teenage Pregnancy Monitoring Breastfeeding Program Newborn Screening Advocacy Campaigns Capability Building	Reduced Maternal and Infant Mortality	<u>REDUCED INCIDENCE OF:</u> - Infant Mortality and Morbidity - Child Mortality and Morbidity - Malnutrition - Maternal Mortality - Mortality (all ages) - Morbidity (all ages) Percentage accomplishments on pre-natal and post-partum care services based on targets	Rates not to be more than 10% of DOH or Nationally-prescribed/ targeted standard rates for each of the indicators At least 50% of all targets met
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INFECTIOUS CLUSTER

I. National TB Program TB Case and Detection Advocacy Campaigns Capability Building	Reduced incidence of tuberculosis	Case detection and cure rate	At least 90% cure rate
J. Social Hygiene Clinic and STD, HIV/AIDS Program Regular Check-up/Testing of Commercial Sex Workers HIV/AIDS Testing Advocacy Campaigns Capability Building	Reduced incidence of sexually-transmitted diseases Increased awareness of the public on HIV/AIDS	Commercial sex workers (CSWs) and walk-in patients examined Number of HIV/AIDS cases	100% of identified CSWs examined and counselled Zero HIV/AIDS cases
K. Rabies Program Treatment of Cases as a Bite Center Advocacy Campaigns	Reduced incidence of Rabies cases Animal bites treated	Incidence of animal bite	Zero rabies cases
L. Leprosy Program <i>Kutis Kilatis</i> Program Advocacy Campaigns	Monitor leprosy cases	Number of skin disorders akin to symptoms of leprosy	Zero leprosy cases

NON-COMMUNICABLE DISEASES (NCD) PROGRAM

M. Lifestyle-Related Diseases (LRD) Hypertension and Diabetes Screening Breast and Cervical Cancer Screening Promotion of Healthy Lifestyle	List of Monitored HPD Patients Cancer Patients Screened and Referred	Number of HPD Patients monitored and enrolled Number HPD Patients given	At least 50% of the target were given intervention
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Capacity Building		complete medicines Number of Cancer Patients Screened and Referred	
N. Blood Program Blood Collection/Banking Masterlisting of Donors Advocacy Campaigns	Blood bank and List of Donors available	Percentage of blood donors	At least 1% of the city population have donated blood
O. Mental Health Program Psychosocial and Medical Intervention Advocacy campaigns Referrals and Transport of Patients	Mental Health Referral Pathway available	Access to mental health services with functional referral pathway system	Initial treatment and referral of cases provided
P. Anti-Smoking Campaign and Cessation Advocacy Campaigns and Lectures Counselling and Rehabilitation Services Policy and Regulation Implementation for Public Places Smoking Violations	Citywide implementation of smoke-free ordinance	Number of Enrolled individuals for smoking cessation program and policy implemented	Enrolled Individuals provided counselling and rehabilitation sessions
Q. Services for Special Population Persons with Disabilities (PWDs) Individuals with Autism Senior Citizens Indigenous People	List of Individuals provided medical intervention	Number of Individuals assessed and administered proper treatment	100% of target individuals assessed were provided medical intervention
R. Dangerous Drugs Prevention and Treatment Program (DDAFTP)	Enrolled individuals counselled and treated	Number of identified users enrolled	100% of enrolled individuals treated
<u>OTHER MAJOR HEALTH PROGRAMS</u>			
S. Environmental Health and Sanitation WASH/Water and Social Hygiene Inspection and Monitoring of Safe Water Sources, Sanitary Toilets, Garbage Disposal, Food Establishments Issuance of Sanitary Permits and Health Certificates, Permit to Exhume, and Transfer of Cadaver Dengue and Vermin Control and Prevention Advocacy Campaigns Capability Building	Infectious diseases particularly food, water and vermin borne prevented and/or controlled	Access to safe water, sanitary toilets and garbage facilities Incidence of mosquito-borne diseases Food and non-food establishments inspected	At least 55% HH using safely managed drinking water services At least 43.60% of HH using safely managed sanitation services Zero open defecation Reduced incidence of mosquito-borne diseases by no less than 10% of previous year



			at least 90% of commercial establishments inspected
T. Health Emergency Management Services (HEMS) Immediate Response to Health/ Medical Emergencies Availability and Preparedness of Medical Emergency Response Team	Health emergency response always ready and available	Available medical emergency response team	At least 1 team responder at any time
U. Disease Surveillance and Monitoring EREID/Disease Outbreak Surveillance Research Activities and Data Analysis Advocacy Campaigns Capability Building	Epidemiology surveillance available for disease outbreak prevention and control	Prevented and controlled disease outbreaks	Prevented or controlled resurgence of at least two (2) epidemics
V. Field Health Service Information System (FHSIS) Health Report Consolidation Data Quality Check (DQC)	Data Completeness and Accuracy	Timeliness of Report Submission	All reports assessed and validated
W. Universal Health Care Services Community Health Services (Barangay Health Extension Program)	Health Workers available	Barangay Health Nurse/Midwife and Barangay Health Aide (BHA) available in the Barangay	

CITY HEALTH PROPOSED PLANS:

- Enhancement of the Database and Information System for Program Linkages on Data/Report Generation
- Continuing Personnel Capability Building
- Creation of vital Plantilla Positions
- Full Functionality of PhilHealth Packages (E-Konsulta, TB-DOTS, ABTC)
- Continuous structural improvements within the City Health Compound to include establishment of a road Network System and Proper Arrangement of Health Program Units
- Improvement of the Laboratory with upgraded Equipage
- Improvement of the City Nutrition Center
- Improvement and Strengthening of the existing Basic Emergency Obstetrics and Neo-Natal Services/Birthing (BEMONC) Facilities
- Functionality of other identified Birthing Facilities
- Establishment of Super Health Center
- Improvement/Construction of Barangay Health Stations
- Construction of New Birthing Facility
- Establishment of Adolescent Health and Development Facility
- Establishment of Xray Facility
- Establishment of Barangay-Based Dental Clinic
- Establishment of National Immunization Center with Walk-in Vaccine Storage Room



- Construction of HEMS Facility
- Construction of TB DOTS (Tuberculosis Directly-Observed Treatment, Short-Course) Center
- Construction of Communal Toilets
- Construction of Environmental Health and Sanitation Center
- Establishment of Rehabilitation Center
- Establishment of *Bahay Silangan* for Rehabilitated Drugs Users
- Establishment of *Lingap* Center for the Mentally-Challenged Individuals

Percentage of Barangays with Functioning Barangay Health Centers

Total number of functioning barangay health centers	40
Total number of barangays in the LGU	37
Percentage of barangays with functioning Barangay Health Centers (A/B x 100%)	108%

Number of OHS doctors	05
Number of OHS nurses	21
Number of OHS dentists	01
Number of OHS midwives	64
Number of medical technologists	07

Performance Pledges: MATERNAL &CHILD HEALTH PROGRAM SERVICES

- SERVICES EXTENDED:
 - Pre-natal examination and consultation to pregnant women
 - Post-partum care services
- TAXES & FEES:
 - A. Clinical Microscopy
 - 1. Routine Urinalysis -P 50.00
 - Automated -P 100.00
 - 2. Routine Fecalalysis -P 50.00
 - 3. Pregnancy Test -P 150.00
 - B. Lying in Services
 - 1. Primipara -P 2,500.00
 - 2. Multipara -P 2,300.00
 - 3.New Born Screening -P 1,750.00

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Go to the Barangay Health Center nearest you	Monday-Friday Except Wednesday 8:00-11:00 AM 1:00- 4:00 PM	Patient's travel time from home	Barangay Health Midwife
2. Registration (BHM fills-up Client Record)		5 minutes	Barangay Health Midwife
3. Pre-natal examination (BHM gives pregnant client the standard examination procedure, i.e. Checks abdominal palpitation; & informs client of findings; Gives instructions on proper		15-20 minutes	Barangay Health Midwife



<i>nutrition; emphasizes the need to report to the Center at once upon experiencing pregnancy danger signs)</i>			
4. Post-natal examination <i>(BHM provides post-natal care advices; initiates lactating mothers to breastfeeding; guides mothers on proper post-natal & child care)</i>		15 minutes	Barangay Health Midwife

Performance Pledges: FAMILY PLANNING & REPRODUCTIVE HEALTH SERVICES

- **SERVICES EXTENDED:**
 - Basic Family Planning & Reproductive Health Education and information
 - Administration with instructions on the application of method chosen (i.e. IUD insertion/removal, Implanon insertion/removal; and DMPA)
 - Provision of Family Planning commodities (if available, i.e., condom, pills and DMPA)
 - Medical management of problems resulting from the methods used
- **TAXES & FEES:** FREE except for IUD and Implanon insertion and removal with Physical Examination Fee of P 50.00

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Two (2) alternatives: 1.1. Go to the Barangay Health Center nearest you. 1.2. Avail of the FP/RH services directly at the Main Health Center/City Health Office	Monday to Friday <i>except Wednesday</i> 8:00-11:00 AM 1:00- 4:00 PM	Patient's travel time from home	FP/RH personnel at OHS or the BHM at the BHC chosen
2. Registration <i>(BHM fills-up Client Record)</i>		5 minutes	FP/RH personnel at OHS or the BHM at the BHC chosen
3. Provision of the services presented above		10 to 30 minutes depending on the chosen method & problem encountered	FP/RH personnel at OHS or the BHM at the BHC chosen

Performance Pledges: IMMUNIZATION PROGRAM SERVICES

- **SERVICES EXTENDED:**
 - Routine Immunization of children aged 0-24 months old with selected antigens (BCG; DPT; Pentavalent; OPV; IPV; PCV; MMR)
 - Senior Citizen (Flu or Anti-pneumonia vaccine)
 - 9 to 14 years old (HPV)
 - Pregnant women (TD)
 - Wound Patient (TT)
 - Animal bite Patient (Anti-Rabies Vaccine)



- TAXES & FEES: FREE except for Physical Examination Fee of P 50.00

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Two (2) alternatives: 1.1. Go to the Barangay Health Center nearest you. 1.2. Avail of the NIP services directly at the Main Health Center/City Health Office	Monday to Friday <i>except Wednesday</i> 8:00-11:00 AM 1:00- 4:00 PM <i>(or during special campaigns)</i>	Patient's travel time from home or BHM house-to-house campaign	NIP Coordinator at OHS or the BHM at the respective BHC
2. Registration <i>(BHM fills-up Client Record)</i>		5 minutes	NIP Coordinator at OHS or the BHM at the respective BHC
3. Provision of the services presented above		10 minutes	FP/RH personnel at OHS or the BHM at the BHC chosen NIP Coordinator at OHS or the BHM at the respective BHC

Performance Pledges: NUTRITION PROGRAM SERVICES

- SERVICES EXTENDED:
 - Determination of the nutritional condition of children aged 6 to 71 months old
(weighing & physical examination)
 - Administration of micro-nutrients, if available (Vitamin A, Iron, Iodine/Iodized Salt)
 - Endorsement of malnourished child to OSWDS for enrolment under its Supplemental Feeding program
 - Education and Information dissemination to parents

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Two (2) alternatives: 1.1. Go to the Barangay Health Center nearest you 1.2. Avail of the Nutrition services directly at the Main Health Center/City Health Office	Monday to Friday <i>except Wednesday</i> 8:00-11:00 AM 1:00- 4:00 PM <i>(or during special campaigns)</i>	Patient's travel time from home or during the BHM & Nutrition scholars' campaign	Nutrition Coordinator at OHS or the BHM at the respective BHC
2. Registration <i>(BHM fills-up Client Record)</i>		5 minutes	Nutrition Coordinator at OHS or the BHM at the respective BHC
3. Provision of the services presented above		10 to 20 minutes	Nutrition Coordinator at OHS or the BHM at the respective BHC

Performance Pledges: NATIONAL TUBERCULOSIS PROGRAM (NTP/TB-DOTS) SERVICES

- SERVICES EXTENDED:
 - Identify suspected TB patients and provide related tests (*laboratory examination*)
 - Initiate TB-positive patients to treatment/therapy (*i.e. SCC or TB-DOTS approach*)
 - Provide free medicines for the treatment duration
- TAXES & FEES:

SERVICES	FEES TO BE PAID	PROCESSING TIME	SERVICE PROVIDER
Presumptive TB Assessment	FREE	5 to 10 minutes	
Chest X-ray voucher (PBSP fund) -REQUEST FORM from Physician	P230.00 + P75.00 (reading PF)	5 to 10minutes	NTP Staff
Sputum Collection (Gene Xpert) -REQUEST FORM from Physician; or - Referral form from other Facility	P 75.00	Collection: 3 to 5 minutes Result: 3 to 5 days	NTP Staff
PPD testing -REQUEST FORM from Physician -Close contact of PTB patient	FREE	5 to10 minutes Reading after 3days	NTP Staff
Enrollment to TB Medication (6 months to 1 year Treatment) - Referral form from Physician - Referral form from other Facility - POSITIVE GENE XPERT Result	FREE	10 to 15minutes	NTP Staff
HIV Testing (TB -HIV) -ALL ENROLLED NTP PATIENT 15 Y/O and ABOVE	P 350.00	Collection: 3 to 5 minutes Result: 15 to 20 minutes	NTP Staff
TB Preventive Treatment Medication (3months treatment with once-a-week dosage) -ALL Close contact of Bacteriologically Confirmed TB	FREE	1 to 15 minutes	NTP Staff



Medical Certificate for TB patient -Treatment Card - Follow up Sputum result	FREE	5-10mins	NTP Staff
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Who may avail? **SUSPECTED TB PATIENT:**

Any person 10 years old and above who experiences the following symptoms: Persistent coughing for two weeks or more; chest or back pains; fever; progressive weight loss; hemoptysis or recurrent blood streak sputum; loss of appetite; tiredness; night sweating

Performance Pledges: LEPROSY CONTROL PROGRAM SERVICES

- **SERVICES EXTENDED:**
 - Identification and treatment of persons with Leprosy
- **TAXES & FEES: FREE**

SERVICES	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Dispensing of Leprosy Medication <i>(12months - 18months Treatment)</i> -Referral From Physician or other facility	FREE	3 to 5 minutes	LCP Staff

Performance Pledges: ENVIRONMENTAL SANITATION PROGRAM SERVICES

- **SERVICES EXTENDED:**
 - Inspection/monitoring of safe water sources, sanitary toilets & garbage facilities
 - Attendance to Sanitation complaints
 - Inspection of food establishments
 - Issuance of Sanitary Permits & Health Certificates;
 - Environmental sanitation campaigns (Education & Information dissemination; Control & prevention of Environmental Sanitation- related diseases)
 - Endorsement of Building Permit application
 - Cadaver Transfer, Transit, Burial & Exhumation Permit

- **TAXES & FEES**

Services offered/delivered	Processing Time	Fees	Responsible Person
1. Health Certificate	5 minutes <i>(with OR and results from laboratory)</i>	P 50.00	Sanitation Inspector
2. Permits 2.1 Building permit	5 minutes <i>(with blue print, approved plan from CEO and OR)</i>	P 750.00 (Commercial) P 675.00 (Residential)	Sanitation Inspector



2.2 Exhume	5 minutes	P 675.00	Sanitation Inspector
2.3 Burial	5 minutes	P 50.00	Sanitation Inspector
2.4 Transfer of Cadaver	5 minutes	P 675.00	Sanitation Inspector
2.5 Transfer Permit for Food	5 minutes	P 675.00	Sanitation Inspector
2.6 Sanitary Permit for delivery vehicle	5 minutes	P 675.00	Sanitation Inspector
2.7 Sanitary Inspection Clearance	5 minutes	P 675.00	Sanitation Inspector
3. Food Handlers Class for Food handlers in Food establishments	4 hours	P 675.00	Sanitation Inspector
4. Request for Fogging	5 minutes	P 675.00/ 1,000sq.m.	Sanitation Inspector
5.Request for Misting	5 minutes	P 2,000.00/ 1,000sq.m.	Sanitation Inspector
6. Request for Water Sampling	5 minutes	P 800.00	Sanitation Inspector
6. Certificate of water potability	5 minutes	P 300.00 <i>(payment at City Treasury office and with passed laboratory results from DOH accredited laboratory)</i>	Sanitation Inspector

Performance Pledges: DENTAL SERVICES

- SERVICES EXTENDED:
 - Provides dental services (i.e. Dental Examination; Tooth Extraction; Dental Filling and Counseling) to pre-school and school-age children, pregnant mothers and other adults.
 - Diagnosis and treatment of Dental diseases
- TAXES & FEES:

- Consultation & Oral Examination	- P 50.00
- Tooth Extraction filling	- P 200.00 Dental
- Silicate Cement	- P 400.00
- Prophylaxis (Cleaning)	- P 300.00
- Gum Treatment	- P 300.00
- Dental X-ray: (panoramic x-ray)	- P 700.00
(Periapical x-ray)	- P300.00
-Dental Certificate	-P 100.00

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Patient proceeds to the Dental Records Assistant to register, presents reason for consultation and secure schedule/ appointment	Working days 9:00 to 11:00 AM & 1:30 to 4:00 PM	2 minutes	Records Section In-charge



2. Patient pays the corresponding fee (if type of service requires) to the Treasury Collection Agent		2 minutes	Treasury Collection Agent
3. Nursing Aide or Dental Aide takes and records patient's blood pressure		3 minutes	Dental or Nursing Aide on duty
4. Dentist performs: - Oral examination - Dental filling - Tooth extraction (if needed) - Post-extraction instructions about oral/dental health - Prescribes medicines & refers patient to Pharmacy if needed	No tooth extractions on Fridays. Dental Filling is given only every Friday.	30-45 minutes	Dentist

Performance Pledges: **LABORATORY SERVICES**

- SERVICES EXTENDED:
 - Inspection/monitoring of safe water sources, sanitary toilets & garbage facilities
 - Attendance to Sanitation complaints
 - Inspection of food establishments
 - Issuance of Sanitary Permits & Health Certificates;
 - Environmental sanitation campaigns (Education & Information dissemination;
Control & prevention of Environmental Sanitation- related diseases)
 - Endorsement of Building Permit application
 - Cadaver Transfer, Transit, Burial & Exhumation Permit
- TAXES AND FEES:

A. Clinical Microscopy	1. Routine Urinalysis	-P 50.00
	- Automated	-P 100.00
	2. Routine Fecalysis	-P 50.00
	3. Pregnancy Test	-P 150.00
	4. Sputum Examination	-P 75.00
B. Hematology	5. Blood Typing	-P 70.00
	1. CBC/Platelet	-P 200.00
	2. RH Typing	-P 70.00
	1. VDRL	-P150.00
	2. Hepatitis B Test	-P 150.00
C. Immunology	3. HIV Testing	-P 350.00
	4. HCV Testing	-P 300.00
	1. Fasting Blood Sugar	-P 100.00
	2. BUN	-P 100.00
	3. Cholesterol	-P 150.00
D. Blood Chemistry	4. Creatinine	-P 130.00
	5. Uric Acid	-P 150.00
	6. SGPT	-P 155.00
	7. SGOT	-P 155.00



8. HDL	-P 235.00
9. Triglyceride	-P 150.00
10. Lipid Profile	-P 550.00
11. ALP	-P 155.00
12. AFB	-P 70.00
13. GS	-P 100.00

E. Radiology Services

A. X-ray	1. Chest X-ray	- AP	P230.00+P75.00 (Reading PF)
		- APL	P350.00+P150.00 (Reading PF)
	2. Skull X-ray		P360.00+P150.00 (Reading PF)
	3. Plain Abdomen	- AP	P380.00+P150.00 (Reading PF)
		- APL	P260.00+P75.00 (Reading PF)
B. Ultrasound	1. Whole Abdomen		P900.00+P400.00 (Reading PF)
	2. Per Organ		P600.00+P400.00 (Reading PF)

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
1. Patient proceeds to the Laboratory Section and present Request Slip to the Medical Technologist for the type of test/laboratory examination needed and given corresponding instructions on the type of specimen or sample required and how the same should be collected and submitted.	Daily 8:00 to 11:00 for specimen submission 1:30 to 4:00 releasing of results	2 minutes	Laboratory Staff
2. Patient pays the corresponding fee <i>(if type of service requires)</i> to the Treasury Collection Agent and presents the same to the Laboratory Unit along with the specimen/sample required.		3 minutes	Treasury Collection Agent
3. Laboratory staff conducts the corresponding tests/s and advises patient when or what time the result will be released.		15-30 minutes	Medical Technologist
4. Laboratory staff gives the test result to patient.		1 minute	Laboratory Staff



- General medical consultation of emergency medical cases
- First Aid treatment, minor surgical interventions (if needed) and,
- Referral to higher facilities or hospital if hospitalization is required

• TAXES & FEES:

Dressing of wounds & cord	- P 50.00
Nebulization with nebule	- P 50.00
Circumcision	- P 650.00
Retrieval of Foreign body	-P 650.00
Injection with Syringe	-P 50.00
Suturing 10.1 1-5 stiches	-P 150.00
10.2 subsequent stiches	-P 50.00
Removal of sutures	-P 50.00
Excision/Incision and drainage of mass	-P650.00
ECG with Reading	-P 400.00
Catheterization	-P 50.00
IV insertion	-P 50.00
Physical Examination	-P 50.00
Blood Pressure Screening	-P 10.00

Ambulance Services

- | | |
|--|-------------|
| 1. Conduction within the city | -FREE |
| 2. Conduction outside the city but within
<i>The province of Maguindanao (<20km)</i> | -P200.00 |
| 3. Conduction outside the province of
<i>Maguindanao (>20km)</i> | -P500.00 |
| 4. General Santos City,
<i>(Diesel 800+ Ambulance Fee 700)</i> | -P1, 500.00 |
| Davao city & other Province Region 11&12
<i>(Diesel 1200+Ambulance Fee 800)</i> | -P2, 000.00 |
| Other province outside Region 11&12
<i>(Diesel 1500+Ambulance Fee 800)</i> | -P2, 300.00 |

ACTIVITIES AND STEPS TO FOLLOW	Schedule	Processing Time	Service Provider
EMERGENCY CLINIC SERVICES: 1. Patient proceeds to the Emergency Clinic for initial treatment and registration.	Working days 8:00 AM to 5:00 PM	2 minutes	Nurse/Nursing Aide on duty
2. Physician/Medical Officer on duty attends to patient, administers required medications, sends patient for diagnostic/laboratory tests, performs minor surgery (if required) or refers/sends patient to hospital for admission if needed.		Case-to-case	Medical Officer/Physician on duty



<p>MEDICAL EMERGENCY RESPONSE:</p> <p>1. Immediate dispatch of Medical Emergency Response Team upon receipt of information on emergency situation.</p> <p>2. Call Tel. Nos. (064) 421-2752 or (064) 421-6959 during office hours or Call “WHITE HOUSE” via handheld or single sideband radios.</p>		<p>Within 15 minutes upon receipt of info</p>	<p>Medical Emergency Response Team Leader and/or Ambulance Driver</p>
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ADOLESCENT HEALTH AND DEVELOPMENT PROGRAM

HEADSS – Health, Education, Activity, Drugs, Sexuality, Stress Assessment

SERVICE OFFERED/ DELIVERED	PROCESSING TIME	FEES	RESPONSIBLE PERSON
Adolescent Health Rapid HEADSS Assessment	5 minutes	None	Nurse/ Midwife/ Social Worker
Adolescent Health HEADSS counselling	15 to 20 minutes depending on the case	None	Trained Nurse/ Midwife/ Social Worker
Referral to Referring Facility	5 to 30 minutes travel time depending on the traffic situation	None	Nurse/ Midwife/ Social Worker

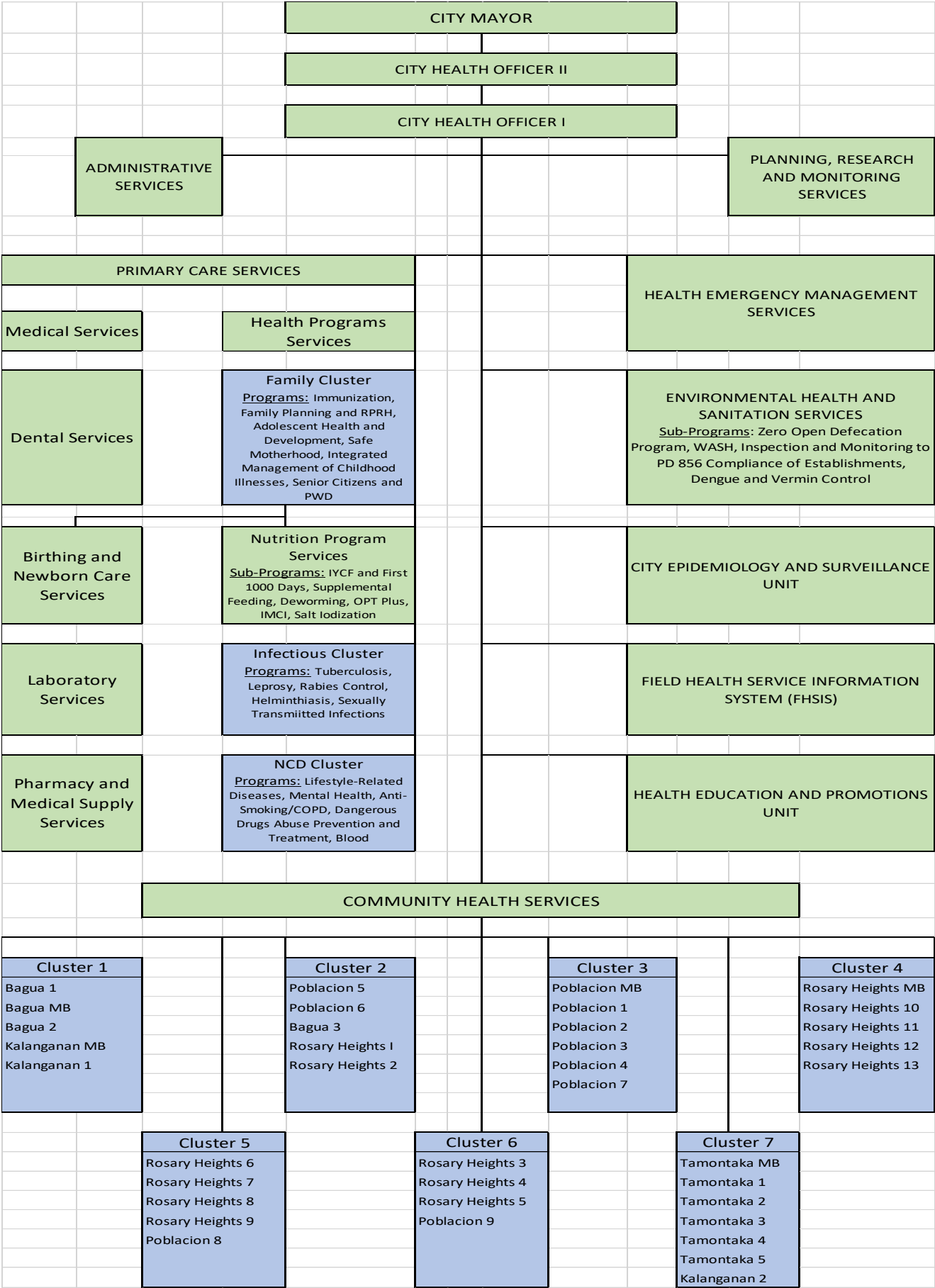


OHS PER OHS PERSONNEL CAPABILITIES & FACILITIES

Organizational Structure

SONNEL CAPABILITIES & FACILITIES

Organizational Structure





Office of the City Mayor

Operation of Hog Slaughterhouse

External Service



MANDATE

The Abattoir is responsible to livestock observation and slaughtering process before selling out in the local market, in accord with the regulatory standards of meat handling, and collection of designated taxes and fees. Delivering a top of the line services with the used of high quality equipment and facility abiding under the sanitation code.

VISION

Slaughterhouse shall be progressive and safe economic enterprise in providing local products at highest levels of specifications, standards and quality to ensure customer satisfaction through excellent service and excellent product.

MISSION

Slaughterhouse is in mission to achieve high level of client satisfaction through excellent service, competitive prices that are affordable to the people, expanding our client base through all sectors of the market and good business ethics to continue the development of the level of production and quality.

SERVICE PLEDGE

We are committed to provide the highest quality service and pledge to achieve an efficient, effective, and quality service to carry on with its mandate as an economic enterprise and social entity for the benefit of meat consumers, livestock, and meat dealers, butchers, and the entire city of Cotabato.

SERVICES AND HOW TO AVAIL THEM

Office/Division		OFFICE OF THE CITY		
Classification		Simple to Highly Technical		
Type of Transaction		G2C – Government to Transacting Public G2B – Government to Business group		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Veterinary Health Certificate			✓ City Veterinary Office	
✓ Permit Receipt			✓ Slaughterhouse/Revenue Collection Office	
✓ Meat Inspection Certification			✓ Slaughterhouse	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Delivers the animal/s to slaughtered to the facility	Marking the animal (hog)	60.00	28 minutes & 3 seconds/head	Slaughterhouse Master/Guard on duty

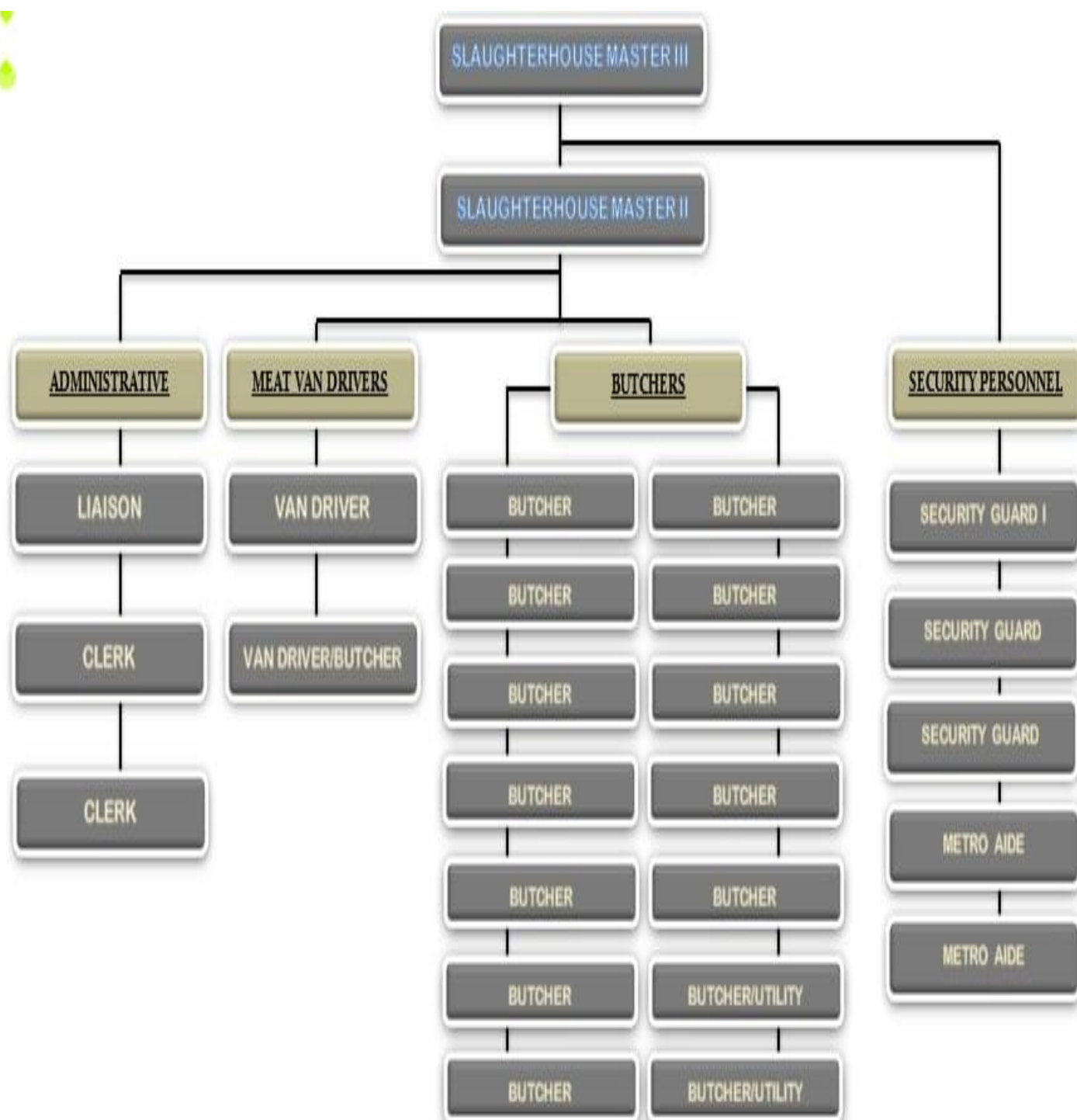


Pays the permit fee/collection	Receives the payment and issues receipts	30.00	17 minutes & 2 seconds/head	Revenue Collection Clerk
None	Animal is placed in stockyard/corral for Ante Mortem Inspection	20.00	13 minutes & 7 seconds/head	Revenue Collection Clerk
None	The inspected animal is boarded to the holding pen	30.00	35 minutes/head	Slaughterhouse Master/Guard on duty
None	Animal is subjected for Ante-Mortem re-inspection	3.00	2 minutes & 1 second/head	Slaughterhouse Master/Guard on duty
None	Conducts Post-Mortem Inspection and issues Validation Permit	0.25	2 minutes & 1 second/head	Slaughterhouse Master/Butchers
None	Slaughtering operation process begins by electrical stunning the animal	250.00	26 minutes/head	Slaughterhouse Master/Butchers
None	The carcass is undergoes re-inspection	1.00	1 minute/head	Slaughterhouse Master/Meat Inspector
None	Cleaning and roasting process of the carcass	80.00	42 minutes & 5 seconds//head	Butchers
None	The cleaned meat is readily for “lechon” cooked and readily for consumption	125.00	37 minutes/head	Slaughterhouse Master/Butchers
None	Delivery of meat to designated concessionaires	50.00	35 minutes	Meat Van Driver/Butchers
	TOTAL	649.25	4 hours and 18 minutes	

SCHEDULE OF RECEIVING AND SLAUGHTERING ANIMALS:

- Monday to Sunday – 12:00 noon to 12:00 midnight
- Market Vendors (Meat section), Meat shops and consumers - 45 minutes

ORGANIZATIONAL STRUCTURE OF HOG SLAUGHTERHOUSE





Office of the City Mayor
**City Investment &
Promotion Division**
External Service



MANDATE

Facilitate the preparation, coordination and execution of local economic and investment promotion policies, projects and activities of the City Government of Cotabato.

Provide basic information about business potentials of the city including services to prospective investors to attract more investments to flow in the city.

Coordinate with other offices in the promotion of economic activities such as the City Planning & Development, Treasury and Budget Office and the Sanguniang Panlungsod.

Coordinate with the private sector in investment promotion campaigns.

VISION

The Investment Promotion Division under the Office of the City Mayor is envisioned to be the office responsible for the promotion of Cotabato City as a business, trade and investment hub to foster inclusive growth through enterprise development job generation in partnership with the private sector.

MISSION

To establish coordinative undertakings with other Local Government Units, the private sector, National Government Agencies, Non- Government Organization for an effective and efficient promotion of economic growth and investments.

To enhance the city’s competitiveness for investment through improvements in its regulatory processes thereby sustaining a business-friendly environment.

To promote economic development and environmental protection through responsible utilization of raw materials and resources in the city of Cotabato.

To harness local investors through implementation of various MSME development projects in line with the Philippine MSME Development Plan.

SERVICE PLEDGE

SERVICE AND HOW TO AVAIL THEM

INVESTMENT FACILITATION AND SERVICING

Office/Division:	Office of the City Mayor-Investment Promotion Division
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen



Who may avail?	Potential Business Owners and Leaders who will operate business in Cotabato City; Existing Business Owners and Leaders in Cotabato City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Request letter for kind of assistance needed			✓ Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request to OCM-Investment Promotion Division	1. Receiving clerk records request for assistance and stamp received.	None	1 minute	Receiving Clerk
None	1.2 Route the physical document to the Supervising Trade and Industry Development Specialist	None	1 minute	Receiving Clerk
2. Explain the nature of the assistance requested	1.3 Discuss with the client the specifics of the assistance needed; a. request for business-related data	None	30 minutes	STIDS
	b. assistance in business permit processing	None	20 minutes - 1 day	OCM-IPD Staff
TOTAL		NONE	52 minutes (minimum)	

BUSINESS NAME REGISTRATION

(CO-LOCATION AT THE BUSINESS-ONE-STOP-SHOP)

Office/Division:	Office of the City Mayor-Investment Promotion Division / Cotabato City Negosyo Center			
Classification:	Simple			
Type of Transaction:	G2B – Government-to-Businesses			
Who may avail?	Businessmen/Entrepreneurs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>For Original Application by a Filipino Citizen</i> ✓ Applicant must be at least 18 years old ✓ Duly filled-out Application Form			✓ Cotabato City Negosyo Center	



<ul style="list-style-type: none"> ✓ Presentation of proof of owner's identity/one (1) government issued ID 				
<i>Additional requirement for those whose Filipino Citizenship is Acquired by naturalization, election or by any other means as Provided by the law.</i> <ul style="list-style-type: none"> ✓ Present original and submit photocopy of any of the following: ✓ Naturalization Certificate or Oath of Allegiance ✓ Affidavit of Election ✓ Valid identification cards issued by the Bureau of Immigration (BI) 		<ul style="list-style-type: none"> ✓ Bureau of Immigration (BI) ✓ COMELEC ✓ Bureau of Immigration (BI) 		
<i>Additional requirements if filer is other than the applicant</i> <ul style="list-style-type: none"> ✓ Authorization letter from the owner ✓ Valid ID of the authorized representative 		<ul style="list-style-type: none"> ✓ Applicant 		
<i>For Renewal Application</i> <ul style="list-style-type: none"> ✓ Same requirements as that for new application ✓ Submission of original copy of Certificate of BN Registration or Affidavit of loss 		<ul style="list-style-type: none"> ✓ Applicant or Notary Public 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form (Applicant can also download Application form from www.bnrs.dti.gov.ph)	1. Provide BN Application Form and assist client	None	1 minute	Frontline Desk Officer
2. Submit duly accomplished Application Form together with supporting documents	2. Encode and validate the suggested business name thru the Business Name Registration Portal (BNRS) 2.1 Give client the Transaction Reference Number (TRN) for payment	None	1-3 minutes	BN Processor
3. Pay the registration fee and wait for the	2.2. Process the online payment and wait for the	1. Registration Fees:	1-5 minutes	BN Processor



print out of the Certificate of Registration and other documents	documents to download 2.3 Print the downloaded documents - Certificate of Registration, Official Receipts, Business Name Registration Sole Proprietorship Application Form and Undertaking	<ul style="list-style-type: none">Barangay 200.00City/Municipality 500.00Regional 1,000.00National 2,000.00 2. Documentary Stamp Tax <ul style="list-style-type: none">30.00/ application		
Receive the Business Name Certificate, Official Receipts, BNR Sole Proprietorship Application Form (All original documents) and signs the logbook	2.4. Release the printed documents except the Undertaking and retains 1 copy of official receipt 2.5 Record all documents in the logbook	None	1 minute	BN Processor
TOTAL		Varies on type of Registration	10 minutes	

<u>For online transactions:</u> 1. Request for print-out of Certificate of Registration	1. Verify the online transaction of the requesting party	None	1 minute	BN Processor
2. Pay the certification fee at the Cashier and present OR to BN Processor	1.2 Prints the downloaded documents and release the same - Certificate of Registration, Official Receipt Business Name Registration Sole Proprietorship Application Forms, (all original	80.00	1 minute	BN Processor



	documents) to the client except the Undertaking			
TOTAL		80.00 Php	2 minutes	

APPLICATION FOR TAX INCENTIVES UNDER THE REVISED 2017 COTABATO CITY INVESTMENT INCENTIVE CODE (ORDINANCE NO. 4487 S. 2017)

Office/Division:	Office of the City Mayor-Investment Promotion Division		
Classification:	Highly Technical		
Type of Transaction:	G2B – Government-to-Businesses		
Who may avail?	Business Owners who will operate business in Cotabato City; Existing Business Owners in Cotabato City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
✓ 1. Accomplished CCIB Form 101 (Duly notarized)-3 copies		✓ OCM-Investment Promotion Division	
<div>✓ 2. a. Certificate of Business Name Registration – <i>for Single Proprietorship</i></div> <div>✓ b. 1. Certified True Copy of the Original Certificate of Registration and one (1) Certified True Copy of the company’s Articles of Partnership/Incorporation and By-Laws - <i>for Partnership or Corporation</i></div> <div>b. 2. Secretary’s Certificate or Board Resolution authorizing the Partners or the Board of Directors, or any of their authorized representative as the case may be, to file the application.</div> <div>✓ c. 1. A certified true copy of the Certificate of Registration from Cooperative Development Authority – <i>for Cooperatives</i></div> <div>c. 2. Secretary’s Certificate or Board Resolution authorizing the Partners or the Board of Directors, or any of their authorized representative as the case may be, to file the application.</div> <div>✓ d. <i>For Expansion or Diversification Projects:</i></div> <div>d. 1. Copy of the enterprise annual sales performance/gross sales with corresponding</div>		<div>✓ Cotabato City Negosyo Center</div> <div>✓ Securities and Exchange Commission (SEC)</div> <div>✓ Cooperative Development Authority (CDA)</div> <div>✓ Office of the City Treasury</div>	



tax due from the City Treasurer’s Office for the last three (3) years. d. 2. Copy of the enterprise annual real property tax assessment or tax due from the City Treasurer’s Office for the last three (3) years.	
✓ 3. Environmental Compliance Certificate (ECC)	✓ DENR
✓ 4. Project Feasibility Study / Report	✓ Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished CCIB Form together with the required documents	1. Provide CCIB Form 101 2. Receiving clerk records the application in the registration book	None	5 minutes	Receiving Clerk
None	2.1. Evaluates the submitted documents for presentation to the CCIB-TWG		Within 3 days	Supervising Trade and Industry Dev’t. Specialist
None	2.2. Call for a meeting of the CCIB-TWG for assessment of the granting of Incentives	None	3 days	STIDS
None	2.3 Schedule for a meeting of the Cotabato City Investment Board for the approval/disapproval of the TWG recommendations	None	3-5 days	STIDS
2. Receive notice of approval/disapproval from the CCIB-TWG	2.4. Issuance of the notice of approval/disapproval	None	5 minutes	STIDS



3. Proceed to the City Treasurer’s Office for the Payment of Fees – for approved applications 3.1 Provide Xerox copy of the Official Receipt	2.4 Receive xerox copy of the CTO Official Receipt	<i>Please refer to CHART A below</i>	5 minutes	CTO Cashier
None	2.5 Prepares CCIB Registration Certificate for signature of the city Mayor	None	1 day	STIDS
4. Receive Certificate of Registration from the OCM-IPD	2.6 Record the approved CCIB Certificate of Registration	None	5 minutes	Releasing Clerk
TOTAL			12 days 20 minutes	

CHART A:

CCIB Registration Fee:	
<u>Project Cost</u>	<u>Filing Fee (Php)</u>
3M-5M	5,000.00
5M+-10M	10,000.00
10M+-25M	25,000.00
25M+-50M	50,000.00
50M+-100M	75,000.00
100M+-500M	100,000.00
500M+	125,000.00



APPLICATION TO JOIN CAPDEV TRAININGS FOR MSMEs

Office/Division:	Office of the City Mayor-Investment Promotion Division	
Classification:	Simple	
Type of Transaction:	G2C – Government-to-Citizen	
Who may avail?	Any MSME who wish to join/avail of trainings/seminars/trade fairs & exhibits conducted by the OCM-IPD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Duly accomplished application form		✓ OCM-Investment Promotion Division Cotabato City Negosyo Center
Copy of any of the following certificates/documents: ✓ DTI Business Name Certificate ✓ SEC Certificate of Registration ✓ Updated Business Permit ✓ CDA Registration (for Cooperatives) ✓ DOLE Certificate of Registration ✓ f. Halal Certification		✓ Cotabato City Negosyo Center or any Negosyo Center ✓ Securities and Exchange Commission ✓ Local Business-One-Stop-Shop/BPLO ✓ Cooperative Dev't. Authority ✓ Department of Labor ✓ Any Halal Certifying Board

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished training application form with the supporting document/s <ul style="list-style-type: none">Answer questions regarding the nature of his/her business/ enterprise	Provide training application form and verify submitted documents	None	5 minutes	Business Counselor
Listen to orientation regarding the training/seminar to be conducted	Conduct orientation regarding the training/ seminar to be conducted	None	5 minutes	Business Counselor
TOTAL		NONE	10 minutes	



APPLICATION TO CONDUCT TRADE FAIRS/EXHIBITS IN PUBLIC PLACES

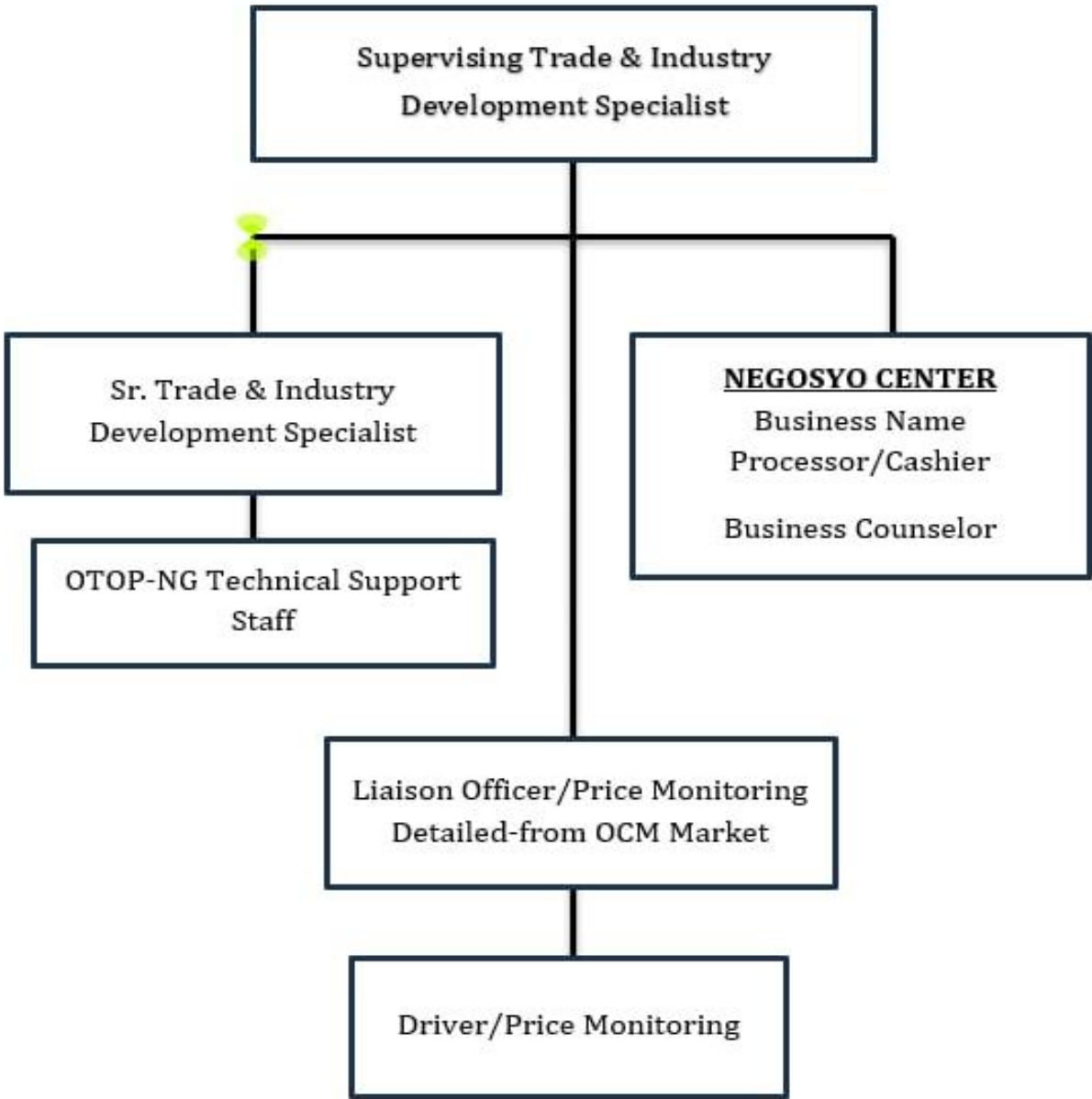
Office/Division:	Office of the City Mayor-Investment Promotion Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail?	Any NGO or GA who wish to conduct a trade fair or exhibit in a public place such as the city plaza			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
✓ Request letter to conduct the event ✓ Detailed plan of the venue, number of exhibitors and their product lines and schedule of the event				✓ Client
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request to Office of the City Mayor-Investment Promotion Division with the required documents	1. Receiving clerk records request and stamp received.	None	1 minute	Receiving Clerk
None	1.2 Route the physical documents to the Supervising Trade and Industry Development Specialist	None	1 minute	Receiving Clerk
2. Explain the nature of the proposed event	1.3 Review and discuss with the client the specifics of the event to be conducted	None	15 to 30 minutes	STIDS
None	1.4 Route the physical documents to the Office of the City Mayor * the City Mayor will approve or disapprove the request 1.5 If approved, endorse to the Sangguniang	None	1 day	OCM-IPD Staff Secretary to the City Mayor



	Panlungsod for deliberation			
3. Awaits result of Committee Hearing * client may be invited to attend the committee hearing	1.6 Deliberate on the endorsed request during committee hearing 1.7 Deliberate on the committee's recommendation during the SP session	None	7 to 10 days	Members of the Sangguniang Panlungsod
None	1.8 Prepares the SP Resolution approving or disapproving the conduct of the event	None	2 to 3 days	Secretary to the Sanggunian
4. Receive copy of the SP Resolution	1.9 Release copies of the Resolution to the client and to the concerned government offices/agencies	None	1 day	Secretary to the Sanggunian
5. Pay temporary business permit fee at the Cashier (City Treasurer's Office)	1.10 Receive payment and issue Official Receipt	P1,000/per exhibitor	1 minute	Cashier
TOTAL		1,000 Php	15 days and 33 minutes	



OFFICE OF THE CITY MAYOR -
INVESTMENT PROMOTION DIVISION
Organizational Chart

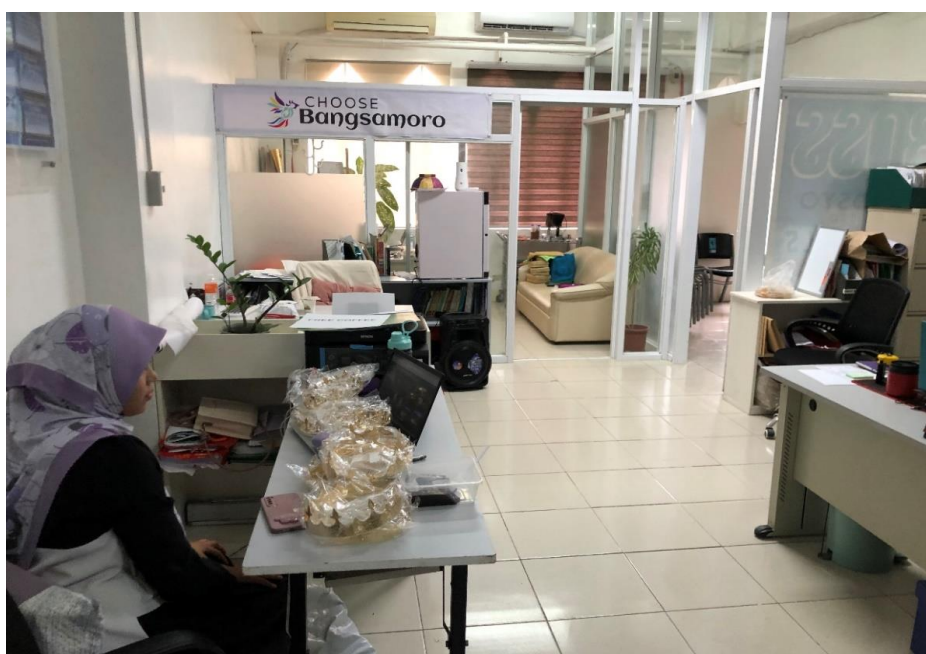


FRONT DESK



ONE TOWN ONE PRODUCT DISPLAY (SOME OF OTOP PRODUCTS)





TRAINING ROOM





Office of the City Mayor - Labor Employment

External Service



MANDATE

The Public Employment Service Office (PESO) is a non-fee charging multi-dimensional employment service facility or entity established in all Local Government Units (LGUs) in coordination with the Department of Labor and Employment (DOLE) pursuant to Republic Act No. 8759 or the “PESO Act of 1999” as amended by R.A. No. 10691.

VISION

Provide continuous and sustainable employment opportunities to every Filipino for local and overseas employment.

MISSION

Identification and development of strong workforce to supply needs of employers, industries, and business establishment in the city

Development of youth talents, skills, and potentials through training and apprenticeship programs

Implementation of programs and projects for self-employment and livelihood programs

Uplifting of morals and instilling discipline among applicants and graduating students through the conduct of counselling activities

SERVICE PLEDGE

- To provide employment facilitation services where people can explore employment options.
- Ensure the prompt, timely and efficient delivery of employment service and provision of information on the other DOLE programs.

DEFINITION OF TERMS

DOLE	– Department of Labor and Employment
MOLE	– Ministry of Labor and Employment
PESO	– Public Employment Service Office
PEIS	– Peso Employment Information System
LMI	– Labor Market Information
GIP	– Government Internship Program
LEGS	– Labor Education for Graduating Students
CLES	– Continuing Labor and Employment Seminar
SPESOS	– Special Program for the Employment of Students and Out-of-School Youths
OSY	– Out-of-School Youth
TUPAD	– Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers

CORE PROGRAMS

- Labor Market Information
- Referral and Placement
- Employment Coaching and Career Counseling

SPECIAL PROGRAMS

- SPES
- GIP



- TUPAD

SERVICES AND HOW TO AVAIL THEM

A. EMPLOYMENT REFERRAL SERVICES

The employment facilitation program provides services to Cotabato City and non-Cotabato City residents with employment opportunities through job matching and referrals.

Office/Division	OCM – LABOR AND EMPLOYMENT			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Resume/Application letter/Biodata			✓	
✓ Pertinent Credentials			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Applicants - Applicants will register using the PESO Employment Information System (PEIS)Registration Form	1.1 Processing of applicant's data 2.1 Job Matching 3.1 Refer to company/employer list of applicants matched from job vacancy/ies	None	30 minutes	PESO Staff on duty
2. Online Applicants - Applicants will send their application letter and resume to Public Employment Service Office official email address: <i>pesocotabatocity@gmail.com</i>	2.1 Processing of applicant's data 2.2 Job Matching 2.3 Refer to company/employer 2.4 list of applicants matched from job vacancy/ie	None	30 minutes	PESO Staff on duty
	TOTAL	None	30 minutes	



B. EMPLOYERS' ACCREDITATION

The Employers' Accreditation program conducts certification of employers or companies that offer job and training opportunities.

Office/Division	OCM – LABOR AND EMPLOYMENT			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Business Permit			✓ Business Permit and Licensing Department	
✓ BIR Certificate			✓ Bureau of Internal Revenue	
✓ SEC/DTI Registration			✓ Securities and Exchange Commission/Department of Trade and Industry	
✓ Company Profile			✓	
✓ Job Vacancies with qualification (for local employment)			✓	
✓ Job Order (for Overseas)			✓ Philippine Overseas Employment Administration	
✓ DOLE License (for local manpower agencies)			✓ Ministry of Labor and Employment	
✓ POEA License (for overseas recruitment agencies)			✓ Philippine Overseas Employment Administration	
✓ List of Clients (for local manpower agencies)			✓	
✓ PhilJobnet Registration			✓ Philjobnet.com	
✓ Letter of Intent addressed to the City Mayor Thru PESO Head			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employers will send their list of requirements to Cotabato City Public Employment Service Office's e-mail address: <i>pesocotabatocity@gmail.com</i>	1.2 Assessment/Checking of requirements	None	30 Minutes	PESO Staff on duty
	1.2 Validation/Verification of application	None	30 Minutes	PESO Staff on duty
	1.3 Approval of Accreditation	None	1 day	PESO Staff on duty
	1.4 Upon request, issuance	None	30 Minutes	PESO Staff on duty



	of Certificate of Accreditation			
TOTAL		None	1 day and 90 minutes	

C. JOB FAIR ACTIVITY

Office/Division	OCM – LABOR AND EMPLOYMENT			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Resume/ Biodata			✓	
✓ Certificate(s) of Training(s)			✓	
✓ Certificate(s) of Employment			✓	
✓ Other Credentials			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For jobseekers/ interested applicants: 1. Applicants will register using the PESO Employment Information System (PEIS) Registration Form	Processing of applicant’s data <i>(includes registration, attendance, and forms)</i>	None	5 Minutes	PESO Personnel
2. Provide and Evaluate SRS form accomplished by applicant	Evaluate registration of applicant and job matching	None	5 Minutes	Employer conducting interviewer
3.1 Check for Job Vacancies Available 3.2 Submit application to the specific company applied for 3.3 Assessment/ Interview to be conducted by the Employer	Refer to company/employer list of applicants matched from job vacancy/ies and interview	None	30 Minutes	Employer conducting interviewer
	TOTAL	None	40 minutes	



D. SPECIAL RECRUITMENT ACTIVITY

Office/Division	OCM – LABOR AND EMPLOYMENT			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Local Recruitment:				
✓ Letter of Intent addressed to the Local Chief Executive thru PESO Head			✓	
✓ PHIL JOB.NET REGISTRATION			✓	
✓ JOB ORDER/S			✓	
✓ BUSINESS PERMIT			✓	
✓ DTI			✓	
For Overseas Recruitment:				
✓ Letter of Intent addressed to the Local Chief Executive thru PESO Head				
✓ AGENCY LICENSE				
✓ Affidavit of undertaking duly signed by a responsible officer acknowledged by POEA				
✓ No Objection Certificate (NOC) from PESO, DOLE or POEA (if recruitment will be conducted in PESO/DOLE/ POEA)				
✓ Copies of approved JOB ORDER/S FROM POEA				
✓ Terminal reports of previous activity (if conducted previous SRA in PESO)				
✓ Appointment from agency				
✓ Office ID of Agency Representatives				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Private Establishment/ Agencies/ Companies 1. Employers will submit and/ or send their list of requirements and job vacancies to Cotabato City Public Employment Service Office and/or e-mail address: <i>pesocotabatocity@gmail.com</i>	1.2 Assessment/ Checking of requirements 1.2 Validation/ Verification of Application 1.3 Schedule Job Fair/Special recruitment activity	None	1 week	Labor and Employment Officer II
TOTAL		None	1 week	

E. CARRER COACHING AND GUIDANCE COUNSELING

Office/Division	OCM – LABOR AND EMPLOYMENT
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Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Invitation Letter			✓ PESO Office	
✓ Proposal Letter			✓	
✓ PEIS Form			✓	
✓ Database			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordination to DepEd and Universities and Colleges	1.1 Preparation of Invitation Letter	None	10 minutes	PESO Officer in charge in the conduct of Career Coaching and Legs
2. Preparation of Proposal Letter of the Activity	2.1 Preparation of Proposal Letter of the Activity	None	10 minutes	PESO Officer in charge in the conduct of Career Coaching and Legs
3. Registration	3.1 Attendance Sheet	None	1 day	PESO Officer in charge in the conduct of Career Coaching and Legs
4. Filling-up of NSRP Form	4.1 Assessment/ Checking of forms	None	1 day	PESO Officer in charge in the conduct of Career Coaching and Legs
5. Activity Proper	5.1 Conduct of Career Coaching and Labor Education For Graduating Students	None		PESO Officer in charge in the conduct of Career Coaching and Legs
	TOTAL	None	2 days and 20 minutes	



F. GOVERNMENT INTERNSHIP PROGRAM (GIP)

The Government Internship Program or GIP provides opportunities to young workers and demonstrate their talents and skills in the field of public service.

Office/Division	OCM – LABOR AND EMPLOYMENT			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ GIP Application Form			✓ PESO Office	
✓ Birth Certificate			✓ Philippine Statistics Authority	
✓ Transcript of Records			✓ School Last Attended	
✓ Certificate of Indigency			✓ OSWDS or Barangay	
✓ 2 pcs 2x2 Colored ID Picture with white background, nametag and signature			✓ Barangay where the Applicant resides	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/s will register using the GIP Application form	1.1 Assessment/ Checking of requirements	None	20 minutes	PESO Personnel and Staff in charge of GIP Program
2. Applicant/s submit filled-up GIP form with the required documents <i>(Completeness and authenticity of documents ensured)</i>	2.1 Validation/ Verification of requirements	None	20 minutes	PESO Personnel and Staff in charge of GIP Program
3. Attend GIP Orientation	3.1 Endorse applicants to MOLE	None	1 day	PESO Personnel and Staff in charge of GIP Program
4. Secure deployment schedule at PESO and report for work at office / area assigned	4.1 GIP Applicant/s Orientation 4.2 Deployment	None	1 day	PESO Personnel and Staff in charge of GIP Program
5. Submit all other Post Requirement and wait until Payroll is prepared and Notice of Distribution of	5.1 Payroll Processing 5.2 Prepare payroll and collect all other documentary	None	2 weeks	PESO/MOLE



salary is posted/ announced. Attend schedule of Salary distribution, receive salary, sign documents	requirements needed.			
	TOTAL	None	12 days and 40 minutes	

G. SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS AND OUT-OF SCHOOL YOUTH (SPESOS)

Initiated by the Department of Labor and Employment, the Special Program for the Employment of Students and Out-of-School Youth (SPES) provides assistance to poor but deserving students in pursuing their education by encouraging temporary employment during summer or Christmas vacations.

Office/Division	OCM – LABOR AND EMPLOYMENT			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ SPES Application Form			✓ PESO Office	
✓ Birth Certificate			✓ Philippine Statistics Authority	
✓ Recent Grades signed by the registrar			✓ School Last Attended	
✓ Out-of-School Youth Certification (for OSY)			✓ OSWDS or Barangay	
✓ Certificate of Indigency			✓ Barangay where the SPES	
✓ 2 pcs 2x2 Colored ID Picture with white background, nametag and signature			✓ Applicant resides	
✓ Personal Narrative (OSY) that the SPES salary is intended for school enrolment.			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/s will register using the SPES Application form	1.1 Assessment/ Checking of Requirements	None	20 minutes	PESO Personnel and Staff in charge of SPES Program
2. Applicant/s submit filled-up SPES form with the required documents <i>(Completeness and authenticity of documents ensured)</i>	2.1 Validation/ Verification of Requirements	None	20 minutes	PESO Personnel and Staff in charge of SPES Program



3. Attend SPES Orientation	3.1 Endorse applicants to MOLE.	None	1day	PESO Personnel and Staff in charge of SPES Program
4. Secure deployment schedule at PESO and report for work at office/area assigned	4.1 SPES Applicant/s Orientation 4.2 Deployment	None	1day	PESO Personnel and Staff in charge of SPES Program
5. Submit all other Post Requirement and wait until Payroll is prepared and Notice of Distribution of salary is posted / announced. Attend schedule of Salary distribution, receive salary, sign documents	5.1 Payroll Processing 5.2 Prepare payroll and collect all other documentary requirements needed.	None	2 weeks	PESO Personnel and Staff in charge of SPES Program
TOTAL		None	12 days and 40 minutes	

H. TULONG PANGHANAPBUHAY PARA SA ATING DISADVANTAGED WORKERS

Under the Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD), Barangay Ko, Bahay Ko, of the Department of Labor and Employment, City Labor and Employment Office – Public Employment Service Office facilitates the temporary employment for disadvantaged and displaced workers as well as the underemployed and self-employed workers.

Office/Division	OCM – LABOR AND EMPLOYMENT			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Proof of residency			✓ Barangay Hall	
✓ Government Issued ID			✓ Government agency	
✓ TUPAD Form			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s will fill out the PESO	1. Encoding of	None	20 minutes	PESO Personnel and

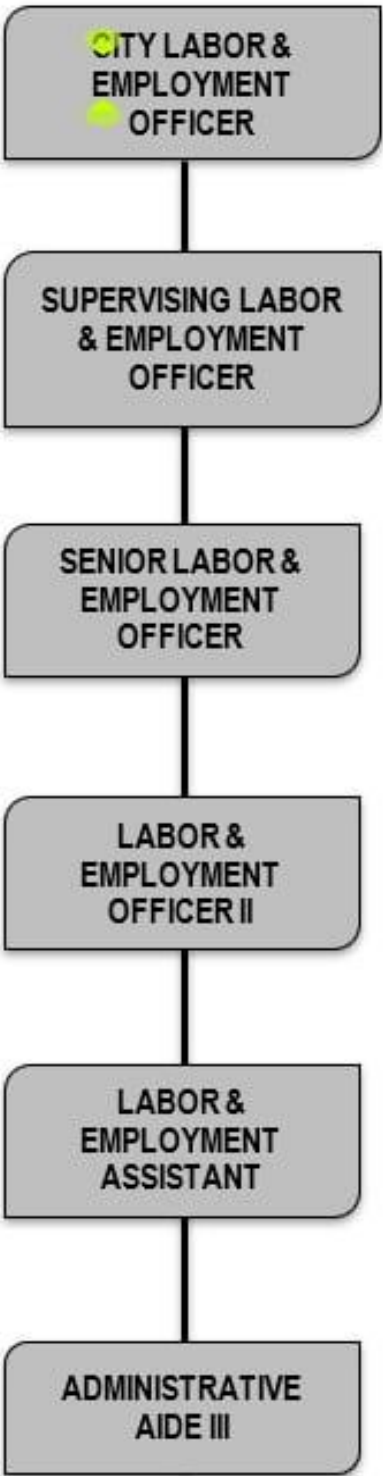


Employment information System Form.	information found in the PEIS Form			Staff in charge of TUPAD Program
2. Together with the PEIS Form, client/s will submit necessary requirements.	2.1 Verification of requirements submitted by the client/s		20 minutes	PESO Personnel and Staff in charge of TUPAD Program
	2.2 Endorse to the Project Officer		1 day	PESO Personnel and Staff in charge of TUPAD Program
	2.3 Validation of client's application 2.4 Contact the client/s.		1 day	PESO Personnel and Staff in charge of TUPAD Program
3. Submit all other Post Requirement and wait until Payroll is prepared and Notice of Distribution of salary is posted / announced. Attend schedule of Salary distribution, receive salary, sign documents	3.1 Payroll Processing 3.2 Prepare payroll and collect all other documentary requirements needed.	None	2 weeks	PESO/MOLE
TOTAL		None	12 days and 40 minutes	



OFFICE OF THE CITY MAYOR – LABOR EMPLOYMENT

ORGANIZATIONAL STRUCTURE





Office of the City Mayor -
Local Youth Development
Services

External Service



MANDATE

The Youth Development Office’s programs seek to strengthen the Cotabato City youth’s participation and development by providing them with networks of support from the Local Government and different stakeholders, and opportunities as they progress through life. The Office of the City Mayor – Youth Development office is tasked to establish programs, projects, and activities in order to capacitate the young Cotabateños, and to promote their physical, social, mental, and emotional well – being.

One of the services offered by the Youth Development Office is the City Scholarship Grant, which caters to the indigent but deserving students of Cotabato City offered to the incoming or current college students who are not more than 25 years old, whose average grade is 85% or above, with no grade below 80%.

Youth Organizations and Youth Serving Organizations operating within Cotabato City may apply for the Youth Organization Registration Program (YORP) at the City Government of Cotabato. The registered youth and youth serving organizations in Cotabato City will have easier access to the programs implemented in Cotabato City, most especially those who implement sustainable projects and activities.

Other than the City Scholarship program of the Local Government Unit and Youth Organization Registration Program, the Youth Development Office spearheads most of the youth – related activities in Cotabato City such as Linggo ng Kabataan Celebration and other Youth Volunteering Activities. The office also acts as the secretariat to the Cotabato City Youth Development Alliance, which caters to the Out – of – School Youth to have better access to education, livelihood, and employment. Also, the Youth Development Office is the secretariat of the Local Youth Development Council led by the Sangguniang Kabataan Federation.

VISION

The OCM- YDO envisions itself to be the primary authority on youth participation and development.

MISSION

The OCM- YDO ensures the participation of the youth in the formulation of policies and implementation of programs that concerns them with the support of the Local and National Government Agencies, as well as youth and youth- serving organization.

SERVICE PLEDGE

We, the Employees and Staff of the Office of the City Mayor – Youth Development Office commit to deliver high – quality services to the youth who are the nation – builders and future of the community. We pledge to ensure strict compliance to the rules and regulations set by the Civil Service Commission and other governing bodies, and serve our clients with utmost respect and integrity. We value the needs of the young Cotabateños and empower them by hearing their voices and be the LGU arm in the implementation of youth programs in Cotabato City.



DEFINITION OF TERMS

- **Youth** – refers to the persons in the age range of fifteen to thirty (15 – 30) years old according to the Republic Act No. 8044 or the Youth in Nation – Building Act, and in accordance to the Bangsamoro Autonomy Act No. 10, refers to the considerable sector of the population from the age of fifteen to forty (15 – 40) years old.
- **Youth Organization** – refers to an organized group whose members consist of youth.
- **Youth Serving Organization** – refers to an organized group and/ or organizations whose programs, projects, and activities are youth – related and / or youth – oriented.

SERVICES AND HOW TO AVAIL THEM

1. Youth Organization Registration Program

Office/Division	OCM – LOCAL YOUTH DEVELOPMENT SERVICES			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Youth Organization Registration Form			✓	
✓ Directory of Officers and Advisers			✓	
✓ List of Members in Good Standing			✓	
✓ Copy of Constitution and By – Laws			✓	
✓ Endorsement / Certification from Appropriate Authority			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Provide Registration Form	None	5 Minutes	Youth Development Assistant
	Receive the registration form and other documentary requirements and review the requirements submitted by the registrant.	None	10 Minutes	Youth Development Officer II
	Assign Registrant Number and record to logbook	None	5 Minutes	Youth Development Assistant
	Approve the registrant and provide recommendation for eligibility to be registered in the City to the City Mayor	None	10 Minutes	Local Youth Development Officer



	Endorse the registrant to the City Mayor for approval *The City Mayor decides if the recommendation is acceptable.	None	5 Minutes	Local Youth Development Officer
	Prepare Certificate of Registration to the approved Registrant	None	5 Minutes	Youth Development Officer II
	Validate the Certificate of Registration and endorse the certificate of registration to the City Mayor for signature	None	5 Minutes	Local Youth Development Officer
	Receive the signed Certificate of Registration	None	5 Minutes	Youth Development Assistant
	Record the signed Certificate of Registration	None	5 Minutes	Youth Development Assistant
	TOTAL	None	minutes	

2. City Scholarship Grant

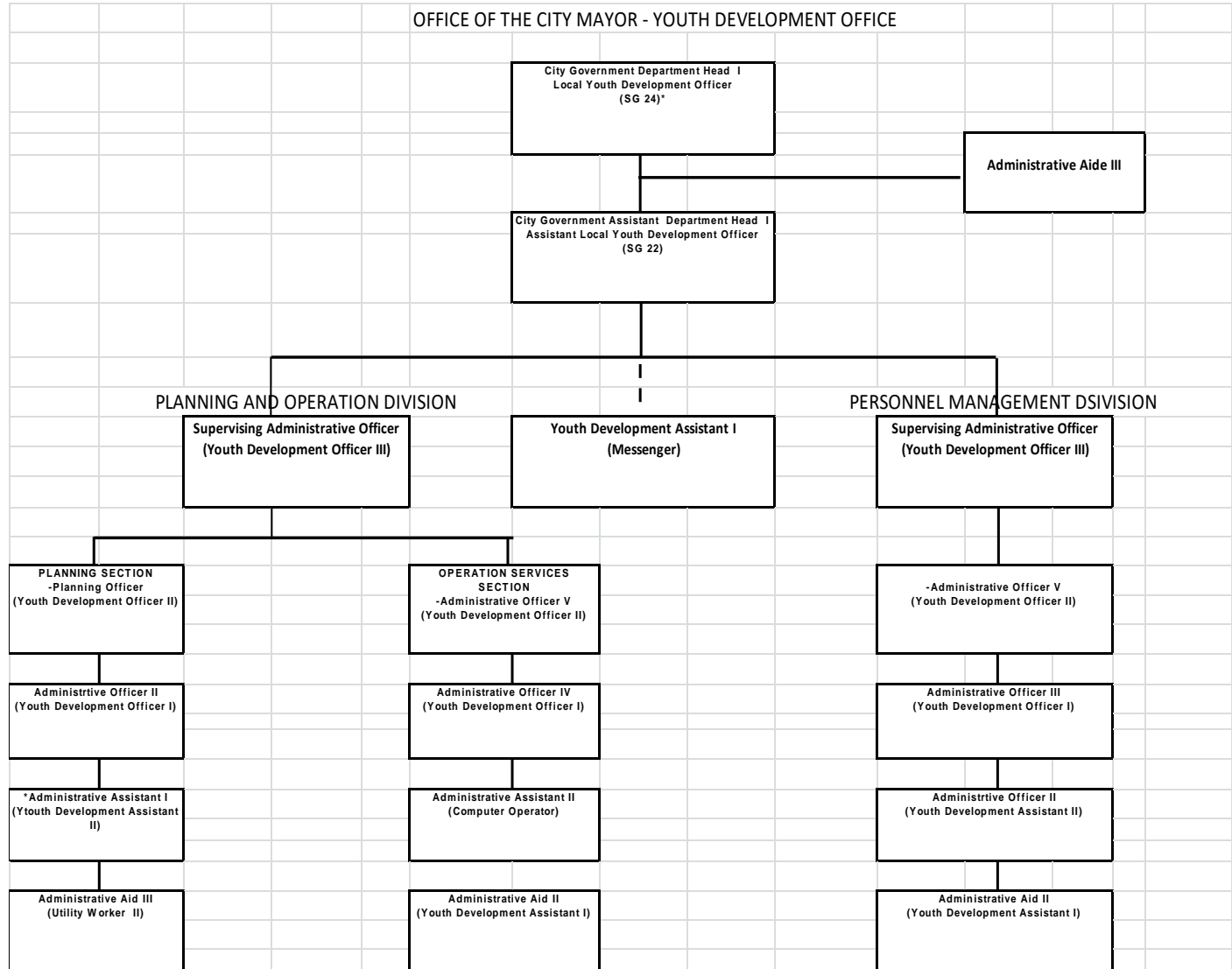
Office/Division	OCM - LOCAL YOUTH DEVELOPMENT SERVICES	
Classification	Simple to Complex	
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Accomplished Application form		✓
✓ Report Card / Certificate of Grades		✓
✓ Good Moral Character		✓
✓ Barangay Certificate of Indigency		✓
✓ Income Tax Return		✓
✓ Voter’s ID / Certification		✓
✓ Senior High School Diploma		✓



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Provide Application Forms to Barangays		5 Minutes	Youth Development Assistant
	Receive the application form and other documentary requirements and review the requirements submitted by the applicant.		5 Minutes	Youth Development Assistant
	Approve the applicants for scholarship and provide recommendation for eligibility to take the qualifying examination to the City Scholarship Committee.		5 Minutes	Local Youth Development Officer
	Endorse the applicants for scholarship to the City Mayor or authorized representative for approval *The City Mayor who is the chairperson of the Scholarship Committee decides whether recommendation is acceptable or not.		5 Minutes	Local Youth Development Officer
	Administer and facilitate the examination.		One Hour and Thirty Minutes	Youth Development Officer II
	Check the examination papers		10 days	Youth Development Officer II
	Endorse the applicants who passed the qualifying examination to the City Mayor or authorized representative for approval. <i>*The City Scholarship Committee headed by the City Mayor will deliberate the passers of the qualifying examination, provided that the said passers met the standard qualifications.</i>		1 Day	City Scholarship Committee



	Submit the list of passers to the Sangguniang Panlungsod for them to issue the Resolution for the Scholarship.		5 Minutes	Local Youth Development Officer
	Submit copies of Resolution to each barangay for information dissemination.		5 Minutes	Local Youth Development Officer
	Announce through public page those who are entitled to receive Scholarship Grants.		5 Minutes	Local Youth Development Officer
	TOTAL	None	minutes	



Office of the City Mayor -

Operation of Market

(Mega & City Arcade)

External Service



MANDATE

Provide the basic services needed by the people and generate a sustainable income to a continuous development of our community.

VISION

We envision Cotabato City to have a safe, secure, clean and orderly operating public market.

MISSION

1. To ensure the safety of both the vendors and market-goers and other stakeholders to include food safety and price stability on goods and services.
2. To ensure the cleanliness and orderliness of our City's Public Market

DEFINITION OF TERMS

Public Market – refers to any places, building or structure of any kind owned and controlled and/or operated by the City Government of Cotabato where basic food items and other commodities are displayed and offered for sale.

Government owned/Controlled and/or Operated Public Markets – refers to those establishments and constructed out of public funds or those leased/acquired by any legal means from persons, natural or juridical, operated by the government through its instrumentality, branch of political subdivision. This will also include small wet market (*talipapa*) or flea market.

Privately Owned and/or Operated Public Markets – refer to those established out of private funds or capital from private, natural or judicial, and to be operated by said private person or his/her duly authorized agent or enterprise, under government permit. This will include satellite and flea markets, and "*talipapa*" and "*tiangge*".

Market Section – refers to classification of a group contiguous stalls, rooms, booth, tables, spaces in the market classified according to the kind of merchandise, commodities or foodstuffs offered for sale therein, as follows:

- **Fish Section** – refers to the area where fish, clams, mussels, oysters, crabs, lobsters, shrimps, seaweeds and other sea foods and marine products are sold.
- **Meat, Pork and Dressed Chicken Section** – refers to the area where all kinds of meat and other meat products shall be sold, provided that meat, pork and dressed chicken shall be separately displayed and properly labeled, and where pork section shall be located in a separate section of the general market that is not close proximity or mixed with other meat for sale to conform with local cultural customs and practices.
- **Dry Goods Section** – refers to areas where only all kinds of textiles ready-made dresses and apparels, clothes, native items, toiletries, novelties, footwear, kitchen wares, utensils and other household articles, handbags, school supplies, and the like shall be sold.
- **Grocery Section** – refers to the area where only all kinds of cakes, biscuits, pastries, butter cheese, confections, candies, canned or bottled foods, beverages, soft drinks, cigarettes, flour, oatmeal, ham, bacon, egg, sausage, starch, smoke fish, dried fish, salt feeds, soap, and other household and food products shall be sold.
- **Fruits and Vegetable Section** – refers to the area where only all kinds of vegetables, fruits, coconuts and roots crops such as camote, cassava, gabi and the like shall be sold.
- **Eatery Section** – refers to the area where only all kinds of cooked prepared food and refreshments shall be sold. This includes parlors, cafeterias, carenderias and other selling commodities.



- **Poultry Product section** – refers to the area where only live chicken, ducks, ducklings or piglets, and the like shall be sold.
- **Rice, Corn and other Cereal Section** – refers to the area where the sale of rice, corn and other cereals in whatever form shall be conducted.
- **Flower Section** – refers to the area where only all kinds of kinds of flowers, whether fresh or artificial, flower pots, vases and other materials needed in floral arrangements shall be sold
- **Dried and Salted Fish Section** – refers to the area where all kinds of dried, salted and fermented fish shall be sold.
- **Plants and Garden section** – refers to the area where only all kinds of plants, garden accessories and implements or tools shall be sold.
- **Cold Storage Section** – refers to the area where only refrigeration services shall be made and the sale of ice in whatever form shall be conducted

Market Stall – refers to any allocated space, stand, table, booth, compartment, stall or any place in the public market where merchandise of any kind is sold or offered for sale or intended for such purpose, and from which a regular fee is collected on a defined periodic basis. The numbering, designation, or other forms of identification of these stalls shall be done in accordance with the standard plan already approved or which may be approved by the City market Committee.

Stallholder – refers to the awardee or grantee of the right to use a definite space within the public market and from whom rental, charge or fee is collected for the purpose of selling goods, commodities or services to the public.

Vendor – refers to a person who sells goods, commodities of food stuff within market premises.

Tables and Display Counters – refer to all tablets, cabinets or racks used for display of market goods such as meat, fish, fruits, vegetables and any other food items.

Market Premises – refer to any open space in the market compound or part of the market lot consisting of bare ground not covered by market building, usually occupied by ambulant/transient vendors especially during market days.

Talipapa or Satellite Market – refers to a place wherein wet and dry commodities are being sold by the vendors/hawkers usually occupying a government/private lot and/or operated by individual or associations with minimum required facilities.

Tiangge or flea market – refers to a place where only dry goods are being sold with minimum required facilities.

Market Rental Fee – refers to the fee or charge paid to and collected by the City Government through the City Treasurer from market vendors or stall holders for the privilege of using market spaces or facilities.

Ambulant, Transient or Itinerant Vendor or Hawker – refers to a vendor or seller who does not regularly occupy a definite place of the market but one who comes either daily or occasionally to sell his or her goods whenever allowed by ordinance or rules and regulations enacted by the Sangguniang Panlungsod.

“Bagsakan” – refer basically to an area where wholesale goods are delivered in bulk and which functions as a transaction area for producers, wholesalers, retailers and distributors.

City Government – refers to the local government of the City of Cotabato including barangays.

Cotabato Mega Market – the two-storey building located at Barangay Poblacion Mother this City, which is the main public market established by the City Government

City Arcade – the market building located at Barangay Poblacion VI this city.



Lessor – refer to the City Government of Cotabato as represented by the City Treasurer.

Lessee/Tenant – shall mean any person, natural or judicial, who is a recipient of an award or lease

Lease/Award – shall mean the documents that grants to lessee/tenant the right to occupy the stall. Lease or award may be used interchangeable and shall mean the same.

Under weighing – refers to any act whereby a trader tampers his weighing scale used in the conduct of his business, in weighing goods, merchandise or any item being traded in such a manner as to defraud innocent purchasers.

Trader – refers to any person whether duly licensed or not, engaged in the selling of food stuffs, goods or any item, being sold for a price based proportionately to its weight. The term also includes sidewalk and *talipapa* market vendors, sari-sari stores, grocery stores sand grains distribution and other similar merchandise.

Food Handler – refers to any person who handles, cooks, prepares or serves food or drinks, and who, during the time of their service, must wears gloves and helmet.

MARKET SERVICES

Qualification of Market Stallholders

- Must be of legal age, Filipino and a resident of Cotabato City;
- Must not have been convicted of a crime involving moral turpitude;
- Must not have violated any policies and laws of the City Government pertaining to business operation
- Must not have any tax delinquency with the City government;
- Must be physically and mentally fit and not suffering from any communicable/contagious disease.

Disqualification

- a. Stallholders who have been evicted from his/her stall for cause in any of the city's owned public markets shall be disqualified from filing another application for the lease of any other stall in another city public market;
- b. Stallholders currently occupying a stall, room, booth, table or space in one city market are disqualified from filing another application in another city public market;
- c. City government employees directly involved in the administration of public markets including elected officials and their immediate family (spouse, children, parents) are disqualified from occupying a space, stall, table or booth at any of the city markets.

Contract of lease

The stallholders after satisfactorily completing the requirements shall enter into a contract of lease with the City Government of which shall be valid and subsisting for a period of the year from the time of its execution or was entered into, unless sooner revoked or cancelled for a cause. After the lapse of the contract, the lease may be renewed upon mutual consent of both parties under new terms and conditions. Under provision that the stallholder has no outstanding account or obligation, and has not violated any provision of the Revised Market Code (*Ordinance 3614, Series of 2009*).



PAYMENT OF MARKET FEE/ STALL RENTAL

Market Rental

All registered stallholders both Mega Market and City Central Arcade are required to pay their monthly rental at the Market Office on or before every **20th** of the month as stated in their contract of Lease. Failure or non-payment on or before the due date forestalled a surcharge of twenty five (**25%**) percent on the total rent due plus interest of two (**2%**) percent per month of the unpaid fees and charges including surcharges, until such amount is fully paid, but in no case shall the total interest on the unpaid amount or portion thereof exceed Thirty-six (**36%**) percent.

Discounts for advance and Prompt Payment - If the rental fee is paid in advance in full for the whole year on or before the **20th** of *January*, the stallholder shall be entitled to a discount of twenty (**20%**) percent, provided no delinquencies exist. If the rental fee is paid quarterly in advance on or before the **20th** of the first month of the quarter, the stallholder shall be entitled to a discount of ten (**10%**) percent, provided no delinquencies exist.

Time of Payment - Upon signing of the lease Contract, the Occupancy Fee and one (**1**) month advance rental shall be paid to the City Government through the Market Revenue Collector assigned at the Public Market, and thereafter, the monthly rental fee shall be due and payable on the **20th** of the current month.

- a. The fee shall first be applied to the prior delinquencies, interest and penalties, if any, and only after said delinquencies are settled may payments be credited for the current month;
- b. The prescribed monthly rental fee may be paid in full or daily installment basis;
- c. The prescribed fees shall be collected as regards to permanent lessors, whether the stallholder opens or not for business, and whether the merchandise, wares or commodities are displayed directly or indirectly to public view, and whether sold or not unless the stallholders or parties concerned desire to pay in advance for a long period, in which case, payment shall be accepted and corresponding receipts issued;
- d. All monthly rates prescribed under the Revised Market Code (*Ordinance 3614, Series of 2009*) shall be increased by Five (**5%**) percent annually, beginning 2012, and every year thereafter;
- e. Non-payments of rental fee for Three (**3**) consecutive months shall be ground for revocation of the lease Contract without prejudice to the collection of the unpaid account;

Occupancy Fee

Upon the award of any market stall, room, booth, table or space the awardee is required to pay an Occupancy Fee of One Thousand (₱ 1,000.00) Pesos per stall (**1.6 sqm./stall**) or Six Hundred Twenty Five (₱ 625.00) pesos per square meter which may be paid in full or in four installments, the first payment to be paid upon the award, and the three (**3**) other installments to be paid every three (**3**) months thereafter (on or before the **30th** day of the months of *March, June and September*), provided that the full amount shall be paid within a period of One (**1**) year.

The same amount shall be collected upon renewal of the Contract of lease, provided however that if there will be a transfer of rights on the space or stall within the effectivity of the first year of the contract, such transferee is exempted from payment of occupancy Fee. However, any transfer of rights to the third party the first year contract of lease, the third party shall be liable to pay such occupancy fee.



SERVICES AND HOW TO AVAIL THEM

Office/Division	OCM – OPERATION OF MARKET (City Arcade & Mega)			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public or G2B – Government to Business group or			
Who may avail:	Stallholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Previous Official Receipt (last payment)			✓ Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare and bring latest Official Receipts	Accounts verification: checks and verifies the accounts of the stallholders		5 to 10 minutes	Records Officer/ Person In-charge
None	Payments: compute the corresponding bills of the stallholders		5 to 10 minutes (under normal circumstances)	Deputized Collectors
None	Updating of Records: record of payments in the subsidiary ledger and encode the payments in e-Payments Monitoring		5 to 10 minutes (under normal circumstances)	Records Officer/ Person In-charge
	Releasing: record the payments in the logbook and release the official receipts to the stallholders		1 minute	Desk Officer
	TOTAL		31 minutes	



RENEWAL OF LEASE CONTRACT

All registered stallholders are required to renew their Contract of Lease annually stating the rate, guidelines and conditions at the Cotabato City Public Market.

SERVICES AND HOW TO AVAIL THEM

Office/Division	OCM – OPERATION OF MARKET (City Arcade & Mega)			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	Stallholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Updated monthly rental			✓ Records	
✓ Copy of Business Permit and Lease of Contract (previous year)			✓ Client	
✓ Photo copies of Official Receipts (OR) on the payment of Business Permits (whether full or quarterly)			✓ Client	
✓ Copy of Community Tax Certificate			✓ City Treasury	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Submit requirements to the Administrative Officer for her careful review and evaluation	None	2 minutes	Administrative Officer
None	The Administrative Officer shall forward all the reviewed documents to the Chief of Operation (Market Supervisor IV) for counterchecking, initial and orientation	None	1 minute per contract/lessee	Chief of Operation (Market Supervisor IV)
None	The Chief of Operation shall forward the said reviewed documents to the City Market Administrator for issuance of Market Clearance and signing of the Lease Contract	None	1 minute per contract	City Market Administrator
None	Notarization of Contract	None	1 minute per contract	City Legal Officer
None	Distribution of Contract (all approved Lease Contracts shall	None	1 minute per contract	Administrative Officer/Records Officer



	be filed and kept by the Records Section, copies of which will be distributed/given to the Lessees/Occupants in the office)			
	TOTAL	None	6 minutes	

ISSUANCE OF MARKET CLEARANCE FOR THE RENEWAL OF BUSINESS LICENSE

All registered stallholders are required to secure Market Clearance for the renewal of their Business License annually to legitimize their business operation at the Cotabato City Market beginning January of every year.

SERVICES AND HOW TO AVAIL THEM

Office/Division	OCM – OPERATION OF MARKET (City Arcade & Mega)			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	Legitimate Stallholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Updated market rental clearance			✓ OCM-OM	
✓ Business Permit for the previous year			✓ BPLO	
✓ Health Certificate/Sanitary Permit			✓ OCHO	
✓ COLIGHT Bill/Electrical (For big stalls)			✓ CLPC	
✓ Fire Clearance (for big stalls)			✓ BFP BARMM	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-in the renewal/ application form	1. Assist the clients in filling up the renewal/ application form	None	5 minutes	Desk Officer
2. Submit forms needed to the person-in-charge	2.1 Accounts verification	To be determined by the		Records Officer/ Person-in-charge



	2.a. with balance: pay (cedula and balances) then, proceed to step 2.2 2.b. without balance. Proceed to 2.2 2.2 Proceed to the encoding and printing of Market Clearance and Lease Contracts	Deputized Collector	5 minutes 5 minutes 5 to 10 minutes	Deputized Collectors Computer Operator/ Person in-charge
	Proceed for final review of documents	None	5 to 10 minutes (per batch)	Administrative Officer/ Person in-charge
	For approval of documents	None	5 minutes	City Market Administrator
	Releasing of documents to the client	None	1 minute	Releasing Clerk/ Person in-Charge
	Total		41 minutes	

Note: Due to the computerization program of the LGU that took effect FY 2020, the responsibility of the market management is only for issuance of Market Clearance, hence application forms, assessments and payments shall be that duty of the BPLO and City Treasury Office, respectively.

ISSUANCE OF CERTIFICATION AS REGISTERED STALLHOLDERS

Certification is being issued to all registered stallholders and vendors for record and reference purposes.

HOW TO AVAIL OF SERVICE

Office/Division	OCM – OPERATION OF MARKET (City Arcade & Mega)			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	Stallholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Official Receipts of Payment			✓ RCC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

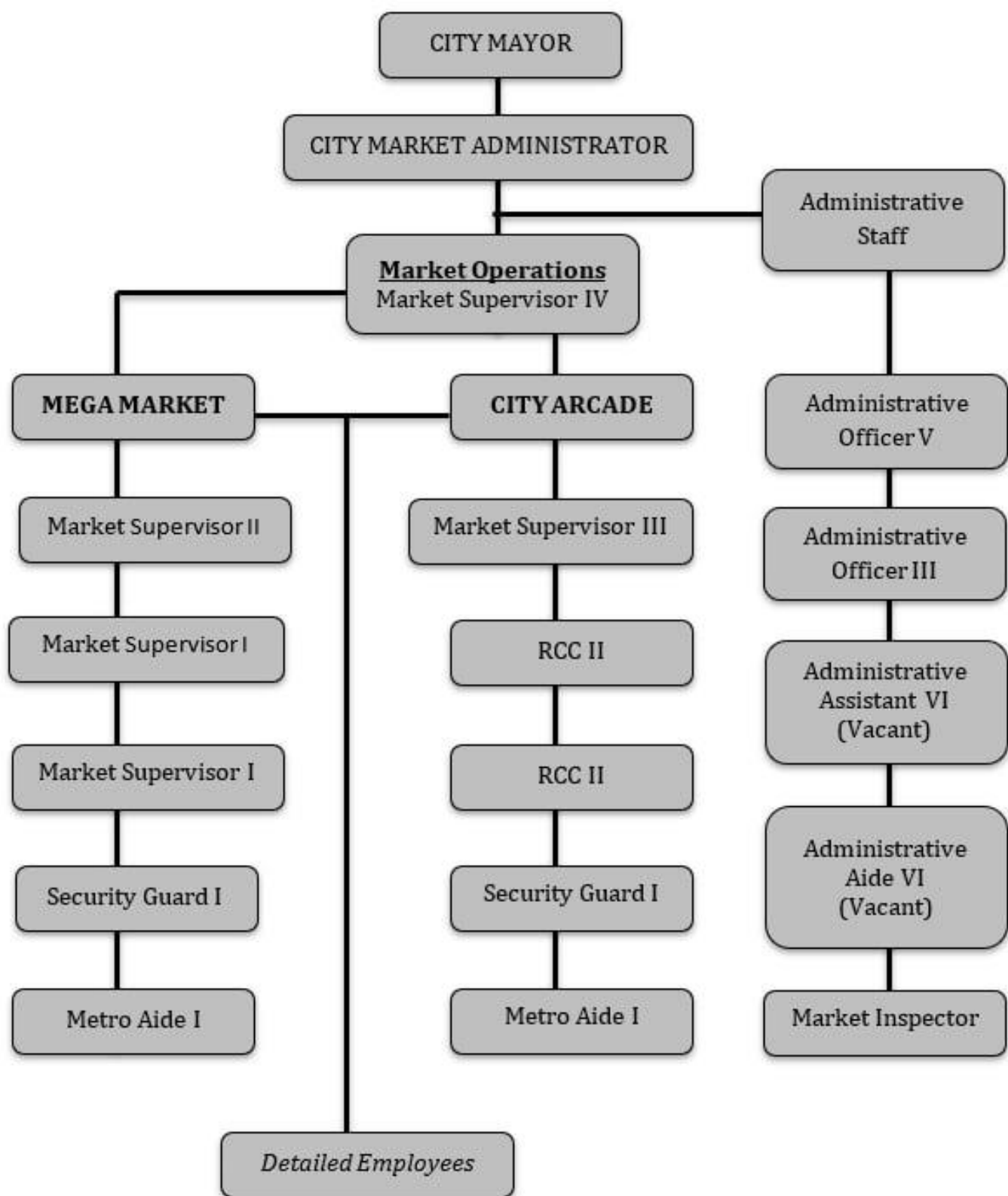


Prepare and bring current official receipts	Accounts verification (checks and verifies the account of the stallholders)	None	2 to 3 minutes	Records Officer/ Person in-charge
None	Payment of Fees: pay the corresponding amount	50.00	2 minutes	Deputized Collectors
None	Encoding and printing (prepares the Certification to be issued to the respective stallholders)	None	3 to 5 minutes	Records Officer/ Person in-charge
	Proceed for final review of documents	None	1 to 2 minutes	Administrative Officer/Person in-charge
	For approval of documents	none	2 to 3 minutes	City Market Administrator
	Releasing of documents to the clients	none	1 minute	Releasing Clerk/ Person in-charge
	Total		16 minutes	



OCM – OPERATIONS OF MARKET

ORGANIZATIONAL STRUCTURE





Office of the City Mayor

External Service



PUBLIC COSTUMER ASSISTANCE

City Residents and other clients may request the Office of the City Mayor for referrals, recommendations, endorsements or communications for any of the following request for various needed assistance, such as:

- Medical Assistance
- Job Recommendations
- Endorsement for Transfer/Detail
- Transportation Discount
- Burial Permits (Public Cemeteries)
- Certifications for various purposes
- Authentication of various official records

Office/Division	OFFICE OF THE CITY MAYOR				
Classification	Simple to Complex				
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group G2G – Government to Govt. employee or agency				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
For Medical Assistance <ul style="list-style-type: none">✓ Medical Prescription✓ Clinical Diagnosis or Doctor’s Referral			✓ Accredited private and government medical clinics and hospitals		
For Job Recommendations <ul style="list-style-type: none">✓ Complete Bio-Data and Curriculum Vitae✓ Past Employment Records✓ Clearances✓ Other Relevant Documents			✓ Human Resource Office		
For Endorsement of Transfer/Detail <ul style="list-style-type: none">✓ Basic letter stating therein the reasons for the request✓ Certified Service Record, if available			✓ Human Resource Office		
For Transportation Discount <ul style="list-style-type: none">✓ Community Tax Certificate✓ Voter’s ID			✓ Office of the City Treasurer, Commission on Election BARMM		
For Burial Permits (Government Owned Cemetery) <ul style="list-style-type: none">✓ Death Certificate✓ Barangay Certification			✓ NSO BARMM, Barangay Hall where the applicant is a registered resident		
For Certification for various purposes <ul style="list-style-type: none">✓ Letter request stating the purpose✓ Other related documents			✓ Client/applicant or representative, Human Resource Office, respective office where the documents are extracted from		
For Authentication of various official records <ul style="list-style-type: none">✓ Original Copy✓ Other related documents for verification			✓ Client/applicant or representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



Filing and recording of request	Submit documents required to the receiving clerk or employee in-charge	None	1minute	Administrative Division
Preparation of Communication / Referral	OCM Staff prepares required action on said request	None	3 minute	Supervising Administrative Officer/or Secretary to the City Mayor
Approval of City Mayor	The City Mayor signs/approves said request	None	30 minutes	City Mayor and/or his duly authorized signatories
Release of communication / Referral	The communication / referral is released to the client. Client leaves 1 copy with the Records Section for file	None	3 minutes	Administrative Division
	TOTAL		37 minutes	

MAYOR’S CLEARANCE

Individuals need to secure Mayor’s Clearance for local employment, AFP/PNP Enlistment, Passport Application, Travel Abroad, Marriage Application and other related purposes including application for Firearms License for security purposes.

Office/Division	Office of the City Mayor		
Classification	Simple		
Type of Transaction	G2C – Government to Transacting Public		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Local Employment, Passport Application, Travel Abroad and Other Purposes <ul style="list-style-type: none">✓ Mayor’s Clearance:✓ Original Copy of Barangay Clearance✓ Original Copy of Court Clearance✓ Original Copy of Fiscal Clearance✓ Original Copy of Police Clearance✓ One (1) pc 2 x 2 picture✓ One (1) Documentary Stamp <i>*One (1) photo copy for each clearance submitted</i>		<ul style="list-style-type: none">✓ City Mayor’s Office✓ Barangay Office✓ City Court✓ Fiscal Office✓ City Police Department✓ Client or Representative✓ Office of the City Treasurer	
For Certificate of Good Moral Character <ul style="list-style-type: none">✓ Barangay Certification (stating that the client is a resident of the barangay and has no derogatory records)		<ul style="list-style-type: none">✓ Barangay Hall✓ Office of the City Treasurer	



<ul style="list-style-type: none"> ✓ Official Receipt from the Office of the City Treasurer 				
<ul style="list-style-type: none"> ✓ Mayor’s Clearance for Securing Firearms License: ✓ Letter of intent stating name, status, address, occupation and purpose of securing Firearm License ✓ Drug Test ✓ Personal Appearance of Applicant ✓ Certificate of Membership to any Gun Club ✓ Original Copy of Barangay Clearance ✓ Original Copy of Court Clearance ✓ Original Copy of Fiscal Clearance ✓ Original Copy of Police Clearance ✓ One (1) pc 2 x 2 ID picture ✓ One (1) Documentary Stamp <p><i>* One (1) photo copy for each clearance submitted</i></p>		<ul style="list-style-type: none"> ✓ Client or representative ✓ Accredited Drug Testing Center ✓ Barangay Hall (registered residency) ✓ Registered Gun Owner’s Association ✓ Hall of Justice – City Court ✓ Fiscal Office ✓ City Police Department ✓ Client or representative ✓ Office of the City Treasurer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing / Recording of Request	Submit documents required to the receiving clerk or employee in-charge	None	1 minute	Administrative Division
Preparation of Clearance/ Certification	OCM Staff prepares the clearance or certification	None	1 minute	Administrative Division
Approval of the City Mayor	City Mayor approves the Clearance or Certification	None	30 minutes	City Mayor and/or his duly authorized signatories
Release of Clearance / Certification	The Clearance or Certification is released to the client. Client leaves one (1) copy with the Records Section for file	None	3 minutes	Administrative Division
	TOTAL		35 minutes	



PERMIT TO CONDUCT MOTORCADE/PARADE/MASS OR GROUP GATHERINGS AND OTHER MISCELLANEOUS PERMITS

All governmental/educational institutions, NGOs, Civic/Religious Groups, Theatre and Arts Enthusiast, Business Sectors, Cooperatives etc. are required to secure a permit prior to the conduct of scheduled activity. This ensures coordination of peace and order concerns and orderly traffic management during the activity.

Office/Division	OFFICE OF THE CITY MAYOR			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter request addressed to the City Mayor indicating the schedule, planned route and the purpose of activity.		✓ Client or representative		
✓ Payment of fees for motorcades/parades conducted to promote concerts and other related fund raising activities		✓ Office of the City Treasurer		
✓ Coordination of activities for mass gatherings such as prayer/protest/indignation rallies or any related event in securing the peace and order and traffic concerns as basis for approval of the Local Chief Executive.		✓ Cotabato City Police Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing and recording of request	Submit letter request to the receiving clerk or employee in-charge	None	1 month	Records Section - Administrative Division
Preparation of Mayor's Permit	The Records Officer or a clerk prepares the permit	None	3 minutes	Administrative Division
Approval of the City Mayor	City Mayor approves permit	None	30 minutes	City Mayor and/or his duly authorized signatories
Release of Mayor's Permit	The permit was released to the client	None	3 minutes	Administrative Division
TOTAL		None	37 minutes	



USE OF GOVERNMENT FACILITIES

The **City of Cotabato** offers the use of the following facilities for various purposes:

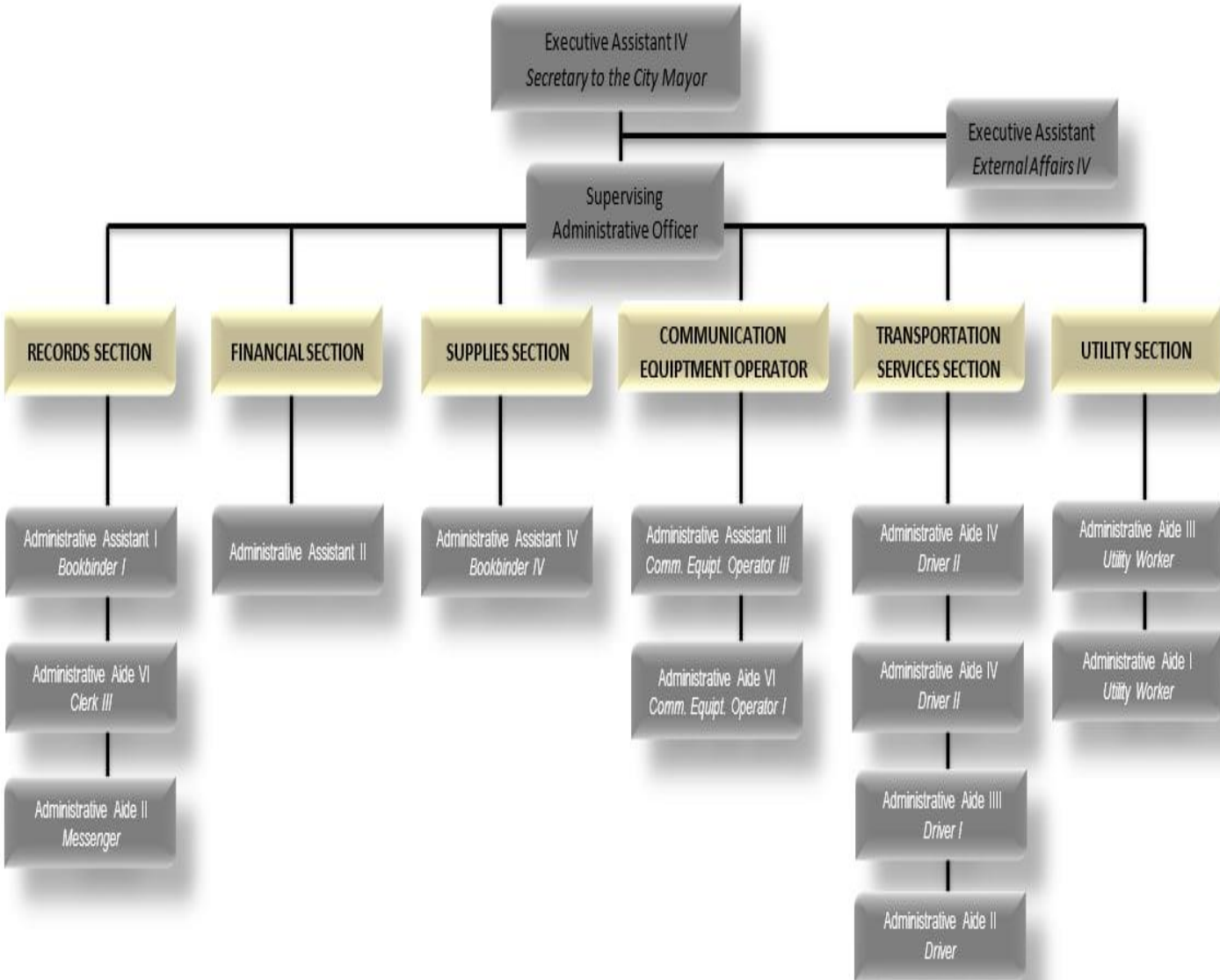
- City Plaza
- Children’s Park
- Social Hall – People’s Palace
- People’s Palace Grounds / Sport’s Plaza
- City Mega Square
- Cotabato State University Grounds
- Cotabato City Central Pilot Elementary School Grounds
- Sound System
- City Government Bus

Office/Division	OFFICE OF THE CITY MAYOR			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Request letter address to the City Mayor, specifying the government facility to be used with date, time, and purpose indicated.		✓ Client or representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present letter of request	Submit letter request to the receiving clerk or employee in-charge	None	1 minute	Records Section, Administrative Division
Records verification as to the availability of the facility	OCM staff after verification prepares communication for approval of the Local Chief Executive	None	30 minutes	Administrative Division
Approval of Permit	The City Mayor or his duly authorized representatives signs the permit	None	30 minutes	City Mayor and/or his duly authorized signatories
Release of Permit	Receives a copy of the permit	None	3 minutes	Records Section, Administrative Division
TOTAL		None	1 hour and 4 minutes	



OFFICE OF THE SECRETARY TO THE CITY MAYOR

Organizational Structure



Office of the City Mayor -
Person With Disability
Office
External Service



MANDATE

VISION

By the 30th Century, it is envisioned that Persons with Disability in Cotabato City be adequately supported by the Local Government of Cotabato City so he/she could fully realize his/her own potentials for development and productivity as well as capable of self-expression of his/her rights in the society. More importantly he/she is God loving and proud of being Filipino.

It is also envisioned that Persons with Disability would live a productive and satisfying life with dignity and respect in an inclusive, rights-based society

MISSION

To maintain and strengthen a highly functional and responsive network of community, programs, and various services to maximize the potentials of Persons with Disabilities for them to achieve dignified life and personal fulfillment so-that they develop a civic-conscious, good upright citizen and participate in the pursuit of the nation’s progress.

1. REGISTRATION AND ISSUANCE OF PWD ID

The PWD Registration and Issuance of PWD ID are intended for persons with disabilities who are certified residents of Quezon City. Pursuant to Republic Act No. 9442 as an amendment to Republic Act 7277, otherwise known as the Magna Carta for the Persons with Disability.

FOR WALK-IN APPLICANTS

Office or Division:	PDAO - Operation Unit			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Persons with disability regardless of gender and residents of Cotabato City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Certificate of Disability		✓ Qualified Doctor /City Issuer		
✓ Barangay clearance or any other government-issued ID		✓ Barangay LGU or concerned government agency		
✓ 2 pcs. 2X2 I.D. picture / Signature		✓ Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Bring copies of requirements to Persons with Disability Affairs Office for evaluation.	The PDAO Frontline staff will assess the submitted documents of the client.	None	5 minutes	PDAO Front Desk Officer
	Encode the personal information of qualified PWDs clients to the ID online platform.	None	15 minutes	PDAO Front Desk Officer
Registrants with lacking requirements will be assisted and advised.	The approver will evaluate the submitted documents and personal details are correct.	None	15 minutes	PDAO Front Desk Officer
	Once, the application is approved, the verifier will verify all the information of the client	None	5 minutes	PDAO Front Desk Officer
	ID is ready for printing	None	5 minutes	PDAO Front Desk Officer
	Printed ID will be distributed and tagged	None	5 minutes	PDAO Front Desk Officer
	TOTAL	None	50 minutes	

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

2. BURIAL ASSISTANCE

The Burial Assistance Program aims to provide financial assistance as burial assistance to the bereaved families of indigent senior citizens, and to help defray burial expenses.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who May Avail:	Indigent Persons with disability regardless of gender and residents of Cotabato City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Death Certificate issued by the Local Civil Registry and/or Death Certificate issued by the Barangay for Moslem Beneficiaries		✓ Local Civil Registry/ ✓ Barangay of Residence
✓ Certificate of Indigency		✓ Barangay of Residence
✓ Original and Xeroxed PWD ID of the Deceased		✓ PDAO
✓ Original and Xeroxed ID of the Representative of the Deceased		✓ Client
✓ Filled-up Intake Interview Form		✓ OSWDS-SSSS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to PDAO	1. Receives the submitted requirements; 2. Forwards the documents to the Office of the City Mayor (OCM) for approval and signature.	None	30 minutes	PDAO
None	3. Documents are returned back to PDAO.	None	30 minutes	OCM
2. Submits for interview.	4. The applicant for burial assistance are called for interview; 5. After the interview, the applicants are now ready for inclusion on the payroll.	None	40 minutes	Sofia Ukat, Aisa Tomas
None	6. Informs the SSSS of the burial financial assistance ready for release.	None	30 minutes	CITY TREASURY OFFICE
None	7. Informs the recipient of the assistance to be released.	None	30 minutes	Sofia Ukat
3. Receives the assistance from the CITY TREASURY OFFICE.	8. Releases the assistance to the recipient	None	40 minutes	CITY TREASURY OFFICE
	TOTAL	None	3 hours and 20 minutes	

3. MEDICAL ASSISTANCE

The Medical Assistance Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent PWD so that they can immediately avail of the needed prescription medicines.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who May Avail:	Indigent Persons with disability regardless of gender and residents of Cotabato City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Original and Xeroxed PWD ID		✓ PDAO
✓ Updated Prescription Issued by a Licensed DoCity Treasury Officer		✓ Medical Practitioner



✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS	1. Receives the submitted requirements; 2. Explains to the client of the need to go to the pharmacy and ask the pharmacist to write down the prices of the medicines requested.	None	15 minutes	Marissa A. Salva, Lady Love Torsiende, Sofia Ukat
2. Visits the Pharmacy for the pricing of the medicines	None	None	30 minutes	Pharmacy
3. Submits the prescription with the prices of the medicines to SSSS.	3. Receives the prescription and attaches the withdrawal slip for the pharmacy.	None	15 minutes	Marissa A. Salva, Lady Love Torsiende, Sofia Ukat
4. Proceeds to the pharmacy and submits the prescription with the withdrawal slip. 5. Receives the medicines requested.	4. Receives the prescription and the withdrawal slip. 5. Hand overs the requested medicines.	None	20 minutes	Pharmacy
	TOTAL	None	1 hour and 20 minutes	

4. FINANCIAL ASSISTANCE

The Financial Assistance Program aims to provide any type of monetary help or aid that a poor, marginalized, vulnerable, disadvantaged and indigent senior citizen seeks.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who May Avail:	Indigent Persons with disability regardless of gender and residents of Cotabato City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Original and Xeroxed PWD ID		✓ PDAO
✓ Certificate of Indigency		✓ Barangay of Residence
✓ Barangay Certificate of Residency		✓ Barangay of Residence
✓ Medical Abstract (if assistance is related to health)		✓ Medical Practitioner



✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS	a. Receives the submitted requirements;	None		
2. Submit to an interview by the worker assigned.	b. Explains to the client the procedure of the assistance : that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release;	None	20 minutes	Sofia Ukat, Aisa Tomas, Marissa A. Salva
	c. Conducts an interview;	None		
None	Drafts a Social Case Study Report;	None	1 day	Sofia Ukat, Aisa Tomas
None	Reviews the SCSR and affixes her initials.	None	1 hour	Maria Margarita B.Tirona, RSW
None	Approves the SCSR and affixes her signature.	None	30 minutes	City Social Welfare Officer
None	a. Prepares the necessary vouchers and/or payroll for the release of the assistance; b. Forwards the same to the Budget Office.		1 hour	Sofia Ukat, Marissa A. Salva
None	Informes the client of the release of the assistance.		30 minutes	Sofia Ukat, Aisa Tomas, Marissa A. Salva
3. Receives the assistance requested.				City Treasury Office
	TOTAL	None	1 day;3 hours and 20 minutes	



5. PROVISION OF ASSISTIVE DEVICE

The Provision of Assistive Device Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent PWD so that they can carry out daily activities and participate actively in community life with the help of the assistive devices.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Persons with disability regardless of gender and residents of Cotabato City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and Xeroxed PWD ID			✓ PDAO	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Medical Abstract			✓ Medical Practitioner	
✓ Medical Certificate (stating the assistive device needed)			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview.	1. Receives the submitted requirements; 2. Explains to the client the procedure of the assistance : that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;.	None	30 minutes	Marissa A. Salva, Lady Love Torsiende, Sofia Ukat,
None	4. Drafts a Social Case Study Report;	None	1 day	Sofia Ukat, Aisa Tomas
None	5. Reviews the SCSR and affixes her initials.	None	30 minutes	Maria Margarita B.Tirona, RSW
None	6. Approves the SCSR and affixes her signature.	None	30 minutes	City Social Welfare Officer
None	7. Prepares the necessary vouchers and/or payroll for the release of the assistance;	None	1 hour	Sofia Ukat, Marissa A. Salva



	8. Forwards the same to the Budget Office.			
None	9. Informs the client of the release of the assistance.	None	30 minutes	Sofia Ukat, Aisa Tomas, Marissa A. Salva
3. Receives the assistance requested.	None	None	30 minutes	City Treasury Office
TOTAL		None	1 day, 3 hours and 30 minutes	

6. EDUCATIONAL ASSISTANCE

The Educational Assistance Program aims to provide financial assistance to poor but deserving children to be able to stay in school to complete their studies and rise above their beginnings.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Persons with disability regardless of gender and residents of Cotabato City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and Xeroxed PWD ID			✓ PDAO	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Certificate of Enrollment with LRN Number			✓ School where Enrolled	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation of qualified students.	1. Receives the submitted recommendation of qualified students from the City Schools Division, DepEd.	None	15 minutes	Marissa A. Salva, Lady Love Torsiende, Sofia Ukat,
None	2. Informs the recommended students, requires for the submission of the requirements and sets a date for an interview.	None	1 day	Sofia Ukat, Aisa Tomas
2. Submits requirements to SSSS.	3. Receives the submitted requirements and conducts interviews.	None	30 minutes	Marissa A. Salva, Sofia Ukat, Lady Love Torsiende, Aisa Tomas
None	4. Conducts validation with the school concerned.	None	1 day	Sofia Ukat, Lady Love Torsiende, Aisa Tomas, Sarah



None	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.	None	1 hour	Sofia Ukat, Marissa A. Salva
	9. Informs the client of the release of the assistance.	None	30 minutes	Sofia Ukat, Aisa Tomas, Marissa A. Salva
3. Receives the assistance requested.	None	None	20 minutes	City Treasury Office
TOTAL		None	2 days, 2 hours and 35 minutes	

NO SUBMITTED
ORGANIZATIONAL STRUCTURE



Office of the City Planning and Development Officer

Internal Services



MANDATE

The Office of the City Planning and Development Coordinator is a key partner in materializing the sustainable urban development of City of Cotabato in collaboration with key city departments and offices and partner agencies, civil society and non-government organizations. Pursuant to the provisions of Republic Act 7160, known and cited as "Local Government Code of 1991", it is mandated to be in charge of (1) formulation of integrated economic, social, physical, and other development plans and policies for consideration of the local government development council; (2) conduct of continuing studies, researches, and training programs necessary to evolve plans and programs for implementation; (3) integration and coordination of all sectoral plans and studies undertaken by the different functional groups or agencies; (4) monitoring and evaluation of the implementation of the different development programs, projects, and activities in the local government unit concerned in accordance with the approved development plan; (5) preparation of comprehensive plans and other development planning documents for the consideration of the local development council; (6) analyzation of the income and expenditure patterns, and formulate and recommend fiscal plans and policies for consideration of the finance committee of the local government unit concerned; (7) promotion of people participation in development planning within the local government unit concerned; (8) exertion of supervision and control over the Secretariat of the local development council and (9) exercise such powers and perform such others functions and duties as maybe prescribed by the law or ordinance, among which is the administration and enforcement of the zoning regulation in the City of Cotabato. The office is also involved in the membership of the local prequalification, bids and awards committee and local finance committee.

VISION

A progress-oriented department that is a crucial partner in the local government in assertively synergizing the realization of sustainable development efforts for the greatness of Cotabato City towards being a smart city with God-fearing, enlightened diverse people living in a peaceful, secure and resilient community with progressive economy and good governance.

MISSION

A department that provides efficient and responsive services by the technically-competent and dedicated staff through well- coordinated development initiatives taking into account customers' satisfaction.

SERVICE PLEDGE

The OCPDC pledges to help fulfill the sustainable development efforts for the city; to adhere to the mandates and provisions under the Local Government Code of 1991 and to render government services within the prescribed time in any application or request.

SERVICES AND HOW TO AVAIL THEM

EXTERNAL SERVICES:

- ISSUANCE OF ZONING (LOCATIONAL) CLEARANCE FOR BUILDING PERMIT



- ISSUANCE OF ZONING (LOCATIONAL) CLEARANCE FOR BUSINESS PERMIT
- ISSUANCE OF CERTIFICATE OF ZONING CLASSIFICATION
- EVALUATION, PROCESSING AND REQUEST FOR APPROVAL OF PRELIMINARY SUBDIVISION DEVELOPMENT PLAN (PSDP) - SIMPLE/COMPLEX SUBDIVISION
- EVALUATION, PROCESSING AND REQUEST FOR APPROVAL OF DEVELOPMENT PERMIT
- RELEASE OF SOCIO-ECONOMIC PROFILE OF COTABATO CITY
- RELEASE OF PLANNING DOCUMENTS OF CITY GOVERNMENT OF COTABATO
- REVIEW AND EVALUATION OF BARANGAY AND SANGGUNIANG KABATAAN PLANNING DOCUMENTS

ISSUANCE OF ZONING (*LOCATIONAL*) CLEARANCE FOR BUILDING PERMIT

Locational Clearance, commonly referred to as Zoning Clearance, is a clearance issued by the City’s Zoning Administrator/Zoning Officer to a project that is allowed under the provisions of the city’s Zoning Ordinance. It is a prerequisite requirement to the issuance of Building Permit which is a document issued by the Building Official (BO) to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines (the Code) and its Implementing Rules and Regulations (IRR).

Office/Division:	Office of the City Planning and Development Coordinator - Environmental Control and Zoning Division	
Classification:	Simple Transaction	
Type of Transaction:	G2G- Government to Government, G2C-Government to Citizen, G2B-Government to Business	
Who may avail:	All interested applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ 1. Zoning Assessment Fee (paid according to Schedule of Fees)		✓ Assessment – Office of the City Planning and Development Coordinator – Environmental Control and Zoning Division ✓ Fee – Pay at Office of the City Treasurer
✓ 2. Proof of ownership – Authenticated Copy of Registered Land Title		✓ Registry of Deeds
✓ 3. Proof of consent from registered owner in case the applicant is not the lot owner		✓ Interested applicant
✓ 4. Building Plan: Perspective, Site Development and Location/Vicinity Map		✓ Civil Engineer, Architect, Draftsman, Building Plans Signed and Seal by Geodetic Engineer and Civil Engineer



✓ 5. Bills of Materials and Cost Estimates		✓ Civil Engineer, Architect, Draftsman, Building Plans Signed and Seal by Geodetic Engineer and Civil Engineer			
✓ 6. Accomplished and duly notarized Application Form for Zoning Clearance		✓ Office of the City Planning and Development Coordinator – Environmental Control and Zoning Division			
✓ 7. Community Tax Certificate		✓ Office of the City Treasurer			
✓ 8. Barangay Clearance		✓ Respective barangay			
CLIENT STEPS	AGENCY ACTION	FEES		PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Application Form for Zoning Clearance and all listed requirements (Day 1)	1.1 Provide application form to interested applicant 1.2 Informs interested applicant of the checklist of requirements	None		10 minutes	Environmental Control and Zoning Division Head, Zoning Officer
2. Submit all requirements together with duly accomplished Zoning Clearance for Building Permit Application Form (either Day 1 or succeeding days)	2.1 Check all requirements as to completion	Schedule of Fees Zoning/ Locational Clearance:		45 minutes to 2 hours (if with site inspection) *Assuming all requirements/ documents are in order and signatories present	Environmental Control and Zoning Division Head, Zoning Officer
	2.2 Assess application documents 2.3 Conduct site inspection and verification if necessary 2.4 Apply fee based on the Schedule of Fees for Zoning/Locational Clearance 2.3 Inform client of the amount of fee to be paid 2.4 Instruct client to pay the applicable fee at the Office of the City Treasurer	A. <u>Single Residential Structure</u> Attached or Detached 1. Php100,000 and below 2. Over Php100,000 to 200,000 3. Over Php200,000 B. <u>Apartments / Townhouse</u> 1. 500,000 and below	Php200-Php400- Php500+1 /10 of 1% in excess of Php 200,000 Php1,000-Php1,500-Php2,500+ 1/10 of 1% of cost in excess of Php 2M regardless of the number of doors Php2,500		



		2. Over 500,000 to 2 Million	Php2,000+ 1/10 of 1% of cost in excess of Php 2M regardless of the number of doors		
		3. Over 2 Million			
		C. <u>Dormitories</u>			
		1. Php 2 Million and below	Php2,000 Php2,000+ 1/10 of 1% of cost in excess of Php 2M		
		2. Over 2 Million			
			Php1,000 Php1,500		
		D. <u>Institutional</u>	Php2,000		
		<u>The project cost of which is:</u>	Php3,000		
		1. Below Php 2Million	Php5,000+ 1/10 of 1% of cost in excess of Php 2Million		
		2. Over 2Million			
		E. <u>Commercial, Industrial and Agro-Industrial</u>			
		<u>Project Cost of which is:</u>			
		1. Below Php100,000			
		2. Over Php100,000 -500,000			
		3. Over Php500,000 -1Million			



		4. Over 1 Million – 2 Million			
		5. Over 2 Million			
3. Present official receipt and claim Certificate of Zoning Compliance	3.1 City Zoning Administrator or authorized representative signs on Building Plan 3.2 Issue Certificate of Zoning Compliance duly signed by City Zoning Administrator or authorized representative	None		30 minutes	Environmental Control and Zoning Division Head, Zoning Officer, City Zoning Administrator
TOTAL:		NONE		2 hours 40 minutes	

ISSUANCE OF CERTIFICATE OF ZONING CLASSIFICATION

Zoning Certificate is a document issued by the Zoning Administrator citing the zoning classification of the land based on the city’s Zoning Ordinance

Office/Division:		Office of the City Planning and Development Coordinator - Environmental Control and Zoning Division			
Classification:		Simple Transaction			
Type of Transaction:		G2G- Government to Government G2C-Government to Citizen G2B-Government to Business			
Who may avail:		All interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
✓ Site Development Plan and Vicinity Map signed and sealed by a Geodetic Engineer			✓ Client		
✓ Authenticated Photocopy of Land Title			✓ Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1. Submit all requirements	Check all requirements as to completion Assess application documents Apply fee based on the Schedule of Fees for Certificate of Land Use Classification Inform client with the amount of fee to be paid 1.5 Instruct client to pay the applicable fee at the Office of the City Treasurer and secure official receipt	Zoning Classification Certificates Below 1,000 sqm Php20.00 1,000 sqm to 1-hectare Php25.00 1 hectare and Php30.00 5 hectares 5 hectares and above Php35.00	10 minutes	Zoning Division personnel
2. Submit official receipt to Office of the City Planning and Development Coordinator - Environmental Control and Zoning Division and claim certification	2.1 Process documents 2.2 Issue Certificate of Zoning Classification		10 – 20 minutes	Zoning Division personnel
TOTAL:		NONE	30 minutes	

EVALUATION, PROCESSING AND REQUEST FOR APPROVAL OF PRELIMINARY SUBDIVISION DEVELOPMENT PLAN (PSDP) - SIMPLE/COMPLEX SUBDIVISION

Every registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project shall apply with the local government unit (LGU) concerned for the approval of the preliminary subdivision development plan, as required prior to issuance of final development permit.

Office/Division:		Office of the City Planning and Development Coordinator – Physical/Infrastructure Planning Division		
Classification:		Complex Transaction		
Type of Transaction:		G2G- Government to Government, G2C-Government to Citizen, G2B-Government to Business		
Who may avail:		All interested applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Subdivision Scheme including the Site Development Plan, Vicinity Map, Survey Plan of Lot		✓ Surveyor (Registered Geodetic Engineer)		
✓ Affidavit/Sworn Statement indicating therein the purpose, nature, number, income level of beneficiaries and maximum selling price per lot		✓ Client secured duly notarized affidavit/sworn statement from a lawyer		
✓ DAR Certification of Non-Tenancy of Lot or Affidavit of Waiver of Tenant (<i>if land is planted with rice</i>)		✓ DAR <i>If subject land is classified as agricultural per zoning ordinance, client must request for reclassification of land from agricultural to residential from Sangguniang Panlungsod</i>		
✓ Duly authenticated copies of Transfer Certificate of Title (TCT), Tax Declaration (TD), and original copy of the current Tax Clearance		✓ Register of Deeds (ROD)		
✓ Right to Use Property or Deed of Sale/Donation of the Road-Right-of-Way (<i>if applicable</i>)		✓ Client secures consent from owner duly notarized by a lawyer		
✓ Proof of payment (<i>Zoning Fee/Subdivision Fee</i>)		✓ Office of the City Treasurer		
✓ Proof of License of Geodetic Engineer (PRC, PTR)		✓ Surveyor (Registered Geodetic Engineer)		
✓ Application Form and Request for Approval of PSDP		✓ Office of the City Planning and Development Coordinator – Physical/Infrastructure Planning Division / Sangguniang Panlungsod		
✓ Special Power of Attorney (SPA) authorizing the representative to process, follow-up, execute and receive any documents in behalf of the applicant		✓ Client secures consent from owner duly notarized by a lawyer		
✓ Affidavit of Undertaking		✓ Client secures consent from owner duly notarized by a lawyer		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE

1. Secures an Application Form for PSDP from the Physical/ Infrastructure Planning Division and comply with the checklist of requirements	Provides application form and checklist of requirements	None	5 minutes	Physical/Infrast ructure Planning Division - Project Development Officer I
2. Upon completion of the requirements indicated in the checklist, interested applicant shall compile all the pertinent documents in a folder, properly fastened and submit to the Physical/ Infrastructure Planning Division for evaluation.	<p>2.1 Evaluate completeness of the submitted documents based on the Checklist of Requirements and compliance with applicable Subdivision Laws (under BP 220, PD 957, RA 7279, etc.)</p> <p>2.2 Assess the applicable fee for payment and advise interested applicant to pay at the Office of the City Treasurer and secure an official receipt</p>	<p>Schedule of Fees: Zoning fee- Php25.00 per hectare (25/ha) or a fraction thereof</p> <p>Subdivision fee- Php250.00 per hectare (250/ha) or a fraction thereof</p> <p>- Final Approval & Developmen t Permit Php2000/ha Regardless of Density.</p>	1-3 days (if inspection is necessary)	Physical/Infrast ructure Planning Division - Planning Officer IV and Assistant City Planning and Development Coordinator
3. Pay applicable fee, secure official receipt and submit to the Physical/Infra structure Planning Division -	3.1 Process the PSDP application documents. If found to be in order and have complied with all the requirements, application documents shall be endorsed to the Office of the City Engineer (OCE) and Office of the City Assessor (OCAs). Applications with incomplete or inappropriate set of		45 minutes	Physical/Infrast ructure Planning Division - Planning Officer IV and Assistant City Planning and Development Coordinator



	documentary requirements are returned to the owner/applicant			
TOTAL		NONE	3 days and 50 minutes	

EVALUATION, PROCESSING AND REQUEST FOR APPROVAL OF DEVELOPMENT PERMIT

A Development Permit is a permit approved that specifies how development is to occur on a given parcel of land. Once approved, the Development Permit is registered against the title of the land and becomes binding on future land owners.

Office/Division:	Office of the City Planning and Development Coordinator – Physical/Infrastructure Planning Division		
Classification:	Complex Transaction		
Type of Transaction:	G2G- Government to Government G2C-Government to Citizen G2B-Government to Business		
Who may avail:	All interested applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
✓ All documentary requirements pertaining to Development Permit		✓ Applicant	
✓ Subdivision Development Permit / Preliminary Subdivision Development Permit approved by Sangguniang Panlungsod (PSDP is a prerequisite to Development Permit)		✓ Office of the City Planning and Development Coordinator – Physical/Infrastructure Planning Division/ Sangguniang Panlungsod	
✓ Certified True Copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage, whichever is applicable issued by DENR;		✓ DENR	
✓ Batas Pambansa Blg 220 established parameters for economic and socialized housing projects in urban and rural areas (minimum design standard)		✓ Applicant/Owner, Geodetic Engineer	
✓ Application for Permit to Drill from the National Water Resources Board (NWRB), if applicable; Traffic Impact Assessment (TIA) for projects 30 hectares and above		✓ Applicant/Owner, National Water Resources Board	
✓ List of names of duly licensed professionals who signed the plans and other similar documents.		✓ Applicant/Owner	
✓ Affidavit of ceiling price (according to board Resolution No. 973 series of 2018” AMENDING PERTINENT PROVISION OF THE		✓ Applicant/Owner	

REVISED IMPLEMENTING RULES AND REGULATIONS FOR BATAS PAMBANSA BILANG 220”)				
CLIENT STEPS	AGENCY ACTION	FEEs	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures an Application Form for Development Permit from the Physical/ Infrastructure Planning Division and comply with the checklist of requirements <i>(Day 1)</i>	1.1 Provide client application form and checklist of requirements 1.2 Entertain queries of client, if any		10 minutes	Physical/ Infrastructure Planning Division - Project Development Officer I
2. Upon completion of the requirements indicated in the checklist, interest applicant shall compile all the pertinent documents in a folder, properly fastened and submit to the Physical/ Infrastructure Planning Division for evaluation. <i>(Either Day 1 or succeeding days)</i>	2.1 Assess the application form if duly filled out and verify as to completeness of all requirements; Applications with incomplete/inappropriate set of documentary requirements are returned to the owner/applicant; 2.2 Assess the applicable fee for payment and advise interested applicant to pay at the Office of the City Treasurer and secure an official receipt 2.3 The Infrastructure Planning and Development Division shall, <i>(upon receipt of the application for Preliminary Subdivision Development Plan)</i> , evaluate it as to	Inspection Fee- Php1,000.00/ ha regardless of density Final Approval & Development Permit- Php2,000.00/ ha regardless of density	Evaluation, Processing and Request for Approval of Development Permit – 5 days	Physical/ Infrastructure Planning Division - Planning Officer IV and Assistant City Planning and Development Coordinator



	completeness with the required documents based on the Checklist of Requirements and compliance with applicable Subdivision Laws (<i>under BP 220, PD 957, RA 7279, etc.</i>)			
3. Submit official receipt to the Physical/Infrastructure Planning Division -	3.1 Subdivision Development Permit Application documents found to be in order and have complied with all the requirements shall be endorsed to the Office of the City Assessors who shall evaluate the Subdivision Development Permit Application with respect to the authentication of supporting documents (ie. ownership of property, Tax Declaration, Tax Mapping, payment of fees and other charges viz a viz their existing records). If found in order, it will be forwarded to the Office of the City Engineer.		1 day	
TOTAL		NONE	6 days and 10 minutes	

RELEASE OF SOCIO-ECONOMIC PROFILE OF COTABATO CITY

The Socio – Economic Profile (SEP) is a basic reference about all possible aspects of the locality. It is the most important information base for the comprehensive planning of a city or municipality.

Office/Division:	Office of the City Planning and Development Coordinator
Classification:	Simple Transaction



Type of Transaction:		G2G- Government to Government G2C-Government to Citizen G2B-Government to Business		
Who may avail:		All interested clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter request addressed to the Office of the City Mayor indicating the purpose			✓ Client	
✓ Routing slip of letter request to the Office of the City Planning and Development Coordinator indicating instruction or approval to release			✓ Office of the City Mayor	
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the City Mayor	1.1 Acknowledge receipt of letter request 1.2 Attach routing slip and forward to Office of the City Planning and Development Coordinator with instruction to release copy	None	1 day <i>*assuming Head of Office approves indorsement to OCPDC</i> (not included in the counting of days as to release of document)	Office of the City Mayor
2. Follow-up on request	2.1 Awaits routing slip of letter request to be forwarded by Office of the City Mayor 2.2 Upon receipt of routing slip, prepares copy for client (either printed copy or e-copy) 2.3 For printed copy, client is informed via text message or call to receive copy. For e-copy, client is emailed and informed via text message or call. 2.4 Client is requested to acknowledge receipt of copy. 2.5 Files acknowledgement	None	3 days upon receipt of request from Office of the City Mayor; Request for printed copy takes longer	Office of the City Planning and Development Coordinator



	receipt together with the letter request			
TOTAL:		NONE	3 days	

RELEASE OF PLANNING DOCUMENTS OF CITY GOVERNMENT OF COTABATO

Planning is an integral part of local governance wherein it is viewed holistically as a system consisting of at least four components: the planning structure, the mandated plans, the planning process, and the local government unit (LGU)’s authority levers which it can use to carry out its plans. Local governments are mandated by the Local Government Code to prepare two comprehensive plans (Comprehensive Land Use Plan and Comprehensive Development Plan). Other sectoral or topical plans required by national government agencies from LGUs must be integrated into these comprehensive plans. These plans are local government unit’s overall guide in development planning. These can be used as reference by other for academic and development endeavors.

Office/Division:		Office of the City Planning and Development Coordinator		
Classification:		Simple Transaction		
Type of Transaction:		G2G- Government to Government G2C-Government to Citizen G2B-Government to Business		
Who may avail:		All interested clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter request addressed to the Office of the City Mayor indicating the purpose			✓ Client	
✓ Routing slip of letter request to the Office of the City Planning and Development Coordinator indicating instruction or approval to release			✓ Office of the City Mayor	
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the City Mayor	1.1 Acknowledge receipt of letter request 1.2 Attach routing slip and forward to Office of the City Planning and Development Coordinator with instruction to release copy	None	1 day <i>*assuming Head of Office approves indorsement to OCPDC (still at OCM thus not included in the counting of days as to release of document)</i>	Office of the City Mayor
2. Follow-up on request	2.1 Awaits routing slip of letter request to be forwarded by Office of the City Mayor	None	3 days depending on the receipt of	Office of the City Planning and



	<p>2.2 Upon receipt of routing slip, prepares copy for client (either printed copy or e-copy)</p> <p>2.3 For printed copy, client is informed via text message or call to receive copy. For e-copy, client is emailed and informed via text message or call.</p> <p>2.4 Client is requested to acknowledge receipt of copy.</p> <p>2.5 Files acknowledgement receipt together with the letter request</p>		<p>letter from the Office of the City Mayor; Request for printed copy takes longer</p>	<p>Development Coordinator</p>
TOTAL:		NONE	3 days	

REVIEW AND EVALUATION OF BARANGAY AND SANGGUNIANG KABATAAN PLANNING DOCUMENTS

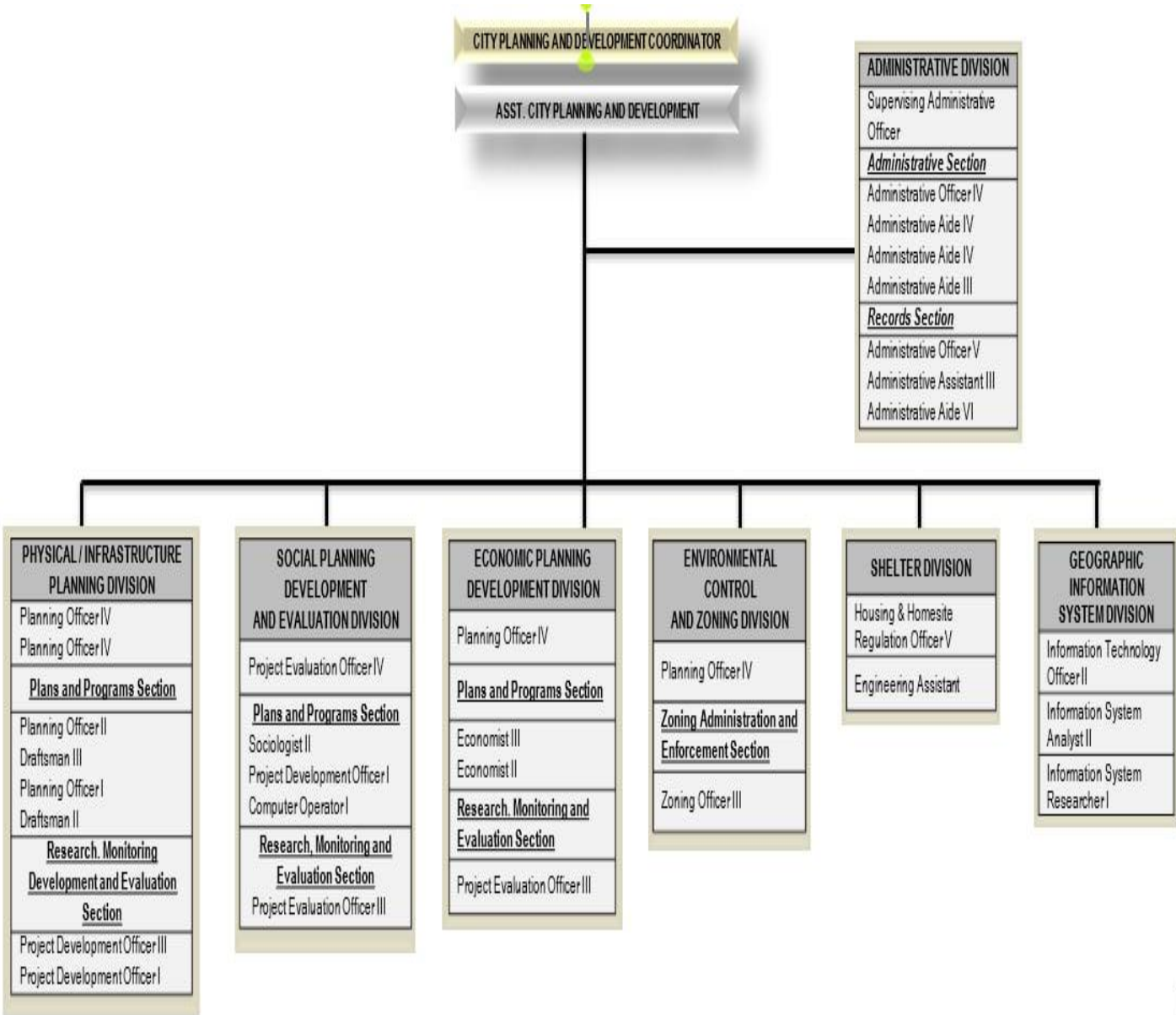
Barangay plans serve as instruments for barangay officials to effectively manage the development of the barangay. These are official documents of the barangay that specify policy options, programs, projects and activities intended to contribute towards the achievement of the barangay’s developmental goals and objectives. These plans ensure orderly implementation of programs and projects in the barangay and its contents directly address the needs of the community and its residents Sangguniang Kabataan plans encourage involvement of the youth in public and civic affairs through the establishment of effective, responsive and enabling mechanisms in institutionalizing youth participation in local governance. These include Local Youth Development Plan, Comprehensive Barangay Youth Development Plan and the Annual Barangay Youth Investment Program. The Comprehensive Barangay Youth Development Plan is a three-year rolling plan aligned with the Philippine Youth Development Plan and Local Youth Development Plan and serves as basis of the Annual Barangay Youth Investment Program. Both Barangay and Sangguniang Kabataan plans are reviewed to ensure conformity with national government mandates and ensure alignment with the city’s development plans.



Office/Division:	Office of the City Planning and Development Coordinator - Social Planning Development and Evaluation Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay and Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Duly signed Barangay/Sangguniang Kabataan planning documents		✓ Barangay/Sangguniang Kabataan Officials		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed Barangay/Sangguniang Kabataan planning documents	1.1 Review the planning documents as to correctness of forms, completion of data and signatories 1.2 Evaluate planning documents as to compliance with mandates of national government agencies 1.3 CPDC or Social Planning Division Head (authorized) signs in the planning documents 1.4 Release reviewed and evaluated planning documents to respective Barangay or Sangguniang Kabataan officials or representative	None	30 minutes <i>*on the availability of authorized personnel to review and sign</i>	Office of the City Planning and Development Coordinator – Social Planning Development and Evaluation Division personnel
TOTAL		NONE	30 minutes	



OFFICE OF THE CITY PLANNING AND DEVELOPMENT COORDINATOR
Organizational Structure









Office of the City Public Safety Officer

External and Internal Services



MANDATE

Implement Public Order and Safety of Cotabato City formulate peace and order plan and implement the plan. Exercise general and operational control over the law enforcement forces in the city and act in partnership with other national agencies operating in the city with the active support of the community.

VISION

An efficient and effective public safety office imbued with genuine and sincere governance in order to achieve certain accomplishments ensuring peace and order, and public safety towards a safe, peaceful, develop and secured city of Cotabato.

MISSION

To maintain public peace and order simultaneously implement the mandate of Public Order and Safety Plan, exercise coordination, supervision, and operational as prime marshal in the enforcement of laws, directives and ordinances related to law enforcement with the active support of the community and Security Agencies of the Government.

ADMINISTRATIVE DIVISION

- Receiving incoming communications documents and makes appropriate actions.
- Provides oversight for all divisions of the department, continuously monitors the effectiveness of current programs, determines future needs of the department, and develop plans of action to achieve departmental goals.
- Consists of:
 - *Administrative Officer*
 - *Information Technologist*
 - *Admin Clerks*
 - *Driver's License Custodian*



Office/Division	OFFICE OF THE CITY PUBLIC SAFETY OFFICER			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓			✓	
✓			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Receive incoming communication and documents.		Varies on the urgency of communications. A non-urgent or non-critical communication ranging from 30 minutes to 1 hour.	Clerks
	Receive duplicate copies of Citation Tickets together with the confiscated Driver's License issued by the Traffic Enforcer who are members of the CQT and have it recorded in data base. • Violators shall undergo one (1) day seminar on traffic code prior to the release of License		5 to 10 minutes 10 minutes	Clerks/License Custodian
	Receive and record confiscated Driver's License with corresponding Citation Tickets issued by Traffic Enforcers (TEU/CTTMC).		10 minutes	Clerks/License Custodian
	Release confiscated Driver's License after payment of corresponding penalty		10 minutes	Clerks/License Custodian

	from Office of the City Treasury.			
	Receive duplicate copies of Notice of Violation issued by Composite Quarantine Team to the different establishments who violates Executive Orders related to COVID 19 containment.		3 days	CQT Team Leader
	<p><u>1st Offense:</u></p> <p>Three (3) days after the date of issuance, the CQT team leader will conduct re-inspection to determine compliance of lacking health standards and preventive measures</p>		1 week	Public Safety Office
	<p><u>2nd Offense:</u></p> <ul style="list-style-type: none"> Violators will be given demand letter to settle the corresponding penalty for a grace period of 1 week. Issuance of 2nd demand letter will be given for failure to settle within the prescribed period. If continued to ignore the 1st and 2nd letter, suspension of operation of establishment or revocation of business permit will be recommended. 		<p>1 week</p> <p>1 week</p> <p>3 to 5 hours</p>	Public Safety Office
	Receive request letters from the different office departments for assistance in the implementation of orders (e.g. closure and demolition of establishment).		2 to 3 hours	CQT Team Leader
	Receive and extend assistance to any establishment		2 to 3 hours	CQT Team Leader



	requesting for deployment of personnel to ensure health protocol.			
	Receive request letters from different line agencies such as Civil Society Organizations for security and traffic assistance for motorcade, parade, reunion and other vast activities.		2 to 3 hours	CQT Team Leader
	Receive applicant's documents for CITY NUMBER CODING SCHEME EXEMPT STICKER.		2 to 3 hours	Admin Officer
	TOTAL	None	minutes	

OPERATION DIVISION

- Enforce law, City Ordinance, and Local Executive Orders.
- Provide assistance for the execution of Executive Orders on the closure or demolitions of any establishments who violates existing provisions as set forth by the LGU.
- Implement City Ordinances apprehend violators, issuance of violation notices and the
- corresponding cases if deemed necessary.

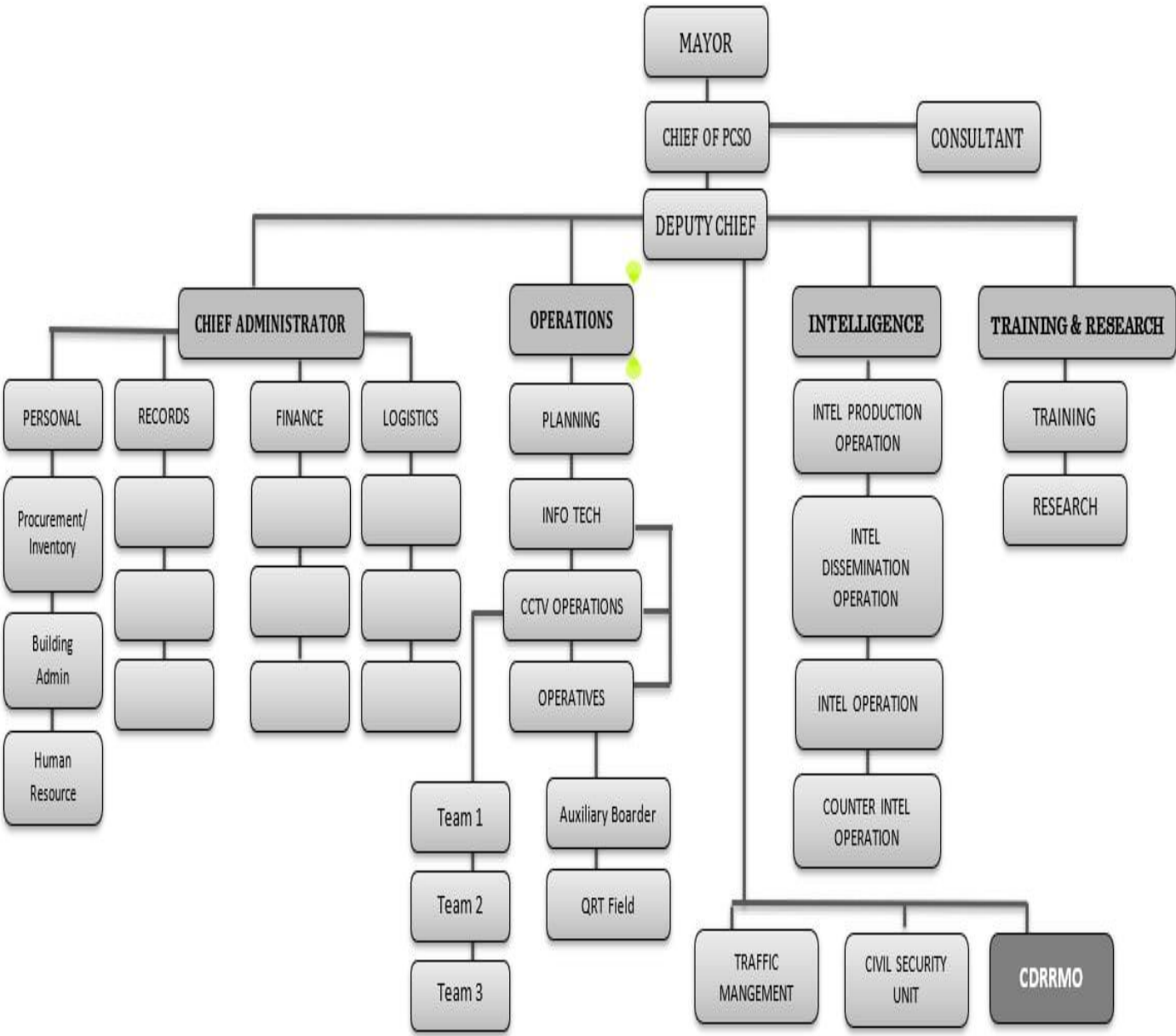
Office/Division		OFFICE OF THE CITY PUBLIC SAFETY OFFICER		
Classification		Simple to Complex		
Type of Transaction		G2C – Government to Transacting Public G2G – Government to Govt. employee or agency		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓			✓	
✓			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Respond call for any Public Safety Assistance.	None	15 minutes	Public Safety Officer
None	Conduct operation for implementation of Anti-Smoking Ordinance.	None	3 to 5 hours	Security Officer III
None	Conduct inspection of installed CCTV in	None	3 to 5 hours	QRS Team/



	different establishments to ensure that all are functioning.			Computer Programmer
None	Conduct Road Clearing Operation.	None	10 to 15 minutes	Public Safety Officer
None	a. Ocular inspection to determine if there are structures encroaching public roads or it causes obstruction on sidewalk led by City Joint Inspection Team (CJIT) head and other members offices.	None	10 to 15 minutes	Public Safety Officer
None	b. If found affirmative, notice to demolish, dismantle, remove will be issued to the owner and will be given a grace period of 15 days to affect the same.	None	10 to 15 minutes	Public Safety Officer
None	c. After a grace period, the CJIT team together with the CEO and barangay officials will conduct re-inspection to determine if the owner comply the notice. If none, the team will proceed to demolition.	None	10 to 15 minutes	Public Safety Officer
	TOTAL	None	1 hour and 25 minutes	



OFFICE OF THE CITY DISATER RISK REDUCTION MANAGEMENT OFFICER
Organizational Structure





OFFICE OF THE CITY CIVIL REGISTRAR

Internal Service



Mandate

In accordance with Book II R.A. 7160 otherwise known as the Local Government Code of 1914, the City Civil Registrar shall exercise the following powers and duties, viz:

1. Shall be responsible for civil registration program pursuant to Civil Registry Law, the Civil Code and other pertinent laws, rules and regulations issued; and
2. Develop plans and strategies and upon approval thereof by the Mayor, implement the same particularly those which have to do with civil registry programs and project which the Mayor is empowered to implement and which the Sanggunian is empowered to provide.

Vision

A department is customer service-oriented with highly effective and competent employees. Fast and efficient in the delivery of mandate tasks and provide excellent quality documents.

1. As a frontline office, we believe in customer service-orientation (efficient, effective & fast).
2. We stand firm that we are responsible in all documents registered in the office. (This includes preservation/conservation of C.R. documents in the archives).
3. We believe in active outreach service/program as in mobile registration “Kasalang Bayan”.
4. We guarantee that the office releases ONLY quality Documents.
5. A good office team work of highly motivated employees gives rise to the success of the office.

Organization Outcome

Registration of Vital Events (Birth, Death, Marriage, Legal Instruments and Court Decrees)

SERVICE PLEDGE

SERVICES AND HOW TO AVAIL THEM

BIRTH REGISTRATION DIVISION

A. TIMELY REGISTRATION OF CERTIFICATE OF LIVE BIRTH (ON-TIME)

(Registered within the reglementary period of thirty (30) days from the date of birth)

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail?	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Legitimate child (children born at the time parents are married) ✓ Duly Accomplished Certificate of Live Birth Form (MF No. 102)		✓ OCCR ✓ Client concern ✓ NSO ✓ Barangay Office Registered



<ul style="list-style-type: none">✓ Muslim Attachment (MF No. 102) – if applicable✓ Marriage Certificate of Parents✓ Barangay Certification and Transmittal (Home Delivery)✓ Transmittal from Hospital/Clinic/Lying-in✓ Passport (If one or both parents is a foreigner)		✓ Hospital Admin Office		
For Illegitimate Child (children born at the time parents are NOT married) <ul style="list-style-type: none">✓ Duly Accomplished Certificate of Live Birth Form (4 copies)✓ Barangay Certification and Transmittal (Home Delivery)✓ Transmittal from Hospital/Clinic/Lying-in✓ Signed Acknowledgment / Admission of Paternity at the back of the Certificate of Live Birth, if the child is acknowledged✓ Affidavit to Use the Surname of the Father (AUSF)		<ul style="list-style-type: none">✓ OCCR✓ Barangay Office registered✓ Hospital Admin Office✓ Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Verify the requirements Interview the Informant & fill-out data sheet	None	10 minutes	Birth Registration Division
	2. Encode the data/Prepare the Birth Certificate	None	7 minutes.	Birth Registration Division
	3. Print out and present to the informant for review and signature of Attendant at Birth and informant	None	5 minutes.	Birth Registration Division
	4. Payment of Service Fee in window 6	None	2 minutes	Cashier (Administrative Section)
	5. Signing of COLB MC Form 102 for Registration.	None	1 minutes	Head of Office/CCR
	6. Process for Registration - <i>If illegitimate</i> , Register the AUSF	None	5 minutes	Birth Registration Division
	7. Release personal copy to registrant.	None	2 minutes.	Birth Registration Division
	8. Submit copy of OCRG to PSA within the first ten (10) days of the	None	2 minutes.	



	succeeding month and submit LCRO copy to Archives.			Birth Registration Division
TOTAL		NONE	34 minutes	

B. BORN IN HOSPITAL/CLINIC/LYING-IN

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Legitimate child (children born at the time parents are married) ✓ Duly Accomplished Certificate of Live Birth Form (MF No. 102) ✓ Muslim Attachment (MF No. 102) – if applicable ✓ Marriage Certificate of Parents ✓ Barangay Certification and Transmittal (Home Delivery) ✓ Transmittal from Hospital/Clinic/Lying-in ✓ Passport (If one or both parents is a foreigner)		✓ OCCR ✓ Client concern ✓ NSO ✓ Barangay Office Registered ✓ Hospital Admin Office		
For Illegitimate Child (children born at the time parents are NOT married) ✓ Duly Accomplished Certificate of Live Birth Form (4 copies) ✓ Barangay Certification and Transmittal (Home Delivery) ✓ Transmittal from Hospital/Clinic/Lying-in ✓ Signed Acknowledgment / Admission of Paternity at the back of the Certificate of Live Birth, if the child is acknowledged ✓ Affidavit to Use the Surname of the Father (AUSF)		✓ OCCR ✓ Barangay Office registered ✓ Hospital Admin Office ✓ Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Review/Evaluate the Accomplished Certificate of Live Birth	None	2 minutes	Birth Registration Division
	2. Payment of Service Fee in Window 6	None	2 minutes	Cashier (Administrative Section)



	3. Process for Registration	None	5 minutes	Birth Registration Division
	4. Signing of MF 102 (COLB) for Registration - <i>If illegitimate</i> , register the AUSF in the Register of Legal Instrument	None	1 minute	Head of Office/CCR
	5. Registration and releasing personal copies to Hosp./Clinic/Lying-in	None	2 minutes	Birth Registration Division
	6. Submit copy of OCRG to PSA within the first ten (10) days of the succeeding month and submit LCRO copy to Archives	None	2 minutes	Birth Registration Division
TOTAL		NONE	minutes	

C. DELAYED REGISTRATION OF CERTIFICATE OF LIVE BIRTH FOR WALK-IN & OUT-OF-TOWN REGISTRATION.

(Registered after the thirty (30) days filing period from the date of birth of the person or those who have no existing record in the Register of Birth).

Home Delivery

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail?	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
✓ Personal Appearance			
✓ LCRO Negative Result (latest) – Year 1945 up		✓	
✓ PSA Negative Result (latest)		✓	
✓ National ID (Original/1 Photocopy)		✓	
✓ Picture w/ latest calendars-1 copy		✓	
✓ 2x2 ID Picture (White Background)1- copy		✓	
✓ Joint Affidavit of Birth of Two (2) Disinterested Persons w/ CORROBORATION if OUT OF TOWN delayed registration.		✓	



✓ For Marital Minor Applicants, PERSONAL APPEARANCE OF THE PARENTS is MANDATORY!		✓		
✓ Applicants 18 y.o above PERSONAL APPEARANCE is MANDATORY!		✓		
✓ For Non- Marital minor applicants, only the Mother shall personally appear (If not the Mother, an Affidavit or a Sworn Statement stating the whereabouts of the mother and the reason for her inability to personally appear before the C/MCR shall be submitted.		✓		
✓ Any Two (2) or more documentary evidences showing the child's full name, date of birth and place of birth such as: 1. National ID 2. SSS Form E1 3. Voters Certification 4. GSIS/Pag- Ibig Member Data Form 5. PHILHEALTH MDR 6. Insurance Policy/Medical Records 7. School Record/Certification 8. Passport 9. Baptismal Certificate 10. Marriage Contract 11. Immunization Card/New Born Screening (0-5 yrs. Old) 12. Birth certificate of other siblings		✓		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Verify the requirements 1.2 Interview the Informant & fill-out data sheet	None	5 minutes	Birth Registration Division
	2. Encode the data/Prepare the Birth Certificate	None	5 minutes	Birth Registration Division
	3. Printout and present to the informant review and signature of Attendant\at Birth and informant. Advise client to have notarized the back portion of the form.	None		
	4. Payment of Service Fee in window 6	None	1 minute	Cashier (Admin. Section)
	5. Process for delayed Registration of birth ten (10) days posting period from the date of receipt. Release on the 11th day. - <i>If illegitimate</i> , Register the AUSF in the Register of Legal Instrument.	None	5 minutes.	Birth Registration Division



	6. Signing of MF 102 (COLB) for Registration	None	1 minute.	Head of Office/CCR
	7. Release personal copy to registrant	None	1 minute	Birth Registration Division
	8. Submit copy of OCRG to PSA within the first ten (10) days of the succeeding month and submit LCRO copy to Archives.	None	Every 2 nd day of every month	Birth Registration Division
TOTAL		NONE	1 day and 18 minutes	

D. OUT-OF-TOWN REPORTING/REGISTRATION OF CERTIFICATE OF LIVE BIRTH under Rule 20, Adm. Order No. 1, Series of 1993.

(Out-of-town reporting of birth occurs when the Certificate of Live Birth (COLB) is presented to the Civil Registrar of a City or Municipality which is not the place of birth, not for birth registration but to be forwarded to the Civil Registrar of the City or Municipality where the birth occurred and where it should be registered.)

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail?	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
✓ Personal Appearance		✓	
✓ LCRO Negative Result (latest) – Year 1945 up		✓	
✓ PSA Negative Result (latest)		✓	
✓ National ID (Original/1 Photocopy)		✓	
✓ Picture w/ latest calendars-1 copy		✓	
✓ 2x2 ID Picture (White Background)1- copy		✓	
✓ Joint Affidavit of Birth of Two (2) Disinterested Persons w/ CORROBORATION if OUT OF TOWN delayed registration.		✓	
✓ For Marital Minor Applicants, PERSONAL APPEARANCE OF THE PARENTS is <u>MANDATORY!</u>		✓	
✓ Applicants 18 y.o above PERSONAL APPEARANCE is <u>MANDATORY!</u>		✓	
✓ For Non- Marital minor applicants, only the Mother shall personally appear (If not the Mother, an Affidavit or a Sworn Statement stating the whereabouts of the mother and the reason for her inability to personally appear before the C/MCR shall be submitted.		✓	



<div>✓ Any Two (2) or more documentary evidences showing the child’s full name, date of birth and place of birth such as:</div> <div><div>1. National ID</div><div>2. SSS Form E1</div><div>3. Voters Certification</div><div>4. GSIS/Pag- Ibig Member Data Form</div><div>5. PHILHEALTH MDR</div><div>6. Insurance Policy/Medical Records</div><div>7. School Record/Certification</div><div>8. Passport</div><div>9. Baptismal Certificate</div><div>10. Marriage Contract</div><div>11. Immunization Card/New Born Screening (0-5 yrs. Old)</div><div>12. Birth certificate of other siblings</div></div>		<div>✓</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<div>1. Verify the requirements</div> <div>1.1 Interview the Informant & fill-out data sheet</div>	For ON- TIME REGISTRATION	7 minutes	BIRTH REGISTRATION DIVISION
	<div>2. Encode the data/Prepare the Birth Certificate</div>		5 minutes	BIRTH REGISTRATION DIVISION
	<div>3. Print out and present to the informant for review and signature of Attendant at Birth and informant. Advise client to have notarized the back portion of the form.</div>	<div>- 50.00 Php</div> <div>For more than 1 month but not exceeded to 1 year.</div> <div>- 200.00 Php</div>	7 minutes	BIRTH REGISTRATION DIVISION
	<div>4. Payment of Service Fee in window 6</div>	<div>For more than 1 year.</div> <div>- 300.00 Php</div>	2 minutes	Cashier (Administrative Section)
	<div>5. Prepare the endorsement letter to the Concerned Civil Registrar where the applicant was born. Explain the process of out of town registration to client.</div>	<div>Verification Fee</div> <div>- 100.00 Php</div> <div>Security Seal</div> <div>- 50.00 Php</div>	3 minutes	BIRTH REGISTRATION DIVISION
	<div>6. Sign and release of accomplished COLB, attached requirements</div>		2 minutes	Head of Office/CCR



	&endorsement/Transmittal letter.			
TOTAL		NONE	26 minutes	

DEATH REGISTRATION DIVISION

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
for ON- TIME REGISTRATION: <ul style="list-style-type: none">✓ Certification from the Barangay Captain noted by the purok leader and assigned midwife.✓ Picture of decease/ grave yard (Muslim)✓ Certification from embalmer (back page)✓ Identification card of the informant				
for LATE REGISTRATION: <ul style="list-style-type: none">✓ Affidavit of late registration of death (back page)✓ Joint affidavit of two disinterested person (RE-DEATH)✓ Certification from the Barangay Captain noted by the Barangay Purok leader and assigned midwife✓ Certification from the church✓ Certification from the lot owner/cemetery (with identification)✓ Picture of deceased or ID✓ Picture of the graveyard✓ Certification from the embalmer (back page)			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Fill- out data sheet/verification forms	For ON- TIME REGISTRATION - 50.00 Php	1 minute	Death Registration Division
	2. Proceed to window 6 for payments		2 minutes	Cashier (Admin Section)
	3. Proceed to window 3 for verification and issuance of claim slip. (if Late application of registration)	For more than 1 month but not	3 minutes	Death Registration Division



	4. Back to window 3 for encoding data's collected from data sheets (if ON- TIME)	exceeded to 1 year. - 200.00 Php	3 minutes	Death Registration Division
	5. Wait for the schedule of release of requested document.	For more than 1 year	2 minutes	Death Registration Division
	5.1 If ON – TIME REGISTRATION	- 300.00 Php	5 minutes	Death Registration Division
	5.2 If DELAYED REGISTRATION	Verification Fee - 100.00 Php Security Seal - 50.00 Php	10 days posting	Death Registration Division
TOTAL		NONE	10 days and 16 minutes	

MARRIAGE REGISTRATION DIVISION

APPLICATION FOR MARRIAGE LICENSE (Municipal Form No.90)

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail?	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Birth Certificate/Baptismal Certificate duly authenticated		
✓ Residence Certificate (CEDULA)		
✓ For contracting parties <i>below 26 years of age</i> : a. Consent/Advice – Parents must personally appear in the office (Bring ID and Proxy are not allowed) b. Marriage counselling certificate (from OSCD/MSWD)		
✓ Certificate of compliance (from OSCD/OSWD)		
✓ For <u>FOREIGNER</u> – Certificate of Legal Capacity to Contract Marriage issued by Diplomatic or Consular Officials. For stateless persons, refugees in lieu of the above Certificate shall submit an “Affidavit” stating circumstances of such capacity to contact marriage.		



✓ For <u>Military/PNPBFP/BJMP</u> , approved Permission to marry from commanding officer.				
✓ Certificate of no marriage (CENOMAR) from PSA-BARMM/ Affidavit of Bachelorhood/Singleness/Widow/Widower for contracting parties 26 years old and above/ Certificate of Employment (re: single)/ Certificate from Barangay (Residential/Single/Widow/Widower).		✓		
✓ If with <i>previous Marriage</i> , must present: Death Certificate of Deceased spouse/ Judicial Decree of Absolute Divorce/ Judicial Decree of Annulment or decleration of nullity. <ul style="list-style-type: none">Quantity of documents to be submitted:<ul style="list-style-type: none">- <i>Submit 2 photocopies per document/Bring all original documents</i>Upon completion of Requirements, Reglementary Period of 10 day posting will be observed.Marriage license is valid for 120 days./Photo-copy of valid .ID.s'		✓		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Received, Evaluate and Validate documents	None	10 minutes	Marriage Registration Division
	2. Payment of fees	None	2 minute	Cashier – Admin division
	3. period of 10 days posting	None	10 days	Marriage Registration Division
	4. Recording of Marriage License	None	1 minute	Head of Office/ CCR
	5. Signing of ML after the 10 days posting period.	None	3 minutes	Marriage Registration Division.
	6. Releasing Marriage License	None	1 minute	Marriage Registration Division
TOTAL		NONE	10 days and 17 minutes	

REGISTRATION OF CERTIFICATE OF MARRIAGE

Pursuant to Presidential Decree 1083, Code of Muslim Personal Law, the registration of Muslim, Marriage from the date February 4, 1977 onward shall be registered at the Shari’ah Court.

Hence, the late registration of Certificate of Marriage of Muslim Marriages dated February 13, 1977 backward are registrable at the Office of the City Civil Registrar.



Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>On-time Registration of Certificate of Marriage.</i> ✓ Certificate of Marriage – MC Form 97 ✓ Endorsement letter from the solemnizing officer ✓ Certificate of Registration of Authority to solemnize Marriage.			✓	
<i>Late Registration of Certificate of Marriage</i> ✓ Negative result/No Registration of Certificate of Marriage (PSA-BARMM) ✓ Negative result/No Registration of Certificate of Marriage (OCCR) ✓ Joint Affidavit of Marriage of two (2) disinterested person who have witnessed the event. ✓ Affidavit of Registrant, why marriage was not timely registered and its purpose. ✓ Special Power of Attorney is required if the applicant of the late registration is other person. ✓ The marriage certificate shall be prepared/ typed by clerk of the court/ church where marriage was solemnized. ✓ Birth Certificate of the children.			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CERTIFICATE OF MARRIAGE MC FORM NO. 97 ON-TIME REGISTRATION				
	Certificate of Marriage MC Form No. 97 on-time Registration	For on-time Registration of Certificate of Marriage	5 minutes	Marriage Registration Div.
	Signing of Certificate of Marriage	- 50.00 Php	1 minute	Head of Office/ CCR
	Recording and Registration of Certificate of Marriage after signing of the Certificate of Marriage by CCR	For one (1) month but less than one (1) years of late Registration	2 minutes	Marriage Registration Division



	Releasing of Registered Certificate of Marriage.	of Certificate of Marriage - 200.00 Php For one (1) year and above of late Registration of Certificate of Marriage - 300.00 Php	1 minutes	Marriage Registration Division
B. LATE REGISTRATION OF CERTIFICATE OF MARRIAGE (MC FORM NO. 97)				
	Posting of Certificate of Marriage Cert. Form No. 97 (late Registration)	For on-time Registration of Certificate of Marriage - 50.00 Php	10-days posting	Marriage Registration Division
	Signing of Certificate of Marriage on the 11 th day	For one (1) month but less than one (1) years of late Registration of Certificate of Marriage	1 minute	Head of Office/CCR
	Registration and recording of Certificate of Marriage on the 11 th day.	- 200.00 Php For one (1) year and above of late Registration of Certificate of Marriage - 300.00 Php	3 minutes	Marriage Registration Division
TOTAL		NONE	9 minutes / 10 days and 4 minutes	



ARCHIVES DIVISION

REQUEST FOR CERTIFICATION/ CERTIFICATION COPIES

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ ID Authorization/PSA and ID of the owner if requested by a representative			✓	
✓ Copy of document			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits document for verification	Receive verification slip at <i>Window 4</i>		2 minutes	ARCHIVES DIVISION
Settles payment	Proceed to the <i>Window 2</i> (cashier for payment)		1 minute	Cashier (Admin. Section)
Receives claim slip	Go back to the <i>Window 5</i> , present Office receipt and get claim slip		1 minute	ARCHIVES DIVISION
TOTAL		NONE	4 minutes	

LEGAL INSTRUMENT

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Copy of the document			✓	
✓ Affidavit of acknowledgement/Admission of paternity.			✓	
✓ Affidavit of Legitimation			✓	
✓ Marriage Contract/Affidavit to use surname of the father.			✓	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits document for verification	Receive verification slip at <i>Window 4</i>		2 minutes	ARCHIVES DIVISION
Settles payment	Proceed to the <i>Window 2</i> (cashier for payment)		1 minute	Cashier (Admin. Section)
Receives claim slip	Go back to the <i>Window 5</i> , present Office receipt and get claim slip		1 minute	MISCELLANEOUS DIVISION
TOTAL		NONE	4 minutes	

MISCELLANEOUS DIVISION

REQUIREMENTS FOR CORRECTION OF CLERICAL ERROR

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Birth Certificate to be corrected (PSA & LCRO Copy)			✓	
✓ Birth/Death Certificate (mother, father, siblings, children)			✓	
✓ Marriage Contract (owner, parent)/ Baptismal Certificate			✓	
✓ Voter’s Affidavit/Employment Record/ SSS or GSIS record			✓	
✓ PhilHealth MDR/Medical-Business Record/ School Record/Passport			✓	
✓ Driver’s License/Insurance/Land Tiles/Bank Passbook/Government ID (owner and petitioner)/Special Power of Attorney/Affidavit of Explanation			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits documents for evaluation	Process for Registration and Annotation of Court Decrees (CD Issued In Cotabato City)		10 minutes	Miscellaneous Division
Fill up the necessary forms	Process for Registration and Annotation of Court		5 minutes	Miscellaneous Division



	Decrees (CD Issued outside Cotabato City)			
Settle payment	Proceed to Cashier for payments		1 minute	Administrative Section
	Issuance of Claim Stub		1 minute	Miscellaneous Division
	Releasing		2 minutes	Miscellaneous Division
	Adoption			Miscellaneous Division
	Annulment of Marriage			Miscellaneous Division
	Presumptive Death			Miscellaneous Division
	Change of Name			Miscellaneous Division
TOTAL		NONE	minutes	

REQUIREMENTS FOR CHANGE OF FIRST NAME

For of change of name, correction of Gender and Date of Birth, cause the publication of the notice of publication in a newspaper of general circulation for two (2) consecutive weeks. Thereafter, submit the newspaper clippings and affidavit of publication to the OOCR.

Office/Division:		OFFICE OF THE CITY CIVIL REGISTRAR		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail?		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Birth Certificate to be corrected-(PSA & LCRO copy)/ Birth Certificate of Children			✓	
✓ Marriage or Baptismal Certificate/ Voter’s Affidavit/ Employment Record/SSS Record			✓	
✓ GSIS Record/ PhilHealth MDR/ Medical/Business Record/ School Record/ Passport			✓	
✓ Driver’s License/ Insurance/Land Tiles/ Bank Passbook/ Government ID (owner and Petitioner)/ Special Power of Attorney (PSA)/ Affidavit of Explanation (Justification)			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submits documents for evaluation	Process for Registration and Annotation of Court Decrees (CD Issued In Cotabato City)		10 minutes	Miscellaneous Division
Fill up the necessary forms	Process for Registration and Annotation of Court Decrees (CD Issued outside Cotabato City)		5 minutes	Miscellaneous Division
Settle payment	Proceed to Cashier for payments	3,000.00 (RA 9048)	1 minute	Administrative Section
	Issuance of Claim Stub		1 minute	Miscellaneous Division
	Releasing		2 minutes	Miscellaneous Division
	Adoption			Miscellaneous Division
	Annulment of Marriage			Miscellaneous Division
	Presumptive Death			Miscellaneous Division
	Change of Name			Miscellaneous Division
TOTAL		NONE	minutes	

REQUIREMENTS FOR CLEARANCE

For of change of name, correction of Gender and Date of Birth, cause the publication of the notice of publication in a newspaper of general circulation for two (2) consecutive weeks. Thereafter, submit the newspaper clippings and affidavit of publication to the OOCR.

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail?	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Employer’s Clearance		✓



(please state 'No Administrative and Criminal Cases Filed/Pending)/ NBI, Police, Court, and Prosecutors Clearance/ Affidavit of No employment (if not employed)				
✓ Only with complete requirements are accepted		✓		
✓ Bring original documents and 2 photocopies		✓		
✓ Processing of the petition is six (6) months minimum		✓		
✓ Will Commence on the on the date the petition is receive by this office		✓		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits documents for evaluation	Process for Registration and Annotation of Court Decrees (CD Issued In Cotabato City)		10 minutes	Miscellaneous Division
Fill up the necessary forms	Process for Registration and Annotation of Court Decrees (CD Issued outside Cotabato City)		5 minutes	Miscellaneous Division
Settle payment	Proceed to Cashier for payments		1 minute	Administrative Section
	Issuance of Claim Stub		1 minute	Miscellaneous Division
	Releasing		2 minutes	Miscellaneous Division
	Adoption			Miscellaneous Division
	Annulment of Marriage			Miscellaneous Division
	Presumptive Death			Miscellaneous Division
	Change of Name			Miscellaneous Division
TOTAL		NONE	minutes	

REQUIREMENTS FOR CORRECTION OF GENDER

Document owner shall file the petition themselves except in cases when the document owner is a minor or physically or mentally incapacitated, the petition may be filed on his/her behalf by his/her spouses, or any of his children, parents, brother, sister, grandparents, guardians, or persons authorized by law.



For change of name, correction of Gender and Date of Birth cause of publication of the notice of publication in the newspaper of general circulation for two (2) consecutive weeks. Thereafter, submit the newspaper clippings and affidavit of publication to the OCCR.

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail?	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Birth Certificate to be corrected issued by the Local Civil Registrar of Cotabato City.		✓
✓ Birth Certificate to be corrected issued by the PSA.		✓
✓ Medical Certificate issued by the Cotabato City Health Officer as the true gender of the document owner and some has not undergone sex change or sex transplant.		✓
✓ Ultrasound (abdominal)/If born in the hospital, Mandatory.		✓
✓ School record or school documents (Earliest to present) in case the petitioner/document owner never entered to the facts shall be submitted.		✓
✓ Medical records issued by the hospital or by a clinic, in case where the petitioner/document owner has no medical records due to the fact that the hospital or the clinic is already closed, an Affidavit attesting to the facts shall be submitted.		✓
✓ Baptismal Certificate/OMA Certificate and other document issued by religious authorities. In case where the petitioner/document owner has no baptismal certificate or similar documents, an Affidavit attesting to the facts shall be submitted.		✓
✓ Certificate of Employment indicating that the document owner has no pending administrative case, if employed.		✓
✓ Affidavit of Non-Employment indicating that the documents owner has no pending criminal case or no criminal record, if not employed at the time filing of the petition.		✓
✓ Affidavit of Self-Employment indicating that the document owner has no pending criminal record, if self-employed at the time the filing of the petition.		✓
✓ Certification issued by the Dean of Students Affairs, if the document owner is a college student.		✓
✓ Certification issued by the Guidance Counsellor, if the document owner is Elementary and HS Student.		✓
✓ NBI and POLICE CLEARANCE.		✓
✓ For Married – Document Owner a. Marriage Contract b. Birth Certificate of Children c. Documents that will show proof of the correction being sought like		✓



<div>1. Employment Record</div> <div>2. Income Tax return</div> <div>3. Passport</div> <div>4. PHILHEALTH MDR</div> <div>5. Personal Date Sheet</div> <div>6. Voter’s Record/Government ID of petitioner and the document owner.</div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits documents for evaluation	Process for Registration and Annotation of Court Decrees (CD Issued In Cotabato City)		10 minutes	Miscellaneous Division
Fill up the necessary forms	Process for Registration and Annotation of Court Decrees (CD Issued outside Cotabato City)		5 minutes	Miscellaneous Division
Settle payment	Proceed to Cashier for payments	<div>Petition for Correction of Clerical Error (Gender, Date of Birth Date and month only)</div> <div>(RA 10172)</div> <div>▪ 3,000.00</div> <div>Petition for Correction of Clerical Error (RA 9048)</div> <div>▪ 1,000.00</div>	1 minute	Administrative Section
	Issuance of Claim Stub		1 minute	Miscellaneous Division
	Releasing		2 minutes	Miscellaneous Division
	Adoption			Miscellaneous Division
	Annulment of Marriage			Miscellaneous Division



	Presumptive Death			Miscellaneous Division
	Change of Name			Miscellaneous Division
TOTAL		NONE	minutes	

REQUIREMENTS FOR CORRECTION OF DATE OF BIRTH (BIRTHDATE & BIRTH MONTH)

Document owner shall file the petition themselves except in cases when the document owner is a minor or physically or mentally incapacitated, the petition may be filed on his/her behalf by his/her spouse, or any of his children, parents, brother sister, grandparents, guardians, or persons authorized by law.

For change of name, correction of Gender and Date of Birth cause of publication of the notice of publication in the newspaper of general circulation for two (2) consecutive weeks. Thereafter, submit the newspaper clippings and affidavit of publication to the OCCR.

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail?	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
✓ Birth Certificate to be corrected issued by the Local Civil Registrar of Cotabato City.		✓	
✓ Birth Certificate to be corrected issued by the PSA.		✓	
✓ School record or school documents (Earliest to present) in case the petitioner/document owner never entered to the facts shall be submitted.		✓	
✓ Medical records issued by the hospital or by a clinic, in case where the petitioner/document owner has no medical records due to the fact that the hospital or the clinic is already closed, an Affidavit attesting to the facts shall be submitted.		✓	
✓ Baptismal Certificate/OMA Certificate and other document issued by religious authorities. In case where the petitioner/document owner has no baptismal certificate or similar documents, an Affidavit attesting to the facts shall be submitted.		✓	
✓ Certificate of Employment indicating that the document owner has no pending administrative case, if employed.		✓	
✓ Affidavit of Non-Employment indicating that the documents owner has no pending criminal case or no criminal record, if not employed at the time filing of the petition.		✓	



✓ Affidavit of Self-Employment indicating that the document owner has no pending criminal record, if self-employed at the time the filing of the petition.		✓		
✓ Certification issued by the Dean of Students Affairs, if the document owner is a college student.		✓		
✓ Certification issued by the Guidance Counsellor, if the document owner is Elementary and HS Student.		✓		
✓ NBI and POLICE CLEARANCE.		✓		
✓ For Married – Document Owner a. Marriage Contract b. Birth Certificate of Children c. Documents that will show proof of the correction being sought like <ol style="list-style-type: none"> 1. Employment Record 2. Income Tax return 3. Passport 4. PHILHEALTH MDR 5. Personal Data Sheet 6. Voter's Record/Government ID of petitioner and the document owner. <u>*NO SPA IS ALLOWED</u>		✓		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits documents for evaluation	Process for Registration and Annotation of Court Decrees (CD Issued In Cotabato City)		10 minutes	Miscellaneous Division
Fill up the necessary forms	Process for Registration and Annotation of Court Decrees (CD Issued outside Cotabato City)		5 minutes	Miscellaneous Division
Settle payment	Proceed to Cashier for payments		1 minute	Administrative Section
	Issuance of Claim Stub		1 minute	Miscellaneous Division
	Releasing		2 minutes	Miscellaneous Division
	Adoption			Miscellaneous Division
	Annulment of Marriage			Miscellaneous Division
	Presumptive Death			Miscellaneous Division



	Change of Name			Miscellaneous Division
TOTAL		NONE	minutes	

REQUIREMENTS FOR REGISTRATION AND ANNOTATION OF COURT DECREES

Office/Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<u>COURT DECREES ISSUED IN COTABATO CITY:</u> ✓ Court Decision/Order (3 copies)/ Certificate of Finality (3 copies)/Certificate of Authenticity form from court (3 copies)/Affidavit of Delayed Registration of Court Decision/Order (2 copies) if applicable/ Transmittal Letter from court (2 copies)/ Birth/Death/Marriage Cert. (1 copy)/ Note from Admin./ SPA (if applicable)/ Payment of Fees.			✓	
<u>FOR OUT OF TOWN:</u> ✓ Court Decision/Order (1 Original & 2 CTC)/ Certificate of Finality(1Original & 2 CTC) ✓ Certificate of Authenticity from court and LCRO (1 Original & 2 CTC)/ Certificate of Registration from MCR/CCR where the Decision/Order was issued (1 Original & 2 CTC)/ Birth/Death/Marriage Certificate (1 copy)/ SPA (if applicable/ Payment of Fees.			✓	
<u>SUPPLEMENTAL REPORT:</u> ✓ PSA copy of the Civil Registry record with missing/omitted entries for evaluation. ✓ Affidavit for supplemental report indicating the facts of events like name/s of the owner/s date and place of event, Entry/Entries omitted and reason/s for failure to supply the missing information at the time of registration. ✓ PSA or certificate of Marriage of Parents of the document owner, if document affected is a certificate o			✓	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submits documents for evaluation	Process for Registration and Annotation of Court Decrees (CD Issued In Cotabato City)		10 minutes	Miscellaneous Division
Fill up the necessary forms	Process for Registration and Annotation of Court Decrees (CD Issued outside Cotabato City)		5 minutes	Miscellaneous Division
Settle payment	Proceed to Cashier for payments		1 minute	Administrative Section
	Issuance of Claim Stub		1 minute	Miscellaneous Division
	Releasing		2 minutes	Miscellaneous Division
	Adoption			Miscellaneous Division
	Annulment of Marriage			Miscellaneous Division
	Presumptive Death			Miscellaneous Division
	Change of Name			Miscellaneous Division
TOTAL		NONE	minutes	

Prepared and submitted:

PETER E. PASCO, RN
Administrative Officer V

Noted and approved:

EDRES A. SAMAMA
Assistant City Civil Registrar
OIC- City Civil Registrar

OFFICE CONTACT DETAILS

Telephone Numbers : (064) 421-37-51
Email Address : ocr.cotcity@gmail.com



Tanggapan ng Sangguniang Panlungsod

External Services



MANDATE

The Sangguniang Panlungsod, as the legislative body of the City Government of Cotabato, shall legislate measures and appropriate funds that will promote the general welfare of its people. It shall further exercise the functions enumerated under sections 16 and 458 of Republic Act No. 7160, otherwise known as the Local Government Code of 1991.

VISION

As a legislative body, Sangguniang Panlungsod of Cotabato City shall primarily respond to the social, economic, environmental, institutional, infrastructure, and development needs, demands, and aspirations of the city and its constituency.

MISSION

To approve and enact legislative measures that will promote inclusive and appropriate delivery of effective and efficient services to the constituents of Cotabato City.

DEFINITION OF TERMS

Legislative Measures - local laws or policies enacted/approved by the Sangguniang Panlungsod

Legislative Tracking System (LTS) - an information technology tool used to manage and record the day to day operation and of the Sangguniang Panlungsod of Cotabato City, including the record management, ordinances and resolutions enacted by the August Body.

Ordinance - a local law enacted by the Sangguniang Panlungsod

Resolution - a formal expression of the opinion or will of the Sangguniang Panlungsod

Sangguniang Panlungsod - also referred to as Honorable August Body, City Council, Body is the entire membership of the local legislative body of the legislative branch of the city.

PERFORMANCE PLEDGES

THE SANGGUNIANG PANLUNGSOD (SUPPORT STAFF) COMMITS TO PROVIDE EFFICIENT AND QUALITY SERVICES IN ITS PURSUIT TO BECOME EFFECTIVE PARTNERS OF THE HONORABLE CITY COUNCIL TO FULFILL ITS MANDATE TO LEGISLATE POLICY MEASURES THAT WILL REDOUND TO THE GENERAL WELFARE OF THE CITY AND ITS CONSTITUENCY, AS HEREIN STATED:



SERVICES AND HOW TO AVAIL THEM

Authenticated photocopy of ordinance and/or resolution and other related documents.

Office/Division	TANGGAPAN NG SANGGUNIANG PANLUNGSOD NG COTABATO			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public or G2B – Government to Business group or G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Request letter		✓ Records Division Chief --Receiving Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration in the visitor’s logbook/ Write the requested document	Research the requested documents	None	30 minutes	Assigned OD/ Records Division
Print/ photocopy the requested document	Submit the requested documents to the record officers for signature/ dry seal	None	30 minutes	Ms. Lilibeth S. Jumawan
Issuance/ release of the requested document	Issuance the receipt of the requested document (Ordinance No. 5079, s. 2022)	None	10 minutes	Ma. Pilar A. Ammong/ Ms. Lilibeth S. Jumawan
	TOTAL	None	60 minutes	



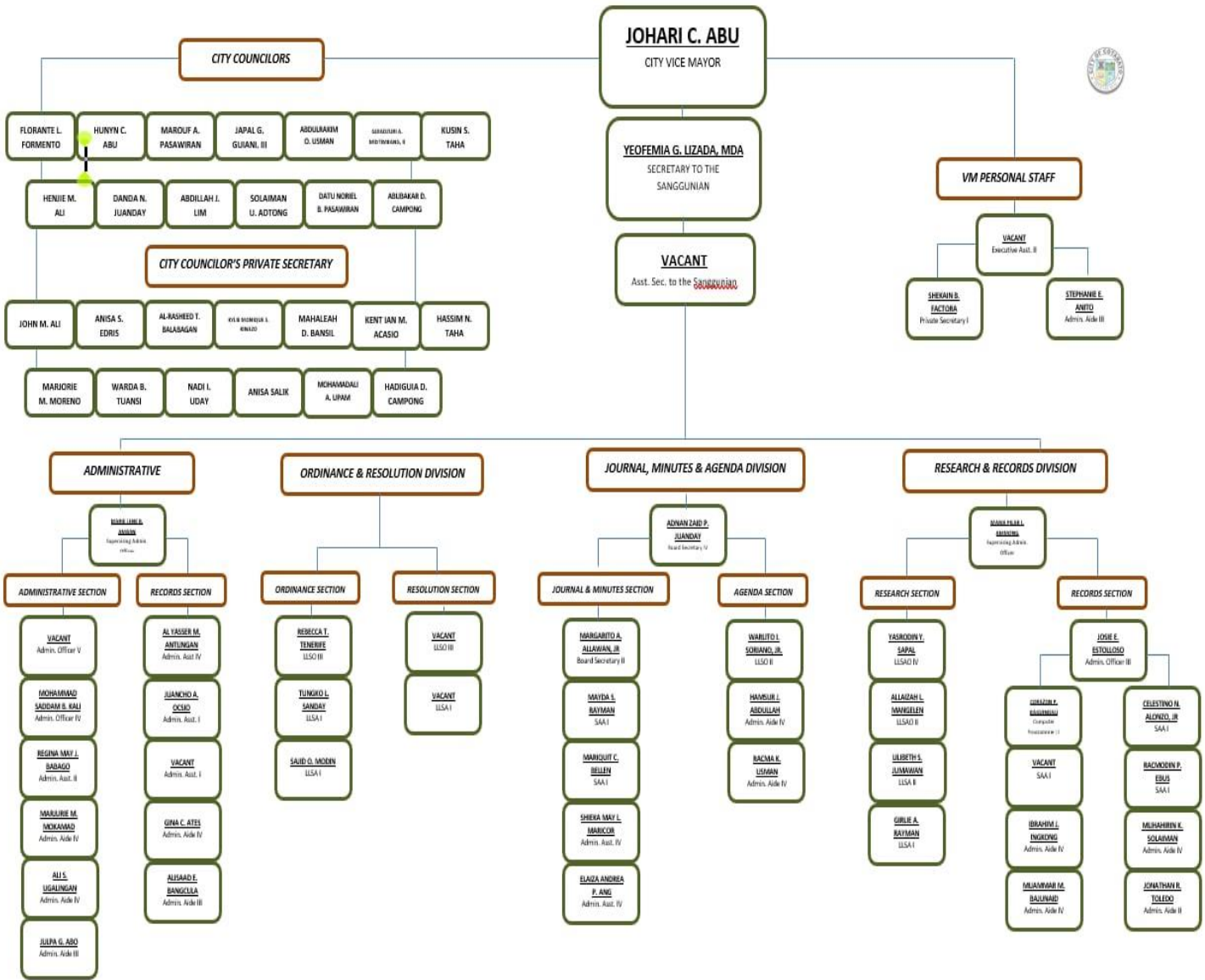
SERVICES AND HOW TO AVAIL THEM

Request for copies transcribed minutes of the proceedings of committee hearing conducted by the Honorable Members of the Sanggunian Panlungsod.

Office/Division	TANGGAPAN NG SANGGUNIANG PANLUNGSOD NG COTABATO			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public or G2B – Government to Business group or G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Letter Request			✓ Records Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit formal letter or request to the receiving section of the SP stating among others the purpose of the request	Employee-In-Charge submits the letter request to the Secretary to the Sanggunian for her disposition	None	10 minutes	Records Division – Receiving Section
	The Secretary to the Sanggunian forwards the letter request to the Division Chief of the Journal Minutes and Agenda Division for his disposition	None	10 minutes	Secretary to the Sanggunian
	Client will be advised to come back on specified day to receive requested documents	None	10 minutes	Division Chief – Journal, Minutes and Agenda Division
Client return on the advised day to receive the signed documents	Accomplished and signed documents requested will be issued to the concerned client	None	10 minutes	Stenographic Reporter
	Issuance the receipt of the requested document (Ordinance No. 5079, s. 2022)	None	10 minutes	Ma. Pilar A. Ammong
	TOTAL	None	50 minutes	



Organizational Structure



**Office of the City Mayor –
Office of the Senior
Citizen’s Affairs**
External Service



MANDATES

- R.A. 9994 or The Expanded Senior Citizens Act of 2010
- Ordinance No. 06, Series of 1994 – An Ordinance amending certain provisions of Ordinance No. 22, Series of 1993, entitled “An Ordinance creating and/or establishing the office for Senior Citizens Affairs (OSCA) pursuant to R.A.7432, appropriating and for other purposes”.
- Ordinance No. 22, Series of 1993 – An Ordinance Creating and/or Establishing the Office for Senior Citizens Affairs (OSCA) pursuant to R.A. No. 7432 appropriating funds therefor and for other purposes.
- RESOLUTION NO. 7251, Series of 2023 A RESOLUTION DECLARING THE EXCLUSIVE USE OF THE MULTI-PURPOSE SENIOR CITIZENS CENTER BUILDING FOR SENIOR-RELATED PROGRAMS AND ACTIVITIES, SPONSOR: HON. KUSIN S. TAHA

MISSION

An empowered Senior Citizens Organization in partnership with responsive government agencies, civil society group and private sectors to easily access goods and services leading to a graceful and enjoyable aging.

VISION

To plan, implement and monitor the work programs in pursuant to the objectives of RA 9994.

CORE VALUES

- E – Empowerment of Senior Citizens
- Q – Quality Service Assistance
- U – Universal / Unity
- A – Awareness Campaign
- L – Liveable Community
- I – Institutionalized Values
- T – Transparency of PPA’s
- Y – Yielding to policy down the line



SERVICES AND HOW TO AVAIL THEM

FRONTLINE SERVICE

The Office of the Senior Citizens Affairs (OSCA) is committed to provide the following major frontline services to help the general public, the private sector, and our client; local government units, agencies, department and offices:

- A. Issuance of Senior Citizens Identification Card (with Booklets for Medicine/Hospital, Grocery/Agricultural Products, Movies), Cancellation of SC ID and Application of SC Late Birth.

Office/Division	Office of the Senior Citizens Affairs (OSCA) Cotabato City Government	
Classification	Simple	
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency	
Who may avail:	All Senior Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
NEW: <div>✓ Barangay Certificate (Purpose for <i>Applying Senior Citizen ID</i>, Countersigned by the Barangay Senior Citizen President).</div> <div>✓ Birth Certificate and any Valid ID</div> <div>✓ CEDULA</div> <div>✓ Recent 2x2 Photo (1copy)</div>		<div>✓ Barangay Office</div> <div>✓ PSA/NSO</div> <div>✓ Individual concern</div> <div>✓ Office of the City Treasurer</div> <div>✓ Legal Office/Firm</div>
RENEWAL: <div>✓ Barangay Certificate (<i>Applying for Senior Citizen ID Renewal</i>, Original Copy, Countersigned by the Barangay Senior Citizen President)</div> <div>✓ Photo copy of Senior Citizen ID with Three (3) SIGNATURES.</div> <div>✓ Recent 2x2 Photo (1copy) white background.</div> <div>✓ CEDULA</div>		
LOST: <div>✓ Affidavit Of Loss</div> <div>✓ CEDULA</div> <div>✓ Recent 2x2 Photo (1copy)</div>		
CORRECTION: <div>✓ Senior Citizen ID</div> <div>✓ Birth Certificate and any valid IDs</div>		
LAY OUT and PRINTING OF SENIOR CITIZENS ID's		
CANCELLATION OF SENIOR CITIZENS ID <div>✓ Senior Citizen ID</div>		<div>✓ OSCA</div>
APPLICATION FOR SENIOR CITIZENS LATE BIRTH <div>1. Verification for Records/PSA Negative</div> <div>2. Verification Fee 100/LCR</div>		<div>✓ PSA</div> <div>✓ Office of the Civil Registrar</div>



<div>3. Joint Affidavit of 2 disinterested Persons witnessing the Birth (PAO).</div> <div>4. Barangay Certificate Applying for Birth Certificate where you reside with corresponding Signature of Senior Citizen President.</div> <div>5. <u>OUT OF TOWN</u> (Affidavit of Birth with CORROBORATION)</div> <div>6. MDR ((Philhealth)</div> <div>7. Comelec Certificate (Updated)</div> <div>8. CEDULA</div> <div>9. National ID</div> <div>10. Baptismal Certificate for <u>Christian</u></div> <div>11. Police/NBI Clearance</div> <div>12. PICTURE with latest Calendar</div> <div>13. Birth Certificate of Sibling</div> <div>14. Marriage Contract</div> <div>15. GREEN BIRTH (Barangay)</div> <div>16. OSCA ID Xerox with 3 Signatures</div> <div>17. OSCA Certificate of Senior Citizens Identification Card holder with details</div>		<div>✓ Barangay Office</div> <div>✓ PHIC</div> <div>✓ COMELEC</div> <div>✓ Postal Office</div> <div>✓ NBI Office</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div><u>For new, renewal, lost/correction, and lay out/printing:</u></div> <div>Apply for Senior Citizens Identification Card (with Booklets)</div>	Receive the requirements and issue immediately the ID and other needs, such as Booklets for Medicines/Hospital, Grocery/Agriculture products, Movies	None	3 minutes	
<div><u>Cancellation of Senior Citizens ID:</u></div> <div>Client submits OSCA ID for cancellation</div>	Receive the requirements and issue immediately the Certificate of Cancelation.	None	3 minutes	
<div>Application for Senior Citizens Late Birth:</div> <div>Client submits requirements</div>	Receive the requirements Verification/Validation	None	6 mins.	
	TOTAL	None	12 minutes	



B. Application for Senior Citizens Cash Card ATM Privilege and Social Pension.

Office/Division	Office of the Senior Citizens Affairs (OSCA) Cotabato City Government			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CASH CARD <ul style="list-style-type: none">✓ Photocopy of Senior Citizen’s ID Card✓ Proof of Billing✓ Barangay Clearance✓ COMELEC Certification (at least 2 years registered)✓ Accomplish the Application Form for Cash Card ATM			✓ OSCA/OSWDS/ DSWD 12/LANDBANK	
SOCIAL PENSION <ul style="list-style-type: none">✓ Three (3) 2x2 pictures✓ One (1) Xerox copy of Senior Citizen ID – (with signature of <i>OSCA Head</i>)✓ One (1) Barangay Certificate of Residency (Original) – (<i>w/ Signature of Senior Citizen President</i>)✓ One (1) Voters Certificate (<i>Xerox copy and Original</i>)			✓ OSCA/OSWDS/DSWD 12	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Senior Citizens Cash Card ATM Privilege	Receive the requirements Verification/Validation	None	3 minutes	
	Releasing by schedule thru Landbank branches or offsite per barangay	None	1 month	
Apply for Social Pension	Receive the requirements Verification/Validation	None	3 minutes	
	TOTAL	None	1 month and 6 minutes	



C. Application for Senior Citizens Burial Assistance and Data Collection.

Office/Division	Office of the Senior Citizens Affairs (OSCA) Cotabato City Government			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BURIAL ASSISTANCE 1. Registered Death Certificate (at Office of the City Civil Registrar. 2. Barangay Certificate of Indigency (deceased). 3. Funeral Contract (for Non-Muslims). 4. VIDEO/PHOTO documentations ON CELLPHONE. 5. Deceased and claimant’s government issued valid I.D.			✓ OSCA/OSWDS	
DATA COLLECTION 1. Recent 2x2 pictures white background (1copy) 2. Photo copy of Senior Citizen ID with Three (3) SIGNATURES or thumbmark . 3. Photocopy of BIRTH CERTIFICATE			✓ OSCA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Senior Citizens Burial Assistance	Receive the requirement Verification/Validation	None	3 minutes	
	Preparation of financial document	None	1 week	
Data Collection	Releasing by schedule	None	1 week	
	Receive the requirement Interview	None	3 minutes	
	TOTAL	None	2 weeks and 6 minutes	



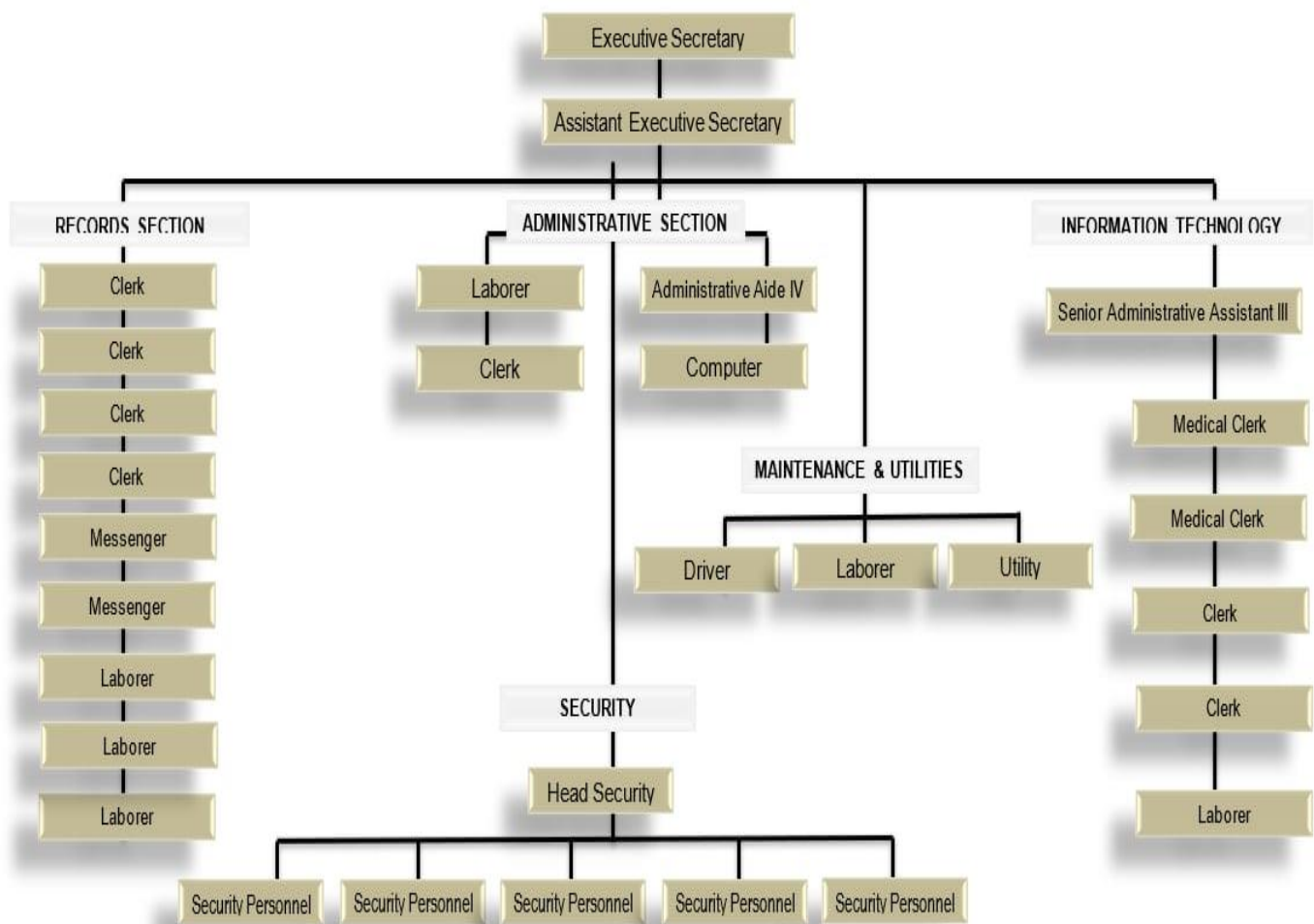
D. Financial Assistance for Centenarian.

Office/Division	Office of the Senior Citizens Affairs (OSCA) Cotabato City Government			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none">✓ Intake Sheet✓ 1x1 Picture (2pcs)✓ Latest Barangay Certificate✓ Photocopy of Senior Citizen’s ID✓ NSO Birth Certificate (SECPA with receipt)✓ Affidavit of 2 Disinterested Persons with Photocopy of Valid IDs✓ ORIGINAL Voter’s Certificate✓ Whole and Half Body Pictures✓ Birth Certificate of Children (SECPA with receipt)✓ Community Tax Certificate			✓ OSCA/OSWDS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Financial Assistance for Centenarian	Receive the requirements	None	3 minutes	OSCA
	Verification/Validation			OSCA, Budget Office, Accounting Office, Treasurer’s Office, HR Office, Mayor’s Office.
	Preparation of financial documents	None	1 week	
	Releasing by schedule	None	1 week	Treasurer’s Office
	TOTAL	None	2 weeks and 3 minutes	



OFFICE OF THE SENIOR CITIZEN' AFFAIRS

Organizational Structure





Office of the City Social Welfare and Development Officer

External Services



MANDATE

To provide a balanced approach to Welfare and development whereby the needs and interest of the population are addressed not only outbreak of crisis but more importantly at the stage which inexorably lead to such crisis.

VISION

Empowered gender-sensitive, God-fearing individuals, families and communities with improved quality of life, performing their respective roles with appropriate coping mechanism and are able to mobilize resources to meet and sustain their basic needs.

MISSION

To care, protect, rehabilitate, develop and integrate into the mainstream the vulnerable and socially dysfunctional sector of the society.

SERVICE PLEDGE

We, the officials and employees of the Office on Social Welfare and Development Services, do hereby pledge to serve our clients without discrimination and uphold their basic human rights. Ensure equal access to the resources, services, and opportunities required to meet basic needs. Respect client's rights and self-determination. Observe confidentiality at all times. Expand choices and chances for individuals with special needs and state particularly for the disadvantaged and oppressed groups or community.



SERCVICES AND HOW TO AVAIL THEM

FOOD/FINANCIAL/TRANSPORTATION ASSISTANCE

(These type of assistance are commonly availed by clients who are in crisis situation due to financial incapacitation)

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Barangay Certification (Xerox)		✓ Clients Personal Documents ✓ Barangay Hall/Barangay Official		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Legal Documents	1.1 Check and Validate Legal Documents of Clients. (As needed) Valid ID (Xerox) Barangay Certification (Xerox)	None	20-30 minutes	CIDRO Staff and Clients
Interview/Small talk/Profiling	General Intake/Profiled conduct by CIDRO Staff. 2.2 Deeper Assessment of Clients.	None	30-45 minutes	CIDRO Staff and Clients
Releasing of Food/Financial/Transportation Assistance	3.1 Food/Financial/Transportation Assistance.	None	30-40 minutes	CIDRO Staff and Clients
	Total	None	1 hour and 15 minutes	

ISSUANCE OF CERTIFICATION

(Certification served as proof of indigence that the clients is a low-income earner)

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen (Clients)
Who may avail:	In Crisis Clients



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Barangay Certification (Xerox) ✓ BIR Certification (Xerox) if needed		✓ Barangay Hall/Barangay Official ✓ BIR Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Legal Documents	1.1 Check and Validate Legal Documents of Clients.	None	10-20 minutes	CIDRO Staff and Clients
Interview/Small talk/Profiling	2.1 General Intake/Profiled conduct by CIDRO Staff.	None	20-30 minutes	CIDRO Staff and Clients
Releasing of Certification	3.1 Issuance of Certification to Clients.	None	5-10 minutes	CIDRO Staff and Clients
	Total	None	1 hour	

SOCIAL CASE STUDY REPORT

(Social Case Study Report is served as part of the requirements for Medical and Hospital Assistance to clients who are financially incapacitated)

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Barangay Certification (Xerox) ✓ Medical Abstract (Xerox) ✓ Final Billing (Xerox)		✓ 1. Personal Documents of Clients ✓ 2. Barangay Hall/Barangay Official ✓ 3. Hospital Staffs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Legal Documents	1.1 Check and Validate Legal Documents of Clients	None	10-20 minutes	CIDRO Staff and Clients
Interview/Small talk/Profiling	2.1 General Intake/Profiled conduct by CIDRO Staff. 2.2 Deeper Assessment of Clients.	None	30-45 minutes	CIDRO Staff and Clients



Releasing of Social Case Study Report	3.1 Issuance of Social Case Study Report to Clients.	None	1 to 2 Days	CIDRO Staff and Clients
	Total	None	2 Days 1 hour and 5 minutes	

MEDICAL ASSISTANCE

(Medical Assistance are availed by clients who are in great need especially those financially incapacitated or drained)

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Barangay Certification (Xerox) ✓ Medical Abstract (Xerox) ✓ Final Billing (Xerox)		✓ Personal Documents of Clients ✓ Barangay Hall/Barangay Official ✓ Hospital Staffs ✓ Pharmacy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Legal Documents	1.1 Check and Validate Legal Documents of Clients.	None	10 to 20 minutes	CIDRO Staff and Clients
Interview/Small talk/Profiling	General Intake/Profiled conduct by CIDRO Staff. Deeper Assessment of Clients.	None	30 to 45 minutes	CIDRO Staff and Clients
Releasing of Medical Assistance withdrawal Slip (Partner Pharmacy)	3.1 Issuance of Medical Assistance.	None	20 to 30 minutes	Pharmacy Staff, CIDRO Staff and Clients
	Total	None	1 hour and 35 minutes	

Medical Assistance and Hospital Assistance (Senate Funds MOA)

(Senator/Senate Funds are usually availed by clients who are in crisis situation due to his/her financial status thru MALASAKIT Center of Cotabato Regional Medical Center (CRMC).

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation
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	- CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Medical Certificate (Xerox) ✓ Final Billing (Xerox)		✓ 1. Personal Documents of Clients ✓ 2. Hospital Staffs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Mayor's Action Center Approval	1.1 Mayor's Action Center Client's endorsed to CIDRO Section	None	5 to 10 minute	Mayor's Action Center Staff, CIDRO Staff and Clients
Interview/Small talk/Profiling	2.1 General Intake/Profiled conduct by CIDRO Staff.	None	20 to 30 minutes	CIDRO Staff and Clients
Present Legal Documents	3.1 Check and Validate Legal Documents of the Clients.	None	20 to 30 minutes	CIDRO Staff and Clients
Endorsement Letter Releasing	4.1 Releasing of endorsement letter addressed to Cotabato Regional and Medical Center- CRMC (MALASAKIT Center).	None	20 to 30 minutes	CIDRO Staff, Clients and CRMC/MALASA KIT Center Staff
	Total	None	1 hour and 40 minutes	

Emergency PhilHealth (PHIC) Card

(PhilHealth Card is usually availed by the clients who are in crisis situation due to unexpected hospitalization caused by sudden illness, vehicular accidents, and others.).

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section
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Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID (Xerox) ✓ Barangay Certificate (Xerox) ✓ Certificate of Confinement (Xerox)		✓ Personal Documents of Clients ✓ Barangay Official/Barangay Hall ✓ Hospital Staffs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Mayor's Action Center Approval.	1.1 Mayor's Action Center Client's endorsed to CIDRO Section.	None	10-20 minutes	Mayor's Action Center Staff, CIDRO Staff and Clients
Interview/Small talk/Profiling	2.1 General Intake/Profiled conduct by CIDRO Staff.	None	10-20 minutes	CIDRO Staff and Clients
Present Legal Documents	3.1 Check and Validate Legal Documents of the Clients. Valid ID (Xerox) Barangay Certificate (Xerox) Certificate of Confinement (Xerox)	None	5-10 minutes	CIDRO Staff and Clients
Schedule for PhilHealth card issuance.	4.1 Releasing and confirmation of PhilHealth Office.	None	1 day (Depending on the confirmation of PhilHealth Office)	CIDRO Staff, Clients and PhilHealth Staff
	Total	None	1 hour and 30 minutes	

Relief Operation (Natural and Man-Made Calamities)

(Relief Operation are usually availed by the clients who is unexpectedly a victims of Natural or Man-Made Calamities).

Office/Division:	OSWD/Crisis Intervention and Disaster Relief Operation - CIDRO Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (Clients)			
Who may avail:	In Crisis Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Assessment and Validation Report that they are Victims of Natural and Man-		✓ 1.Barangay Officials and CIDRO Staff		



Made Calamities from Barangay Officials and CIDRO Staffs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Natural and Man-Made Calamities	1.1 Validation and Assessment Report during the Calamities	None	1 day (Depending on the Calamities)	CIDRO Staff and Clients
2. Interview/Small talk/Profiling	General Intake/Profiled conduct by CIDRO Staff	None	30-45 minutes	CIDRO Staff and Clients
3. Scheduled for releasing of Food and Non-Food items.	3.1 Relief Assistance to Calamities victims.	None	1 day	CIDRO Staff and Clients
	Total	None	2 days and 45 minutes	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Custodial Issue Mediation/ Settlement Process)

Office/Division:	Office on Social Welfare and Development Services - Child Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Parent(s)/guardian seeking custody of child			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Birth Certificate		✓ Philippine Statistic Authority (PSA)		
✓ Marriage Certificate		✓ Philippine Statistic Authority (PSA)		
✓ Other Documents (depends on circumstances)		✓ -		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview and Initial Assessment.	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge
Prepare communication letter address to respective barangay/BCPC with suggested date of Case Conference.	Prepare communication letter to respective barangay/BCPC.	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO - III
	Division Head will do initial review and provide inputs as needed.	None	30 minutes	SWO - IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/OIC
	Handling CWS staff will send the letter to	None	1 hours	Social Worker Cluster In-Charge



	respective barangay/BCPC.			
Await and attend to the schedule of Case Conference.	Attend and facilitate the Case Conference in line to the concept of “for the best interest of the minor”	None	4 hours	Social Worker Cluster In-Charge/ SWO-III
Participate on the settlement agreement	Assist the barangay/BCPC on the settlement process.	None	30 minutes	Social Worker Cluster In-Charge/ SWO-III
	Affixed signature on whatever outcome of the settlement process and recommend future action as needed.	None	30 minutes	Social Worker Cluster In-Charge/ SWO-III
TOTAL		None	1 day and 1 hour	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Children-At-Risk – CNSP)

Office/Division/Section:		Office on Social Welfare and Development Services - Child Welfare Section		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		All children below 18 of age who are victim of any forms of abuses		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Communication Letter (optional for walk-in client)		✓ Respective Barangay/BCPC/Agency		
✓ Barangay Blotter/Police Blotter/ Spot Report		✓ Respective Barangay/Police Station		
✓ Certificate of Live Birth		✓ Philippine Statistic Authority (PSA)		
✓ Result of Medical Examination/ Medico-legal ✓ (If possible)		✓ CRMC Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview and Initial Assessment.	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge
Undergo Medico-legal Examination (for walk-in client, If not yet examine)	Prepare communication letter to hospital requesting for medico-legal examination.	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO-III
	Division Head will do initial review and provide inputs as needed.	None	30 minutes	SWO-IV



	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/OIC
	Handling CWS staff will send the letter to hospital and assist the victim-survivor during the conduct of medico-legal examination.	None	4 hours	Social Worker Cluster In-Charge
Attendance to Case Conference	CWS staff will facilitate the case conference and discuss matters related to the case of client to include parental duties and obligation of the family/guardian.	None	4 hours	Social Worker Cluster In-Charge
File suit against perpetrator.	Prepare communication letter to Police Station or to PAO requesting assistance for filing of the case	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO-III
	Division Head will do initial review and provide inputs as needed.	None	30 minutes	SWO-IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/OIC
	Handling CWS staff will send the letter to Police Station or PAO and assist the victim-survivor on the process.	None	4 hours	Social Worker Cluster In-Charge
	Provide generic counseling as needed.	None	4 hours	Social Worker Cluster In-Charge
	Prepare social case study report of the client and recommend for appropriate assistance.	None	3 days	Social Worker Cluster In-Charge
Await and attend court proceedings	Handling CWS staff attend court hearing (if requested by the court)	None	-	Social Worker Cluster In-Charge/ SWO-III
TOTAL		None	5 days and 5 hours	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Children-At-Risk – Violators)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	All children below 18 of age who violates Ordinances, Light Offense and Misdemeanors



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Communication Letter			✓ Respective Barangay/BCPC/Agency	
✓ Barangay Certificate			✓ Respective Barangay/BCPC	
✓ Certificate of Live Birth			✓ Philippine Statistic Authority (PSA)	
✓ School ID/ School Records (If possible)			✓ Respective School	
✓ Result of Medical Examination/ Medico-legal			✓ CRMC Hospital	
✓ Barangay Blotter/Police Blotter/ Spot Report			✓ Respective Barangay/Police Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview and Initial Assessment.	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge
Protective Custody	Communicate with center head/staff for temporary shelter.	None	30 minutes	Social Worker Cluster In-Charge
Attendance to Values Formation	Handling CWS staff in collaboration with center staff will facilitate the values formation.	None	4 hours	Social Worker Cluster In-Charge
Case Conference preparation	Prepare communication letter with suggested date of case conference to respective barangay requesting attendance of the BCPC chairman or representative.	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO-III
	Division Head will do initial review and provide inputs as needed	None	30 minutes	SWO-IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/ OIC
	Handling CWS staff will send the letter to respective barangay/BCPC.	None	1 hours	Social Worker Cluster In-Charge
Attendance to Case Conference (Client with his family/guardian and Stakeholders)	Handling CWS staff in collaboration with center staff will facilitate the case conference and discuss matters related to the case of client to include parental duties and obligation of the family/guardian.	None	4 hours	Social Worker Cluster In-Charge/ SWO-III
TOTAL		None	1 day & 4 hours & 30 minutes	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Children In-Conflict with the Law (CICL)/ Children Deprived of Liberty)



Office/Division/Section:		Office on Social Welfare and Development Services - Child Welfare Section		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Children below 18 of age upon the commission of the crime.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Communication Letter (optional for walk-in client)			✓ Respective Barangay/BCPC/Agency	
✓ Barangay Certificate			✓ Respective Barangay/BCPC	
✓ Certificate of Live Birth			✓ Philippine Statistic Authority (PSA)	
✓ School ID/ School Records (If possible)			✓ Respective School	
✓ Result of Medical Examination/ Medico-legal (If possible)			✓ CRMC Hospital	
✓ Barangay Blotter/Police Blotter/ Spot Report			✓ Respective Barangay/Police Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview	CWS staff will ask series of relevant questions to the client.	None	30 minutes	Social Worker Cluster In-Charge
Present original documents as evidence of minority age of the client (Cert. of Live Birth – NSO copy, School Records, Health Records, etc)	CWS staff will conduct assessment and evaluation on the submitted documents.	None	30 minutes	Social Worker Cluster In-Charge
	CWS staff will prepare a communication letter to PAO requesting for the preparation of affidavit - release on recognizance of the minor client or CWS staff will prepare a letter requesting to the respective agency (police station/RTC) for the immediate release of the child from detention cell.	None	30 minutes	Social Worker Cluster In-Charge
	Section Head will provide inputs as needed.	None	30 minutes	SWO-III
	Division Head will do initial review and provide inputs as needed	None	30 minutes	SWO-IV
	CSWDO or authorized Officer In-charged will do final review and signed the communication letter.	None	30 minutes	CSWDO/ OIC



	Handling CWS staff will send the letter to respective agency.	None	30 minutes	Social Worker Cluster In-Charge
Cooperate with the CWS staff on data gathering	CWS staff will conduct initial discernment assessment on minor client and submit to Law Enforcement Authority/ PAO/ Prosecutor/ Regional Trial Court.	None	7 working days	Social Worker Cluster In-Charge
	CWS staff will conduct Comprehensive Social Case Study Report of the minor client submit to PAO/ Prosecutor/ Regional Trial Court.	None	14 working days	Social Worker Cluster In-Charge
Attendance to Case Conference	CWS staff will facilitate the case conference and discuss matters related to the case of client to include parental duties and obligation of the family/guardian.	None	4 hours	Social Worker Cluster In-Charge/ SWO-III
Await and attend court proceedings	Handling CWS staff attend court hearing (if requested by the court)	None	4 hours	Social Worker Cluster In-Charge/ SWO-III
Participation in Diversion/ Intervention Program	CWS staff will facilitate the diversion program in accordance with the Implementing Rules & Regulation of R.A 9344 as amended by R.A. 10630.	None	6 months to 1 year	CWS staff Cluster In-Charge/ SWO-III/ CSWDO/ BCPC
TOTAL		None	22 days & 3 hours & 30 minute	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Request for Certification of Custody)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may Avail:	All children who needs certification of custody for their survivorship pension	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Barangay Certificate (for minor)		✓ Respective Barangay
✓ Certificate of Live Birth of minor		✓ Philippine Statistic Authority (PSA)
✓ Certificate of Marriage of Parents		✓ Philippine Statistic Authority (PSA)



✓ Death Certificate of Deceased Parent(s)		✓ Philippine Statistic Authority (PSA)		
✓ Other Documents (depends on circumstances)		✓ -		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview and Initial Assessment	CWS staff will ask series of relevant questions to the client.	None	1 hour	Social Worker Cluster In-Charge
Present checklist of requirements (original documents with photo copy) to Child Welfare Staff for Evaluation.	CWS staff will conduct assessment and evaluation on the submitted documents.	None	30 minutes	Social Worker Cluster In-Charge
Cooperate with validation process	CWS staff will conduct validation process.	None	8 hours	Social Worker Cluster In-Charge
Await for call from the office for the releasing of the Certification.	CWS staff will process the certification and call the client when certification is ready to release.	None	30 minutes	Social Worker Cluster In-Charge
TOTAL		None	1 day and 1 hour & 30 minutes	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Request for Certification for Passport Application)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may Avail:	All children applying for passport	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Barangay Certificate (for minor)		✓ Respective Barangay
✓ Certificate of Live Birth of minor		✓ Philippine Statistic Authority (PSA)
✓ Parent(s) Consent/ Authorization Letter		✓ Parent(s) of the minor
✓ Two (2) valid I.D. of the Parent(s)		✓ Any Government Agency
✓ Two (2) valid I.D. of the Applicant (If not the parents)		✓ Any Government Agency



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview	CWS staff will ask series of relevant questions to the client.	None	30 minutes	Social Worker Cluster In-Charge
Present checklist of requirements (original documents with photo copy) to Child Welfare Staff for Evaluation.	CWS staff will conduct assessment and evaluation on the submitted documents.	None	30 minutes	Social Worker Cluster In-Charge
Cooperate with validation process	CWS staff will conduct validation process.	None	4 hours	Social Worker Cluster In-Charge
Received Certification	CWS staff will call the client when certification is ready to pick-up.	None	30 minutes	Social Worker Cluster In-Charge
TOTAL		None	1 day and 1 hour	

CHILD WELFARE PROGRAM - PROTECTIVE SERVICES

(Application for Travel Clearance)

Office/Division/Section:	Office on Social Welfare and Development Services - Child Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	All children traveling alone or unaccompanied by parent(s) within Philippine territory			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Barangay Certificate (for minor)		✓ Respective Barangay		
✓ Certificate of Live Birth of minor		✓ Philippine Statistic Authority (PSA)		
✓ Airline Ticket of the minor & adult companion		✓ Airline ticketing office		
✓ Parent(s) Consent/ Authorization Letter		✓ Parent(s) of the minor		
✓ Two (2) valid I.D. of the Parent(s)		✓ Any Government Agency		
✓ Two (2) valid I.D. of the minor companion/applicant		✓ Any Government Agency		
✓ Accomplished travel clearance form		✓ OSWDS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Intake Interview	CWS staff will ask series of relevant	None	1 hour	Social Worker Cluster In-Charge



	questions to the client.			
Fill-up travel clearance form and submit the accomplished travel clearance form to child welfare staff of the OSWDS	Received the accomplished travel clearance form and evaluate.	None	30 minutes	Social Worker Cluster In-Charge
Present checklist of requirements (original documents with photo copy) to Child Welfare Staff for Evaluation.	CWS staff will conduct assessment and evaluation on the submitted documents.	None	30 minutes	Social Worker Cluster In-Charge
Awaits for the meantime and received the Travel Clearance	CWS staff will process the travel clearance	None	30 minutes	Social Worker Cluster In-Charge
TOTAL		None	2 hours and 30 minutes	

SOLO PARENT IDENTIFICATION (ID) ISSUANCE

Office/Division:	OSWDS/FAMILY AND COMMUNITY WELFARE SECTION			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ SOLO PARENT ID’S – Barangay Certification of Residency		✓ Barangay Hall		
✓ Proof of evidence being solo parent (death certificate, separation papers, affidavit of being Solo Parent)		✓ Barangay Hall, City Prosecutor Office		
✓ Birth certificate of minor dependents		✓ LCR		
✓ Income Tax Return or Barangay Certification of Indigency		✓ Barangay Hall, BIR		
✓ 1 piece 1x1 & 1 piece 2x2 ID picture		✓		
✓ Home Visit for validation		✓		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Solo Parent ID and submit the prescribed requirements <i>(Issuance of Solo Parent ID)</i>	Review of the submitted requirements;	None	15 minutes	Assigned Social Worker/ Staff
	Conduct interview of the Solo Parent applicants;		minutes	



	Advise applicants to wait for a text/call for the schedule of release of the ID;		15 minutes	
	The documents of the applicants are re-check for ID processing and prepare transmittal for signatures;		50 minutes to 1 hour	
	Those with lacking requirements or information are labelled pending and are scheduled for follow-up;		minutes	
	Documents are forwarded to Mayor’s office for signature;		Per approval	
	Documents are returned to FCWS;		Per approval	
	Inform the applicants of the release of Solo Parent IDs		30 minutes	
TOTAL		NONE	2 hours and 20 minutes	

Financial Assistance for VAWC Clients

Office/ Division	OSWDS/FAMILY AND COMMUNITY WELFARE SECTION			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Violence Against Women and their Children (VAWC) Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Medico legal Report		✓ Hospital		
✓ Barangay Certification of Residency		✓ Barangay Hall		
✓ Barangay Protection Order (BPO)		✓ Barangay Hall		
✓ PNP Blotter Report		✓ PNP Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Psychosocial and Financial Assistance for VAWC Clients	Conduct interview ;	None	1 hour	Assigned Social Worker
	Psychosocial Counselling;		1 hour	
	Assist the client to file the case;		2 to 3 hours	
	Draft Social Case Study Report of the client;		1 hour	
	Review the Social Case Study Report		30 minutes	Section Head



	2.6 Approve the Social Case Study Report and affix signature of section head		30 minutes	Section Head
	2.7 Assess the client to avail financial assistance		30 minutes	Assigned Social Worker
TOTAL		NONE	7 hours and 30 minutes	

Livelihood Assistance for Indigent Family

Office/ Division	OSWDS/Family And Community Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Indigent Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Barangay Certification of Residency		✓ Barangay Hall		
✓ Barangay Certification of Indigency		✓ Barangay Hall		
✓ Intake interview ✓ (Filled out Intake Sheet/Form)		✓ OSWDS		
✓ Social Case Study Report		✓ OSWDS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Livelihood Assistance for Indigent Family	Conduct interview ;	None	1 hour	Assigned Social Worker
	Home Visitation		1 hour	
	Assess client for livelihood assistance;		30 minutes	
	Draft Social Case Study Report of the client;		1 hour	
	Review the Social Case Study Report		30 minutes	Section Head
	2.6 Approve the Social Case Study Report and affix signature of section head		30 minutes	Section Head
TOTAL		NONE	4 Hours and 30 minutes	



PRE-MARRIAGE COUNSELLING

Office/Division:	Office on Social Welfare and Development Services - <i>Population and Day Care Division</i>			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Couple who are intending to get married			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Secure copy of requirements for application of marriage license		✓ Local Civil Registry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PMC Payment (at the CTO)	Instruct to proceed to CTO for payment	P50.00	10 minutes	City Treasury Office
Register (PMC-PMOC)	Register client at the logbook		3 minutes	Madelle Perez
Conduct of PMC-PMOC lecture	Accredited Counsellors conduct lecture to the client		3 hours and 45 minutes	Accredited counsellors
Release PMC-PMOC Certificates			3 minutes	Accredited counsellors
TOTAL		P50.00	4 hours 1 minute	

APPLICATION FOR LEAVE

Permanent City Government Employees are entitled to Vacation, Sick, Maternity and Paternity Leave, Special Leave privileges may be availed for three (3) days or a combination of any leave maximum of three days in a given year. Special leave privileges are non-cumulative and non-convertible to cash. Special Leave privileges include: Funeral/mourning leave, Hospitalization Leave, Accident leave, Relocation leave, Government transaction leave, Calamity leave, Graduation Leave, Enrolment Leave, Wedding anniversary leave, and Birthday leave.

Office/Division:	OFFICE OF THE CITY MAYOR - Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All CGC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Accomplished Leave Form (Civil Service Form No. 6) (3 original copies)		✓ HRMD		
✓ Medical Certificate for sick leave incurred 5 days or more (1 original copy)		✓ Hospital/Clinic/Lying-in		
For Maternity Leave application: ✓ Medical certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery (1 original copy)		✓ Hospital/Clinic/Lying-in		
✓ Accomplished Clearance Form (Civil Service Form No. 7) (3 original copies)		✓ HRMD		



✓ Solo Parent ID for solo parents who want to avail the additional maternity leave of 15 days (1 photocopy)			✓ Office of the City Social Welfare and Development Officer	
For Paternity Leave application: ✓ Medical certificate issued by a government or private physician, as proof of pregnancy (1 original copy)			✓ Hospital/Clinic/Lying-in	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out leave form and secure immediate supervisor's signature. For vacation leave: filing should be at least eight (8) calendars days before actual leave For emergency sick leave: filing should be done the day after For maternity leave: filing should be at least thirty (30) calendars days in advance	Provide leave form.	None	1 Hour	HRMO III
Submit the accomplished leave form including the documentary requirements at the HRMD	2.1 Receiving clerk records application for leave, review documentary requirements and stamp received.	None	15 Minutes	Administrative Aide II
	2.2 Assign reference number and record to logbook	None	5 Minutes	Administrative Aide II
	2.3 Route the physical documents to first-level approver	None	5 Minutes	HRMO III
	2.4 Endorse to final second-level approver for approval	None	30 Minutes	CHROMO
	2.5 Submit the form to the City Mayor or authorized representative for approval <i>*The City Mayor decides whether</i>	None	1 Day	City Mayor or Secretary to the City Mayor



	<i>recommendation is acceptable or not and sign the leave form</i>			
	2.6 Retrieve the signed leave form	None	1 Hour	HRM Assistant
Receive the copy of approved/disapproved leave application from HRMD	Record the approved leave form	None	1 Hour	HRM Assistant
TOTAL		None	1 day and 4 hours	

PRODUCTIVITY SKILLS CAPABILITY BUILDING FOR DISADVANTAGED WOMEN

Office/Division/Section:		Office on Social Welfare and Development Services - PSCB		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Disadvantaged Women		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Barangay Certification		✓ Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Upon enrollment client must fill up an intake form	Scrutinize the data	None	30 minutes	JAHARA TABAYAG NORMINA NONGKA
2 Admission to Training	Client is introduced to a sewing machine Practice using the machine by making simple pot holders and rugs	None	5 days	ZULAIKA ABO
3. Pattern Making	Practice cutting clothes based on the pattern	None	5 days	ZULAIKA ABO
4. Sewing the patterned cloth	Sewing polo, blouse, shirt and pants	None	5 days	ZULAIKA ABO
5. Provision of Livelihood Assistance to Graduates				



TOTAL	None	15 days 30 minutes
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Client Category: SENIOR CITIZENS

SPECIAL SOCIAL SERVICES SECTION PROGRAMS AND SERVICES

I. SOCIAL PENSION PROGRAM FOR INDIGENT SENIOR CITIZENS (SPISC) or SOCPEN

SPISC / SOCPEN is a program of the national government for the indigent senior citizens with the cooperation of the Department of Social Welfare and Development (DSWD) and the Local Government of Cotabato City, as the lead implementer. This program provides a monthly stipend of PhP 500.00 to augment the daily subsistence and other medical needs of indigent senior citizens. It seeks to improve the condition of indigent senior citizens by augmenting their daily subsistence and medical needs; reduce incidence of hunger; and protect them from neglect, abuse, deprivation, and natural and man-made disasters.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - <i>Special Social Services Section</i>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Senior Citizens ID - Original and photocopied ID (must bear the specimen signature of the OSCA Executive Secretary)			✓ OSCA	
✓ Barangay Certificate of Residency with the specimen signature of the Barangay Senior Citizens President (BSCP)			✓ Barangay of Residence	
✓ 3 copies of latest 2x2 picture with white background			✓ Photo Studio	
✓ Voter's Certificate - Original and Xeroxed			✓ COMELEC	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for SocPen and submit the prescribed requirements.	1. Review of the submitted requirements; 2. Conduct interview of the SocPen applicants; 3. Advise applicants to wait for a call for the schedule of validation.	NONE	15 minutes	Staff

	4. Applications and its attached requirements are forwarded for entry to the database.		15 minutes	Staff
	5. The documents are then bundled per day and are forwarded for initial and review of the SSS section head.		30 minutes	Staff
	6. Those with lacking requirements or information are labeled pending and are scheduled for follow-up		5 days	Staff
	7. Those with initials of the Section Head are forwarded to the CSWDO for signature		20 minutes	City Social Welfare Officer
	8. Documents are forwarded to the OSCA for signature		30 minutes	OSCA Exec. Secretary
	9. Documents are returned to SSSS for schedule of validation 10. Inform the applicants of the schedule of their validation.		7 days	Staff
	11. Conduct of validation		20 minutes	Staff
	12. Prepares summary of validation		7 days	Staff
	13. Documents are sorted and ready for transmittal to DSWD Regional Office		1 day	Staff
	14. Names of the applicants for SocPen are forwarded to the DSWD Central Office for approval and inclusion to the master's list and payroll; and ready for downloading back to the region XII		1 to 2 months	DSWD Region XII



	15. Forwards the downloaded names to the region		7 days	DSWD Central Office
	16. Forwards the downloaded names to SSSS and waits for the payroll to be forwarded		3 months	Marissa A. Salva
	17. Forwards the payroll of the SocPen beneficiaries to the SSSS		3 months	DSWD Region XII
	TOTAL	NONE	8 months, 2 weeks, 6 days, 2 hours & 10 minutes	

BURIAL ASSISTANCE

The Burial Assistance Program aims to provide financial assistance as burial assistance to the bereaved families of indigent senior citizens, and to help defray burial expenses.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Death Certificate issued by the Local Civil Registry and/or Death Certificate issued by the Barangay for Moslem Beneficiaries			✓ Local Civil Registry/ ✓ Barangay of Residence	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Original and photocopied Senior ID of the Deceased			✓ OSCA	
✓ Original and photocopied ID of the Representative of the Deceased			✓ Client	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to OSCA	1. Receives the submitted requirements; 2. Forwards the documents to the Office of the City	NONE	1 day	OSCA



	Mayor (OCM) for approval and signature.			
	3. Documents are returned back to OSCA.		30 minutes	OCM
2. Submits for interview.	4. The applicant for burial assistance are called for interview; 5. After the interview, the applicants are now ready for inclusion on the payroll.		30 minutes	Sofia Ukat
	6. Informs the SSSS of the burial financial assistance ready for release.		1 day	CITY TREASURY OFFICE
	7. Informs the recipient of the assistance to be released.		30 minutes	Sofia Ukat
3. Receives the assistance from the CITY TREASURY OFFICE.	8. Releases the assistance to the recipient		30 minutes	City Treasury Office
TOTAL		None	2 days and 2 hours	

MEDICAL ASSISTANCE

The Medical Assistance Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent senior citizens so that they can immediately avail of the needed prescription medicines.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who May Avail:	Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



✓ Original and photocopied Senior Citizens ID			✓ OSCA	
✓ Updated Prescription Issued by a Licensed DoCity Treasury Officer			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS	1. Receives the submitted requirements; 2. Explains to the client of the need to go to the pharmacy and ask the pharmacist to write down the prices of the medicines requested.	NONE	10 minutes	Worker Worker
2. Visits the Pharmacy for the pricing of the medicines			30 minutes	Pharmacy
3. Submits the prescription with the prices of the medicines to SSSS.	3. Receives the prescription and attaches the withdrawal slip for the pharmacy.		15 minutes	Staff
4. Proceeds to the pharmacy and submits the prescription with the withdrawal slip. 5. Receives the medicines requested.	4. Receives the prescription and the withdrawal slip. 5. Hand overs the requested medicines.		15 minutes	Pharmacy
	TOTAL	NONE	1 hour and 10 minutes	

FINANCIAL ASSISTANCE

The Financial Assistance Program aims to provide any type of monetary help or aid that a poor, marginalized, vulnerable, disadvantaged and indigent senior citizen seeks.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen



Who May Avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied Senior Citizens ID			✓ OSCA	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Barangay Certificate of Residency			✓ Barangay of Residence	
✓ Medical Abstract <i>(if assistance is related to health)</i>			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview by the worker assigned.	1. Receives the submitted requirements; 2. Explains to the client the procedure of the assistance: that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;	NONE	30 minutes	Worker
	4. Drafts a Social Case Study Report;		1 day	
	5. Reviews the SCSR and affixed initials.		30 minutes	
	6. Approves the SCSR and affixed signature.		30 minutes	
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.		1 hour	
	9. Informs the client of the release of the assistance.		30 minutes	



3. Receives the assistance requested.			30 minutes	
	TOTAL	NONE	1 day, 3 hours and 30 minutes	

PROVISION OF ASSISTIVE DEVICE

The Provision of Assistive Device Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent senior citizens so that they can carry out daily activities and participate actively in community life with the help of the assistive devices.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied Senior Citizens ID			✓ OSCA	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Medical Abstract			✓ Medical Practitioner	
✓ Medical Certificate (<i>stating the assistive device needed</i>)			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview.	1. Receives the submitted requirements; 2. Explains to the client the procedure of the assistance : that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;	None	30 minutes	Worker



	4. Drafts a Social Case Study Report;	None	1 day	Worker
	5. Reviews the SCSR and affixed initials.	None	30 minutes	Worker
	6. Approves the SCSR and affixed signature.	None	30 minutes	Worker
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.	None	1 hour	Worker
	9. Informs the client on the release of the assistance.	None	30 minutes	Worker
3. Receives the assistance requested.		None	30 minutes	Worker
	TOTAL	NONE	1 day, 3 hours and 30 minutes	

CENTENARIAN PROGRAM

The Centenarian Program aims to honor centenarians for their wisdom and contributions to society by awarding a cash grant from the national government and a plaque of recognition.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who May Avail:	Senior Citizens Reaching the Age of 100 years old and beyond	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ 2 pcs 1x1 picture		✓ Client
✓ Filled-up Intake Sheet Form		✓ OSWDS-SSSS
✓ Latest Barangay Certificate		✓ Barangay of Residence
✓ Photocopy of Senior Citizens ID		✓ Client
✓ NSO Birth Certificate (<i>SECPA with Original Receipt</i>)		✓ PSA
✓ Affidavit of 2 Disinterested Persons certifying the fact of birth with 2 Witnesses 80+ of Age (<i>Attach Photocopy of IDs of the Affiants</i>)		✓ Client
✓ Original Voter's Certificate		✓ COMELEC
✓ Whole Body and Half Body Pictures		✓ Photo Studio



✓ Birth Certificate (<i>SECPA with Original Receipts</i>) of the Children			✓ PSA	
✓ Community Tax Certificate			✓ City Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview.	Receives the submitted requirements; Explains to the client the procedure of the program that an interview shall be conducted; that a home visitation / validation shall be conducted; that the requirements shall be validated; and the DSWD Region XII shall also conduct their own home visitation and validation. Conducts an interview.	None	40 minutes	Worker
	4. Reviews the requirements and forwards to the Section Head for review and initials.	None	30 minutes	Worker
	5. Reviews the requirements and the intake form, and affixes initials.	None	30 minutes	Worker
	6. Approves and affixes signature on the intake form.	None	30 minutes	Worker
	7. Forwards the documents to the OSCA for signature.	None	1 hour	Worker
	8. Returns the documents to the SSSS	None	30 minutes	Worker
	9. Transmits the name and documents of the applicant to DSWD Region XII for approval.	None	1 day	Worker
	10. Schedules for a home visitation and validation	None	3 days	Worker
	11. Informs the family of the applicant for the scheduled home	None	1 day	Worker



	visitation and validation by the DSWD XII			
	12. Informs SSSS of the approval of the application	None	30 minutes	Worker
	13. Informs the family of the Centenarian	None	30 minutes	Worker
	TOTAL	NONE	5 days, 4 hours and 40 minutes	

Client Category: PERSONS WITH DISABILITY (PWD)

BURIAL ASSISTANCE

The Burial Assistance Program aims to provide financial assistance as burial assistance to the bereaved families of indigent senior citizens, and to help defray burial expenses.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Death Certificate issued by the Local Civil Registry and/or Death Certificate issued by the Barangay for Moslem Beneficiaries			✓ Local Civil Registry/ ✓ Barangay of Residence	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Original and photocopied PWD ID of the deceased			✓ PDAO	
✓ Original and photocopied ID of the Representative of the deceased			✓ Client	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of requirements to PDAO	1. Receives the submitted requirements; 2. Forwards the documents to the Office of the City Mayor (OCM) for approval and signature.	None	30 minutes	PDAO
	3. Documents are returned back to PDAO.	None	30 minutes	OCM
Submits for interview.	4. The applicant for burial assistance are called for interview;	None	40 minutes	Sofia Ukat, Aisa Tomas



	5. After the interview, the applicants are now ready for inclusion on the payroll.			
	6. Informs the SSSS of the burial financial assistance ready for release.	None	30 minutes	City Treasury Office
	7. Informs the recipient of the assistance to be released.	None	30 minutes	Sofia Ukat
Receives the assistance from the CITY TREASURY OFFICE.	8. Releases the assistance to the recipient	None	40 minutes	City Treasury Office
	TOTAL	NONE	3 hours and 20 minutes	

MEDICAL ASSISTANCE

The Medical Assistance Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent PWD so that they can immediately avail of the needed prescription medicines.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied PWD ID			✓ PDAO	
✓ Updated Prescription Issued by a Licensed DoCity Treasury Officer			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS	1. Receives the submitted requirements; 2. Explains to the client of the need to go to the pharmacy and ask the pharmacist to write down the prices of the medicines requested.	None	15 minutes	Worker
2. Visits the Pharmacy for the		None	30 minutes	Worker



pricing of the medicines				
3. Submits the prescription with the prices of the medicines to SSSS.	3. Receives the prescription and attaches the withdrawal slip for the pharmacy.	None	15 minutes	Worker
4. Proceeds to the pharmacy and submits the prescription with the withdrawal slip. 5. Receives the medicines requested.	4. Receives the prescription and the withdrawal slip. 5. Hand overs the requested medicines.	None	20 minutes	Worker
	TOTAL	NONE	1 hour and 20 minutes	

FINANCIAL ASSISTANCE

The Financial Assistance Program aims to provide any type of monetary help or aid that a poor, marginalized, vulnerable, disadvantaged and indigent senior citizen seeks.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied PWD ID			✓ PDAO	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Barangay Certificate of Residency			✓ Barangay of Residence	
✓ Medical Abstract <i>(if assistance is related to health)</i>			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview by the worker assigned.	1. Receives the submitted requirements; 2. Explains to the client the procedure of the assistance : that a Social Case Study	None	20 minutes	Worker

	Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;			
	4. Drafts a Social Case Study Report;	None	1 day	Worker
	5. Reviews the SCSR and affixes designated initials.	None	1 hour	Worker
	6. Approves the SCSR and affixes designated signature.	None	30 minutes	Worker
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.	None	1 hour	Worker
	9. Informs the client of the release of the assistance.	None	30 minutes	Worker
3. Receives the assistance requested.		None		City Treasury Office
	TOTAL	NONE	1 day, 3 hours and 20 minutes	



PROVISION OF ASSISTIVE DEVICE

The Provision of Assistive Device Program aims to provide assistance for the poor, marginalized, vulnerable, disadvantaged and indigent PWD so that they can carry out daily activities and participate actively in community life with the help of the assistive devices.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and photocopied PWD ID			✓ PDAO	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Medical Abstract			✓ Medical Practitioner	
✓ Medical Certificate (<i>stating the assistive device needed</i>)			✓ Medical Practitioner	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to SSSS; 2. Submit to an interview.	1. Receives the submitted requirements; 2. Explains to the client the procedure of the assistance : that a Social Case Study Report (SCSR) has to be prepared; that an interview has to be conducted; that the request has to be taken to different offices for approval; and that the worker shall call the client when the request is approved and ready for release; 3. Conducts an interview;	NONE	30 minutes	Worker
	4. Drafts a Social Case Study Report;		1 day	Worker
	5. Reviews the SCSR and affixes designated initials.		30 minutes	Worker



	6. Approves the SCSR and affixes designated signature.		30 minutes	Worker
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.		1 hour	Worker
	9. Informs the client on the release of the assistance.		30 minutes	Worker
3. Receives the assistance requested.			30 minutes	City Treasury Office
	TOTAL	NONE	1 day, 3 hours and 30 minutes	

EDUCATIONAL ASSISTANCE

The Educational Assistance Program aims to provide financial assistance to poor but deserving children to be able to stay in school to complete their studies and rise above their beginnings.

Office/Division:	OFFICE ON SOCIAL WELFARE AND DEVELOPMENT SERVICES - Special Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Indigent Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and Xeroxed PWD ID			✓ PDAO	
✓ Certificate of Indigency			✓ Barangay of Residence	
✓ Certificate of Enrollment with LRN Number			✓ School where Enrolled	
✓ Filled-up Intake Interview Form			✓ OSWDS-SSSS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation of qualified students.	1. Receives the submitted recommendation of qualified students from the City Schools Division, DepEd.	None	15 minutes	



	2. Informs the recommended students, requires for the submission of the requirements and sets a date for an interview.	None	1 day	
2. Submits requirements to SSSS.	3. Receives the submitted requirements and conducts interviews.	None	30 minutes	
	4. Conducts validation with the school concerned.		1 day	
	7. Prepares the necessary vouchers and/or payroll for the release of the assistance; 8. Forwards the same to the Budget Office.	None	1 hour	
	9. Informs the client on the release of the assistance.	None	30 minutes	
3. Receives the assistance requested.		None	20 minutes	City Treasury Office
	TOTAL	NONE	2 days, 3 hours and 10 minutes	

TEMPORARY PROTECTIVE CUSTODY

Office/Division:	Office On Social Welfare & Development Services <i>Women Crisis Center & Social Development Center</i>			
Classification:	Complex Transaction			
Type Of Transaction:	G2G - Government To Government G2C - Government To Citizen			
Who May Avail:	Children At-Risk, Children In Conflict With The Law, Women In Crisis Situation Clients For Temporary Protective Admission In The Center.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Negative RT-PCR Swab Test/Antigen Rapid Test			✓ CRMC/City Health Office	
✓ Endorsement Letter/Referral Letter			✓ Barangay, PNP, & other agencies	
✓ Photocopy of Birth Certificate			✓ LCR Office/PSA Office	
✓ Photocopy of Medical Certificate			✓ CRMC/City Health Office	
✓ Photocopy of School Records (in case no birth certificate)			✓ Respective School of Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Upon admission-all pertinent documents should be submitted	Scrutinized all the documents submitted.	none	30 minutes to 1 Hour	OSWDS-Admin Section Staff/OSWDS-Child Welfare



to the Main Office or either to the Center.	Mark Received the documents submitted.			Section Staff/OSWDS-WCC&SDC Staff
Admission for Temporary Protective Custody inside the center.	conduct initial interview fill-up intake form fill-up admission form fill-up admission contract conduct inventory of personal belonging conduct orientation on center policies and rules Provision of food, clothing and room.	none	30 minutes to 1 Hour	Parents/Guardian of client House Parent-On Duty Center Staff Center Social Worker
Conduct Further Data Gathering	Conduct home visitation to the immediate and identified family of client. Coordinate with the identified barangay Conduct collateral interview to barangay, school and friends of client. Refer client to other concerned agency if not a resident of the city.	none	2 hours 30 minutes 2 hours 1 hour	Parents/Guardian Respective Barangay Barangay Street Educator Teacher and Friends C/MSWDO
Formulation of Individual/Client Treatment Plan	Draft and Prepare Social Case Study Report Call for a barangay case conference Conduct family conference Prepare client for the intervention program	none	As the need arise	Center Social Worker Respective BCPC Parents/Guardian Client
Participation in the Center-Based Intervention Program	Client shall encourage to participate in the Center-based Intervention Program Assign client to perform assigned center chores. Conduct lecture type sessions.	None	30 minutes 2 hours 2 hours 1 hour	Parents/Guardian of client House Parent-On Duty Center Staff Center Social Worker Center Psychometrician Lawyer Client



	Provide center psychosocial activities Undergo anger management & stress debriefing activities. Undergo psychological assessment and evaluation Conduct Value Formation sessions Introduce Character Building Sessions Encourage to perform faith-based activities Train for Productivity Skills Development. Train clients to learn in cooking activities. Encourage client to inculcate the value of eco-friendly environment. Conduct tutorial educational/modular sessions. Provision of Legal Representation to Prosecution Office, Public Attorney's Office and Regional Trial Court Accompany client for scheduled court hearings.		3 hours 2 hours 2 hours 1 hour As the need arise As the need arise 1 hour 1 hour As the need arise As the need arise	
Pre-Discharge Conference	Conduct one on one conference with the client. Conduct Family and BCPC Conference	none	2 hours 2 hours	Parents/Guardian of client House Parent-On Duty Center Staff Center Social Worker Center Psychometrician Client Barangay Street Educator Respective BCPC
Release/Discharge from Center	Conduct Discharge Orientation	none	30 minutes	Parents/Guardian of client



	Involve BCPC of the respective barangay Fill-up discharge certification Requires photo documentation		5 minutes	House Parent-On Duty Center Staff Center Social Worker Center Psychometrician Client Barangay Street Educator Respective BCPC
Follow- up and Monitoring	Coordinate with the respective BCPC Conduct Home & School Visitation	none	As the need arise	Parents/Guardian of client Center Staff Center Social Worker Center Psychometrician Client Barangay Street Educator Respective BCPC
CASE TERMINATION				
TOTAL		NONE	1 day, 2 hours & 35 minutes	

To be placed...



Office of the City Mayor -
Office of the City Tourism
Officer
External Service



MANDATE

The Tourism Division Office under the Office of the City Mayor shall be responsible for the implementation of various tourism projects/programs of the LGU concerned which will include the following activities.

- Massive tourism promotion/information drive geared towards the projection of a peaceful, progressive and investment-rich city;
- Quality production output in the celebration and commemoration of major cultural, historical and religious events through effective management.
- Formulate programs for the rehabilitation/preservation and development of the city's historical and cultural heritage and landmarks through responsible and viable cultural and nature tourism program.

VISION

COTABATO CITY: A pleasure, secured ang Highly Developed Multi-Cultural Community with an active tourism industry and progressive socio-economic environment.

MISSION

To make Cotabateños enjoy rights and access to quality and basic-social services thru continuous improvement and innovation most especially in the tourism sector.

SERVICE PLEDGE

- Intensified Tourism promotion and information campaign geared towards our constituent's awareness of the economic benefits of eco-tourism.
- Development and enhancement of different entrepreneurial activities thereby improving the business climate in the city.
- Formulation of activities for the various cultural and historical celebrations in coordination with the NGO's and People's Organization in the city to encourage bigger participation by the private sector.

DEFINITION OF TERMS

Eco Tourism – responsible travel to natural areas that conserves the environment, sustains the well being of local people and involves interpretation and education.

Entrepreneurial activities – a process of designing, launching, and running of new business that offers product, processing, or service for sale or for hire.

Tourism-Related Establishment/Business (TREs) – Business that meet transportation food-beverage, entertainment, and other needs of tourists during the period from the moment they leave whose they live until the moment they go back there.



SERVICES AND HOW TO AVAIL THEM

A. Research Assistance

Office/Division	OCM – OFFICE OF THE CITY TOURISM OFFICER			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Resume/Application letter/Biodata			✓ Concerned Client	
✓ Pertinent Credentials			✓ Concerned Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send or submit Research Assistance request to the Office of the City Tourism Office.	1.1 Acknowledged receipt of the Student Research Assistance.	None	2 minutes	STAFF
	1.2 Route to City Tourism Officer for appropriate action.	None	2 minutes	STOO
	1.3 Informed the researcher on the action taken.	None	2 minutes	STOO
	1.4 Client received the approval/disapproval of the request.		2 minutes	STOO
	1.5 Scheduled the research assistance needed	None	2 minutes	STOO
	TOTAL	None	10 minutes	

B. Tourism Clearance

Office/Division	OCM – OFFICE OF THE CITY TOURISM OFFICER			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Resume/Application letter/Biodata			✓ Concerned Client	



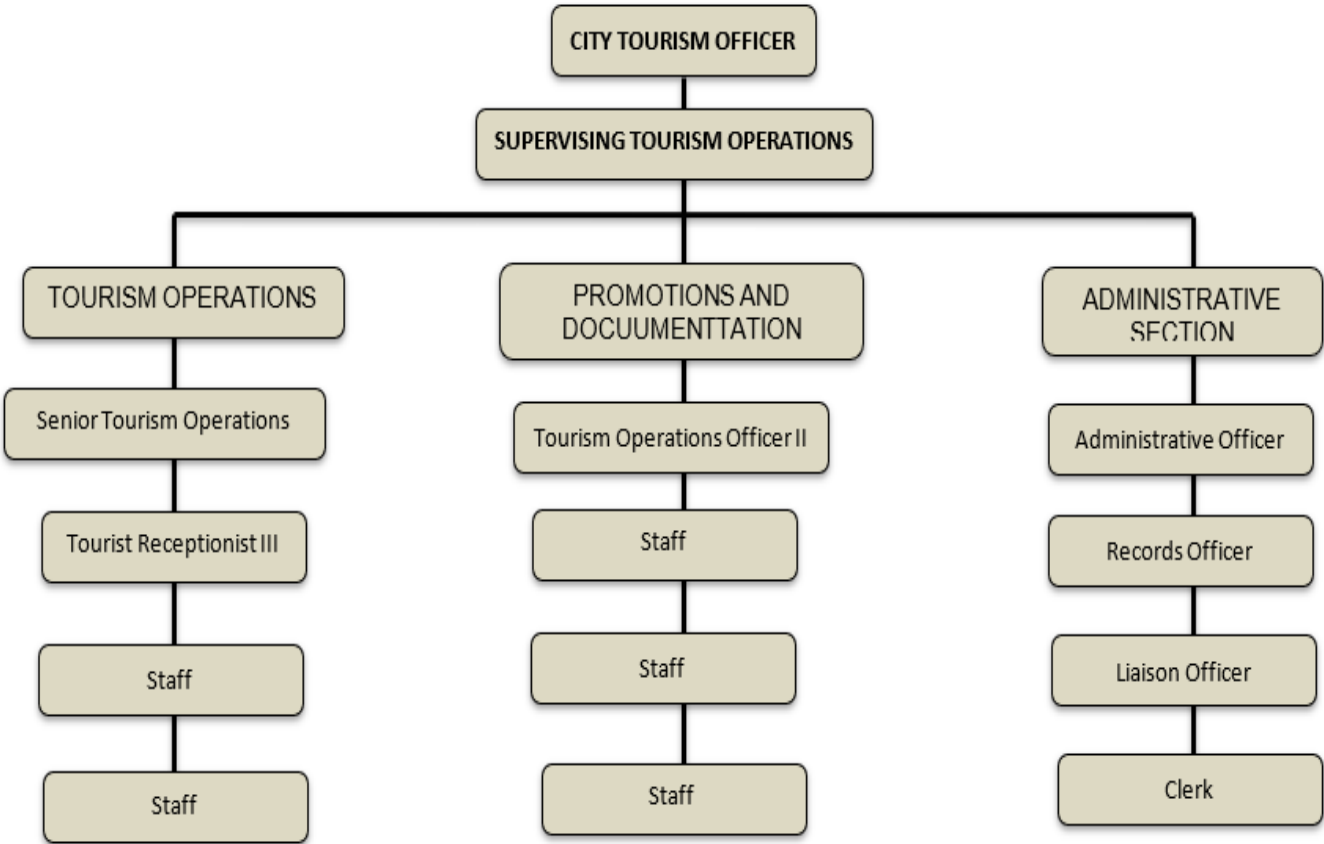
✓ Pertinent Credentials			✓ Concerned Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. . Request for Tourism Clearance	2.1 Acknowledged receipt of the documents from the requesting clients (TRE’s)	None	2 minutes	STAFF
	2.2 Route to Senior Tourism Operations Officer for encoding.	None	5 minutes	STOO/TOO-II
	2.3 Approval and signature of the City Tourism Officer.	None	5 minutes	CTO
	TOTAL	None	12 minutes	

C. Tour Guiding

Office/Division	OCM – OFFICE OF THE CITY TOURISM OFFICER			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Resume/Application letter/Biodata			✓ Concerned Client	
✓ Pertinent Credentials			✓ Concerned Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Request to Conduct Tour Guiding	3.1 Acknowledged receipt of the documents from the requesting clients (TRE’s)	None	2 minutes	STAFF
	3.2 Routing for the approval of the request by the City Tourism Officer.	None	3 minutes	STOO/TOO-II
	3.3 Scheduled and Assigned Tour Guide	None	2 minutes	CTO
	TOTAL	None	7 minutes	



OCM – OFFICE OF THE CITY TOURISM OFFICER
Organization Structure





Office of the City Treasurer

External and Internal Services



MANDATE

The Office of the City Treasurer serves as the productive branch of the City Government of Cotabato which is primarily responsible in resource generation, custody and proper management of funds, maintaining and operating the tax information system, and providing policymakers with vital information on matters relating to public finance. Aside from addressing the LGU's financial commitments, the City Treasury Office also acts as the custodian and distributor of election paraphernalia, including the safekeeping of ballot boxes during election period.

VISION

The Office of the City Treasurer is an efficient progressive organization for fiscal administration particularly in the collection, custody and disbursement of funds with responsible, honest and competent personnel to support the local government achieves its financial goals and objectives.

MISSION

To provide fast and systematic services to the paying public in order to achieve goals and aspirations of becoming self-reliant through reliable and efficient tax collection system.

SERVICE PLEDGE

WE, THE OFFICER AND STAFF OF TREASURY DEPARTMENT PLEDGE AND COMMIT TO DELIVER THE FOLLOWING SERVICES TO WIT:

Advice the City Mayor, the Sangguniang Panlungsod and other local government and national officials regarding disposition of local government funds;

Retain and update tax information system of the city;

Inspect private commercial and industrial establishments in the city in relation to implementation of tax ordinance re-tax enforcement;

Secure custody and exercise proper management of the funds of the city;

Ensure active collection of all local taxes and fees due the city government;

Supervise the disbursement of all local government funds and such other funds the custody of which may be entrusted to him by law or other competent authority;



DEFINITION OF TERMS

Business establishments are entities required to pay business taxes and other regulatory fees. Business permits must be renewed every year and penalties are imposed on business establishments that fail to renew during the prescribed period.

Business Tax is the tax that businesses must pay as a normal part of business operations. Whether you are a sole proprietor, partner, part of a limited liability company, or a corporation, your business is responsible for adhering to tax regulations.

Certification of Last Payment is the certification required in renewal of business license; Certification of No Business for the residents of Mandaue City requesting for SSS claims, and other purposes; Certification of Retirement of Business is required by BIR for closing of business tax and for verification purposes.

Certificate of real property tax payments is a certificate required in various transactions (e.g. transfer of property ownership, loan, or mortgage) to prove that taxes have been paid and updated.

Community Tax Certificate (CTC) or A Cedula is a document issued by the Philippine government to individuals and corporations upon payment of the community tax. It is also used when conducting transactions in various offices and agencies of the government.

Delinquent taxes refer to any unpaid taxes. Tax delinquency occurs as soon as you miss the deadline to file a tax return or pay the taxes due. Any type of tax can become delinquent. Once taxes are late, the taxing authority generally starts adding on interest and penalties.

Occupational or Mayor's Permit is a permit required for workers or employees, whether temporary or permanent, working within the jurisdiction of the City.

Professional Tax Return is the proof that a professional is practicing the profession for the specific year. Persons engaged in the practice of profession is levied a annual professional tax, except those exclusively employed in the government.

Real Property Tax are taxes paid by owners of land, buildings, and machineries which is percentage of their property's taxable value. Taxpayers who pay late or skip payments are subjected to surcharge and interest. Taxes may be paid in an annual or quarterly basis.

Tax Credit is a financial benefit provided by the government. It is an amount of money that reduces the dollar amount of taxes owed. Refundable tax credits provide a refund of the amount of the credit that still exists after reducing taxes owed to zero. Nonrefundable tax credits allow for no such refund.

Transfer Tax is a tax on the passing of title to property from one person (or entity) to another. The tax should be paid within 60 days from the date of execution of deed as regards to sale, barter, donation or any mode of transferring ownerships; or from the date of descendant's death, in case of transfer of succession.



ADMINISTRATIVE DIVISION

ISSUANCE OF OCCUPATIONAL OR MAYOR’S PERMIT

HOW TO AVAIL OF THE SERVICES

Office/Division	OFFICE OF THE CITY TREASURER – Administrative Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Official Receipt of Payment			✓ Business Permit and Licensing Office	
✓ Valid ID			✓ Concerned individual/client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client pays the required fee to the Business License and Fees Collection Division.	1.1 Officer receives payment and issues Official Receipt	P150.00	5 minutes	Local Revenue Collection Officer I
2. Client presents the Official Receipt to the Officer for encoding and recording.	2.1 Officer releases the Occupational Permit to the Client.	None	5 minutes	Administrative Aide IV
	TOTAL	None	10 minutes	

RECEIVING OF CORRESPONDENCES

HOW TO AVAIL OF THE SERVICES

Office/Division	OFFICE OF THE CITY TREASURER – Administrative Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency G2B – Government to Business group			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Original and Duplicate copy of: -Letter of Request (when requiring certain information, permission, favor, service or others			✓ Personal Letter ✓ From the Company Involved ✓ From the Government Agency/Office	

-Letter of Protest (when intended to convey and record discontent about billing and payment -Letter of Complaint (when there is a need for action to resolve a complaint) -Memoranda/Circular/Guidelines for information that need to be disseminated				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original and duplicate copy for the acknowledgment receipt	1.1 Receive the Letter by acknowledging the letter received and indicating the name, signature, time and date of receipt	None	1 minute	Administrative Aide IV
2. Acknowledge the accepted duplicate copy of letter and set aside for the return of letter sender.	2.1 Return the duplicate copy of the letter with a contact number and a return date	None	1 minute	Administrative Aide IV
	2.2 Record the letter received in the logbook	None	1 minute	Administrative Aide IV
	2.3 Give the letter to the City Treasurer for information	None	1 minute	Administrative Aide IV
	2.4 Review the content and identify the office/person involved and who should respond to the request of the letter	None	10 minutes	City Treasurer
	2.5 Take the letter to the responsible division or person for corresponding action	None	3 minutes	Administrative Aide IV
	2.6 Make a response letter with a corresponding action fit for the letter	None	5 hours	Supervising Administrative Officer/ Local Treasury Collection Officer



3. Call the contact number provided to determine the status of response/action on the matter	3.1 Provide the details such as status of office action and person responsible	None	1 minute	Supervising Administrative Officer/ Local Treasury Operations Officer II
4. Acknowledge the receipt of response letter	4.1 Document/record the name of the recipient	None	4 minutes	Supervising Administrative Officer/ Local Treasury Operations Officer II
TOTAL		None	5 hours and 22 minutes	

ISSUANCE OF CERTIFICATE OF APPEARANCE

HOW TO AVAIL OF THE SERVICES

Office/Division	OFFICE OF THE CITY TREASURER – Administrative Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency G2B – Government to Business group			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Valid ID			✓ Concerned individual/client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents a valid ID	1.1 Officer encodes and prints the Certificate of Appearance upon client’s request.	None	5 minutes	Local Treasury Operations Officer II
	1.2 Officer forwards the Certificate of Appearance to the City Treasurer for signature.	None	3 minutes	Local Treasury Operations Officer II
	1. 3 Officer records and releases the Certificate of Appearance to the client.	None	2 minutes	Local Treasury Operations Officer II
	TOTAL	None	10 minutes	



APPLICATION OF FIDELITY BOND

HOW TO AVAIL OF THE SERVICES

Office/Division	OFFICE OF THE CITY TREASURER – Administrative Division			
Classification	Complex			
Type of Transaction	G2G – Government to Govt. employee or agency			
Who may avail:	Cotabato City Government Accountable Officers and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Accomplished Form 57-A			✓ OCT-Admin	
✓ City Mayor’s Office Order for New Special Disbursing Officer indicating approved maximum amount of accountability			✓ Office of the City Mayor	
✓ City Mayor’s Office Order for Renewal Application with increase in maximum accountability			✓ Office of the City Mayor	
✓ Clearances for Accountable Officers with pending administrative and criminal case			✓ Office of the City Legal Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Officer	1.1 Receive General Form 57 (A) Request for Bonding of Accountable Officers from client’s/ applicants for Fidelity Bonding	None	3 days depends upon the applicant work station location	Administrative Aide VI
	1.2 Check completeness of Data		2 minutes	
	1.3 Approval of GF # 57 (A) (Manual Form)		1 day	
	1.4 Encode all the applicant’s information to the BTr Online Fidelity Bonding System (OFBS)		5 mins per GF 57	
	1.5 Approval of all applicants Form 57		2 minutes	



	(A) System Generated			
	1.6 Print system generated list report hard copy		3 minutes	
	1.7 Forward to the Bondable Officer, City Mayor for signature, and City Legal Officer for notarization		1 day	
	1.8 Sign Reviewed and Approved of system generated list report hard copy		3 days	
	1.9 Transmit signed system generated list to Budget Office for OBR, DV, and Check Preparation		1 day	
	1.10 Send all scanned documents thru email to Bureau of Treasury for issuance of Authority to Accept Payment (ATAP)		1 hour depends upon the quantity of application forms	
	1.11 Payment of Fidelity Bond to Landbank of the Philippines		1 hour depends upon the bank check	
	1.12 Send thru email scanned copy of validated deposit slip and ATAP duly stamped received by LBP		5 minutes 2 minutes	
	1.13 Prints Fidelity Bond Confirmation Letter sent by Bureau of Treasury thru email		1 minute	
TOTAL		None	9 days 2 hours 20 minutes	



***CERTIFICATION OF PHOTOCOPY OF OFFICIAL RECEIPTS ISSUED BY THIS OFFICE
AS TRUE COPY***

HOW TO AVAIL OF THE SERVICES

Office/Division	OFFICE OF THE CITY TREASURER – Administrative Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency G2B – Government to Business group			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Valid ID			✓ Concerned individual/client	
✓ Original copy of Official Receipt			✓ Office of the City Treasurer	
✓ Photocopy of Official Receipt			✓ Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the original copy of the Official Receipt issued for verification.	1.1 Officer instructs the client to pay the amount of fee to the BLFCD	None	2 minutes	Administrative Aide IV
2. Client pays the required fee to the BLFCD.	2.1 Officer receives and issues Official Receipt	P30.00	3 minutes	Local Revenue Collection Officer I
3. Client returns to the Administrative Division and presents Official Receipt.	3.1 Officer certifies the photocopy of the Official Receipt as True Copy.	None	5 minutes	Administrative Aide IV
TOTAL		None	10 minutes	

***ISSUANCE OF BIR FORM 0016, ACCOUNTABLE FORMS AND CITATION TICKETS TO
BARANGAY TREASURERS, GOVERNMENT AND LAW ENFORCEMENT AGENCIES***

HOW TO AVAIL OF THE SERVICES

Office/Division	OFFICE OF THE CITY TREASURER – Administrative Division
Classification	Simple
Type of Transaction	G2G – Government to Govt. employee or agency



Who may avail:		All Barangays in Cotabato City, Government and Law Enforcement Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Photocopy of Valid ID of Head of Barangay, Government and Law Enforcement Agencies		✓ Barangay, Government and Law Enforcement Agencies		
✓ Photocopy of Valid ID of Accountable Officer or Treasurer		✓ Barangay, Government and Law Enforcement Agencies		
✓ Authorization letter from Head of Barangay, Head of Government or Law Enforcement Agency requesting for release of Accountable Forms		✓ Barangay, Government and Law Enforcement Agencies		
✓ Confirmation Letter		✓ Bureau of Internal Revenue (BIR)		
✓ Accomplished RIS form		✓ OCT-Admin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>PURCHASE OF ACCOUNTABLE FORMS BY COTABATO CITY BARANGAYS</i>				
1. Client submits the Photocopy of valid ID, Requisition and Issue Slip (RIS), Authorization Letter	1.1 Check if all required details are filled out properly	None	1 minute	Local Treasury Operations Officer III
	1.2 Send the RIS to the City Treasurer or Assistant City Treasurer for signing approval to release accountable forms	None	1 minute	Local Treasury Operations Officer III/ City Treasurer/ Assistant City Treasurer
	1.3 Sign the RIS for Proof of Consent	None	10 seconds	Local Treasury Operations Officer III
	1.4 Prepare the accountable forms receipts based on the number of authorized requests	None	1 minute	Local Treasury Operations Officer III
	1.5 Record the series detail in the record book for monitoring and control	None	1 minute	Local Treasury Operations Officer III
2. Count if the number of stubs of official	2.1 Give the requested accountable forms	None	1 minute	Local Treasury Operations Officer III



receipts are correct	and ask for acknowledgement receipt			
3. Sign the requested accountable form series in the logbook	3.1 Check the requested accountable form series in the logbook	None	1 minute	Local Treasury Operations Officer III
TOTAL		None	6 minutes 10 seconds	

BUSINESS LICENSE AND FEES COLLECTION DIVISION

RECEIPT OF PAYMENT OF BUSINESS TAXES

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Business License and Fees Collection Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	All Owners of Business Establishments in Cotabato City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Community Tax Receipts of employees and/or Corporation		✓ Office of the City Treasurer- Business License and Fees Collection Division		
✓ Occupational Tax Receipt/ Professional Tax Receipt		✓ Office of the City Treasurer- Business License and Fees Collection Division		
✓ Tax Order of Payment		✓ 1 ST Quarter- Business Permit Licensing Office (BPLO) ✓ 2 nd , 3 rd and 4 th Quarter- BLFRD- OCT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents Billing Form, Statement of Account, violation ticket or others, as applicable.	1.1 Collector receives the required document and checks the completeness and verifies the amount to be paid.	None	2 minutes	Revenue Collection Clerk III



2. Client renders payment of the required taxes, fees and charges.	2.1 Collector receives, records the payment and issues the Official Receipt.	Not Exceeding 50% of 1% of the gross receipts for the preceding calendar year	7 minutes	Revenue Collection Clerk III
TOTAL		None	9 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATE-INDIVIDUAL

HOW TO AVAIL OF THE SERVICES

Office/Division		OCT – Business License and Fees Collection Division		
Classification		Simple		
Type of Transaction		G2C – Government to Transacting Public		
Who may avail:		All Owners of Business Establishments in Cotabato City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Filled-out Application Form			✓ Office of the City Treasurer- BLFCD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the filled-out form.	1.1 Collector encodes the details of the client and computes the amount to be paid.	None	3 minutes	Revenue Collector
2. Client pays the required amount.	2.1 Collector receives the payment and issues the Community Tax Certificate.	Annual basic community tax of PHP5 plus PHP1 for every PHP 1,000 of income whether from exercise of profession or property, but in no case the additional tax exceeds PHP 5,000	3 minutes	Revenue Collector
TOTAL		None	6 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATE-CORPORATE

HOW TO AVAIL OF THE SERVICES



Office/Division	OCT – Business License and Fees Collection Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	All Corporate Business Establishments in Cotabato City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Tax Order of Payment			✓ Business Permit Licensing Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the Tax Order of Payment.	1.1 Collector encodes the details and computes the amount to be paid	None	3 minutes	Revenue Collector
2. Client pays the required amount.	2.1 Collector receives the payment and issues the Community Tax Certificate.	Annual basic community tax of PHP 500 plus 2 for every PHP5, 000 of gross receipts in the operation of business, but in no case the additional tax exceeds P10,000.	3 minutes	Revenue Collector
TOTAL		None	6 minutes	

ISSUANCE OF PROFESSIONAL TAX RECEIPT (PTR)

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Business License and Fees Collection Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All Professionals in Cotabato City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ PRC License			✓ PRC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the PRC ID.	1.1 Collector validates the submitted requirements.	None	1 minute	Revenue Collector



2. Client pays the required amount.	2.1 Collector receives the payment and issues the Professional Tax Receipt (PTR).	PHP300 plus 25% surcharge and 2 % interest per month	3 minutes	Revenue Collector
TOTAL		None	4 minutes	

RECEIPT OF PAYMENT OF REAL PROPERTY TRANSFER TAX

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Real Property Tax Collection Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Original Copy of Deed of Sale/ Donation/ Extrajudicial Settlement		✓ Client		
✓ Photocopy of Tax Declaration of Property to be transferred		✓ Office of the City Assessor		
✓ Certificate Authorizing Registration (CAR)		✓ Bureau of Internal Revenue		
✓ Tax Clearance		✓ Real Property Tax Division- Cotabato City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the required documents.	1.1 Collector receives the required documents and check for completeness. Computes the transfer tax to be paid.	None	5 minutes	Revenue Collector
2. Client pays the required amount.	2.1 Collector receives the payment and issues the Official Receipt	75% of 1% of the total consideration involved in the acquisition of the property or fair market value whichever is higher.	5 minutes	Revenue Collector
TOTAL		None	10 minutes	



BUSINESS LICENSE AND FEES RECORDS DIVISION

ISSUANCE OF CERTIFICATION OF BUSINESS CLOSURE

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Business License and Fees Records Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter of Intent to Close Business		✓ Office of the City Treasurer- Business License and Fees Records Division		
✓ Business Plate		✓ Business Establishment		
✓ Business Permit		✓ Business Establishment		
✓ Document indicating Gross Sales		✓ Business Establishment		
✓ Official Receipt		✓ OCT-BLFCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender Business Plate, Business Permit, and submit Letter of Intent to Close Business and document indicating gross sales	1.1 Officer receives and verifies documents.	None	1 minute	Local Revenue Collection Officer III
	1.2 Informs client that an inspector will visit the business establishment for inspection within 1-2 days.	None	1 minute	Local Revenue Collection Officer IIII
	1.3 Inspector visits the establishment to inspect and confirm business closure	None	1 day	Local Treasury Operations Officer I
	1.4 Officer calls the business owner informing that business closure has been confirmed, and instructs the latter to visit the OCT	None	1 minute	Local Revenue Collection Officer III
2. Client pays the amount of Business	2.1 Officer receives payment and issues official receipt	P140.00	1 minute	Revenue Collector



Closure Fee to BLFCD				
3. Client presents official receipt to BLRD Officer	3.1 Officer receives the official receipt, issues the certification of business closure	None	1 minute	Local Revenue Collection Officer III
	3.2 Officer forwards the certification to the City Treasurer for signature	None	2 minutes	Local Revenue Collection Officer III
	3.3 City Treasurer signs the certification	None	1 minute	Local Revenue Collection Officer III
	3.4 Officer records the issuance in the logbook and releases to the business owner.	None	1 minute	Local Revenue Collection Officer III
TOTAL		None	1 day 9 minutes	

REAL PROPERTY TAX COLLECTION DIVISION

RECEIPT OF PAYMENT OF REAL PROPERTY TAXES

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT-Real Property Tax Collection Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All Owners of Real Properties in Cotabato City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Statement of Account or latest official receipt			✓ Office of the City Treasurer	
✓ Copy of the Latest Real Property Tax Declaration			✓ Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Collector receives the required documents. If no Statement of Account, generate and prints latest Statement of Account. Advise	None	2 minutes	Revenue Collector



	client to proceed to Taxpayers Lounge for payment			
2. Client pays the real property tax.	2.1 Collector accepts, checks and issues official receipt	Amount reflected in the Statement of Account or 1.125% [RPT=Basic (Assessed Value x Tax Rate) + SEF (Assessed Value x 1%)]	2 minutes	Revenue Collector
TOTAL		None	4 minutes	

ISSUANCE OF REAL PROPERTY TAX CLEARANCE

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Real Property Tax Collection Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All Owners of Real Properties in Cotabato City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Accomplished Tax Clearance Form		✓ Office of the City Treasurer		
✓ Latest official receipt for existing property		✓ Office of the City Treasurer		
✓ Or Tax Declaration for newly acquired properties		✓ Office of the City Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the required documents to RPT Division.	1.1 Collector receives the required documents and checks for completeness. Checks the records of payment. Verifies the status of the property for tax deficiency due to reclassification. Advises the client to pay corresponding fee.	None	8 minutes	Revenue Collector



2. Client pays the required fee.	2.1 Collector receives the payment and issues the Official Receipt. Receives the payment for Security Seal.	PHP30 Tax Declaration PHP50 per Clearance PHP50 Security Seal	10 minutes	Revenue Collector
3. Client receives the Official Receipt to Frontline Personnel- RPT Records Section.	3.1 Collector checks the Official Receipt. Start processing the Clearance. Issues the Clearance to the Client.	None	5 minutes	Frontline Personnel-RPT Records Section and Chief-Real Property Tax Division
TOTAL		None	23 minutes	

RECEIPT OF PAYMENT OF REAL PROPERTY TRANSFER TAX

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Real Property Tax Collection Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Original Copy of Deed of Sale/ Donation/ Extrajudicial Settlement		✓ Client		
✓ Photocopy of Tax Declaration of Property to be transferred		✓ Office of the City Assessor		
✓ Certificate Authorizing Registration (CAR)		✓ Bureau of Internal Revenue		
✓ Tax Clearance		✓ Real Property Tax Division- Cotabato City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the required documents.	1.1 Collector receives the required documents and check for completeness. Computes the transfer tax to be paid.	None	5 minutes	Revenue Collector
2. Client pays the required amount.	2.1 Collector receives the payment and	75% of 1% of the total consideration involved	3 minutes	Revenue Collector



	issues the official receipt	in the acquisition of the property or fair market value whichever is higher.		
TOTAL		None	8 minutes	

REAL PROPERTY TAX RECORDS DIVISION

REAL PROPERTY TAX- CURRENT/DELINQUENT

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Real Property Tax Records Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Latest Official Real Property Tax Receipt		✓ Taxpayer’s File		
✓ Tax Declaration		✓ City Assessors		
✓ Real Property Tax Credit: <i>Request Letter for Tax Credit, Official Real Property Tax Receipts, Previous Statement of Real Property Tax Due (If any)</i>		✓ Taxpayer’s file		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents latest Official Real Property Tax Receipt, Tax Declaration	1.1 Officer receives and verifies the record of real property tax payment.	None	3 minutes	Local Revenue Collection Officer I/ Administrative Assistant II
	1.2 Officer assesses and computes the real property tax due.	None	4 minutes	Local Revenue Collection Officer I/ Administrative Assistant II
2. Client receives the printed statement of Real Property Tax Due.	2.1 Officer prints the Statement of Real Property Tax Due	None	1 minute	Local Revenue Collection Officer I/ Administrative Assistant II



3. Client proceeds to Real Property Tax Collection	3.1 Officer accepts payment, and issues official receipt	None	1 minute	Local Revenue Collection Officer I/ Administrative Assistant II
TOTAL		None	9 minutes	

REAL PROPERTY TAX CREDIT

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Real Property Tax Records Division			
Classification	Complex			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Latest Official Real Property Tax Receipt			✓ Taxpayer’s File	
✓ Tax Declaration			✓ City Assessors	
✓ Real Property Tax Credit: <i>Request Letter for Tax Credit, Official Real Property Tax Receipts, Previous Statement of Real Property Tax Due (If any)</i>			✓ Taxpayer’s file	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client prepares and submits letter request for claim of tax credit for double or erroneous payment indicating the detailed information of paid amount, taxable year, OR number, date of payment, name of declared owner.	1.1 Officer receives the request letter and other required documents.	None	3 minutes	Local Treasury Operations Officer IV
	1.2 Officer examines and evaluates the record of taxpayer and the application of prescriptive period.	None	7 Working Days	Local Treasury Operations Officer IV Local Treasury Operations Officer IV



	1.3 If step 2 is satisfied, Officer computes the discrepancy between the actual and standard real property tax payment.	None		Local Treasury Operations Officer IV
	1.4 Officer prepares and prints the Certificate of Tax Credit.	None		Local Treasury Operations Officer IV
	1.5 Approval of Tax Credit Certificate	None		City Treasurer
	1.6 Officer posts the credited tax claim to the system and Real Property Tax Registry	None		Local Treasury Operations Officer IV
TOTAL		None	7 days and 3 minutes	

CASH DIVISION

DISBURSEMENT OF FINANCIAL ASSISTANCE/ CASH ALLOWANCE

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Cash Disbursement Division			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All Qualified and Indigent Constituent of Cotabato City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ For Medical/ Burial Assistance - OSWDS Claim Stub			✓ Office of the City Social Welfare and Development Service Officer	
✓ Authorization from the original recipient, <i>if release to a representative</i>			✓ Client	
✓ Valid Government issued ID			✓ Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits all required documents together with 1 valid ID.	1.1 Officer validates the submitted documents and	None	3 minutes	Disbursing Officer



	cross check to the approved Payroll			
2. Client signs Payroll and claims the financial assistance/ cash allowance.	2.1 Officer makes sure the client signed the payroll or releases the financial assistance to client.	None	3 minutes	Disbursing Officer
TOTAL		None	6 minutes	

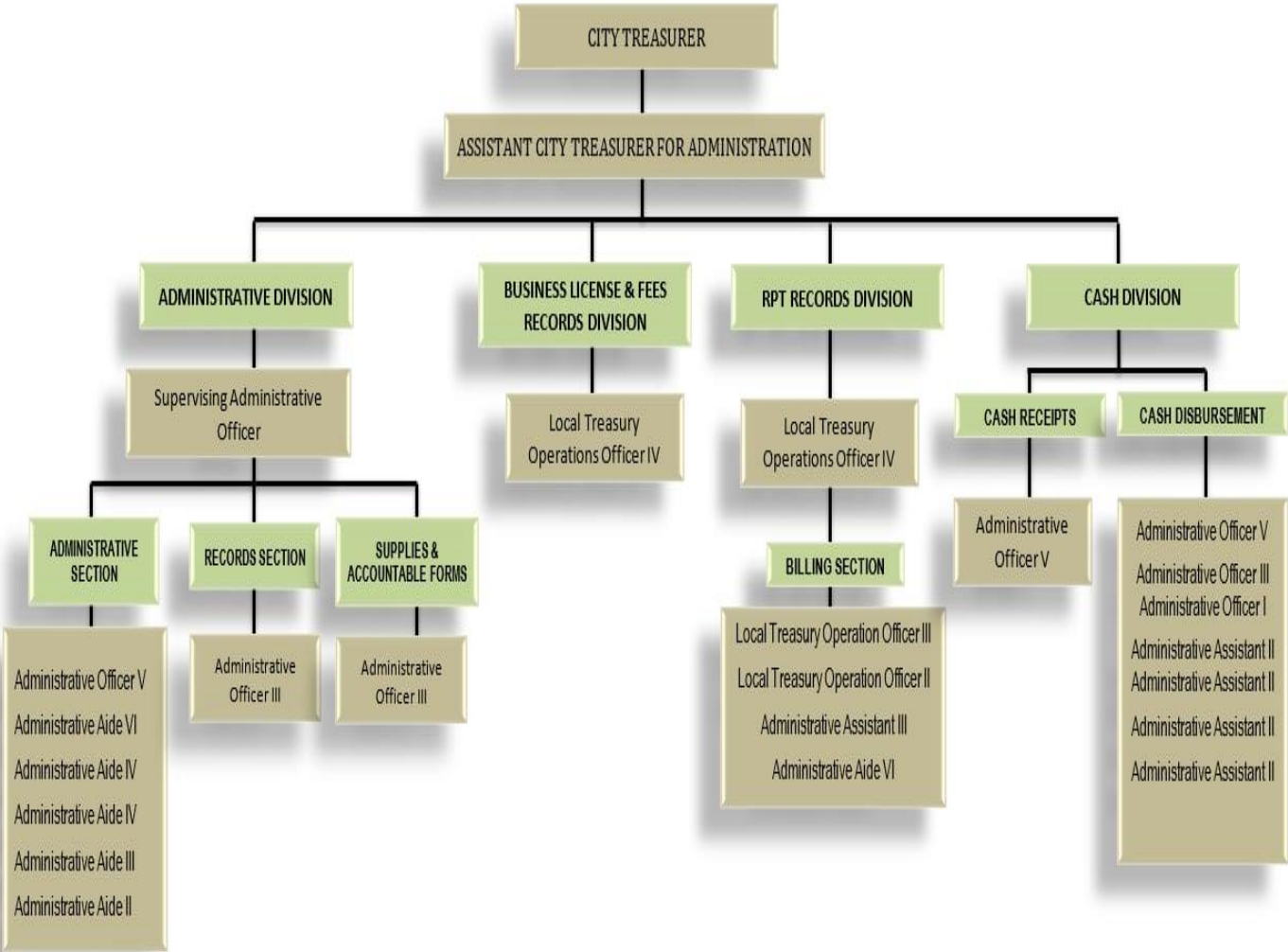
PAYMENT OF OBLIGATIONS TO SUPPLIERS, CONTRACTORS, BUSSINESS ENTERPRISES, AND OTHER GOVERNMENT AGENCIES

HOW TO AVAIL OF THE SERVICES

Office/Division	OCT – Cash Disbursement Division			
Classification	Simple			
Type of Transaction	G2G – Government to Govt. employee or agency G2B – Government to Business group			
Who may avail :	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Audited and approved disbursement voucher and signed check			✓ Office of the City Treasurer	
✓ Official Receipt/ Collection Receipt			✓ From the corresponding company or government agency.	
✓ Authorization from the company if release to representatives			✓ From the corresponding company or government agency.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client informs the releasing personnel of the name of the company or agency	1.1 Officer verifies if there is an approved disbursement voucher with signed check to be released	None	2 minutes	Disbursing Officer
2. Client issues Official Receipt/ Collection Receipt, or signs the Disbursement Voucher, or signs the Check Register Logbook.	2.1 Officer releases the check payment to client.	None	4 minutes	Disbursing Officer
TOTAL		None	6 minutes	



OFFICE OF THE CITY TREASURER
Organizational Structure







The Office of the City Treasurer is located at 1st Floor, Right Wing, New People's Palace, Malagapas Street, Rosary Heights 10, Cotabato City.



The Administrative Division addresses concern of personnel and accomplishes task related to Office matters. Real Property Owners in Cotabato City diligently pay their Real Property Taxes in the Office of the City Treasurer.



The Business License and Fees Record Division verifies and records related to business license and The Business License and Fees Collection Division receives payment of licenses, taxes, fees and charges.



Office of the City Veterinary

External Services



MANDATE

I. FUNCTIONAL STATEMENT:

1. Supervise all personnel assigned with the unit as well the maintenance and upkeep of all physical resources consisting of the slaughterhouse proper, premises, structures and facilities.
2. Examine or caused all animals to be slaughtered and certify to the sanitary and hygienic handling of all slaughtered animals to be sold for human consumption.
3. Enforce all laws and regulations for the prevention, eradication and control of animal disease.

II. OBJECTIVES:

- A. To supervise the maintenance of cleanliness and sanitation in the abattoir as well as the disposal of abattoir wastes;
- B. To enforce the requirements on the examination of meat as provided for in the existing laws;
- C. To issue on a daily basis Permit to Slaughter of animals presented for slaughter intended for public consumption;
- D. To vaccinate 10% of domesticated animal population per year to eradicate the spread of rabies;
- E. To monitor daily movement of food animals; and
- F. To treat 70% of food and working animal population per year to avoid the spread of highly contagious animal diseases.
- G. Formulate plans, programs, proposals for establishment of double “A” Halal slaughterhouse
- H. Supervise the management of Halal standard and good hygienic practices of the City Abattoir.
- I. Coordinate with Department of Agriculture as partner in the Livestock Development Projects for the Livelihood of Rural Farmer.

VISION

The Office for Veterinary Services envisioned towards the provision of improved animal husbandry and production animal health care for the protection against harmful infectious communicable animal diseases and sustainable food security for the constituents of Cotabato City.

MISSION

Provide Veterinary Services, scientifically examine, diagnose and treat animal ailments, control and prevent the spread of zoonotic disease of livestock, poultry including companion animals by building resistance thru massive vaccination, inspect meat and meat products so that only clean, safe, wholesome and fit for human consumption are only sold to the consuming public.

SERVICE PLEDGE

The Office for Veterinary Services with all its hardworking employees who are courteous, friendly, humane and dedicated to deliver best technical services to all its clients and customers for their domesticated



animal and pets in order to prevent them from ailments and spread of dangerous transmissible disease to human being.

SERVICES AND HOW TO AVAIL THEM

A. VETERINARY (Animal Health)

Office/Division	OFFICE OF THE CITY VETERINARIAN			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Presence of Animal		✓ Client		
✓ Vaccination Card of Animal		✓ Veterinarian of the Place of Origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in	Request for animals health documents	None	2 minutes	Veterinarian
2. Provide Animal’s Health Documents	Receive of all Requirements	None	3 minutes	Veterinarian
	Record to office’s Logbook	None	3 minutes	Veterinarian
	Prepare the Certificate/Permit	None	5 minutes	Veterinarian Assistant
3. Payment of the Certificate/Permit at City Treasury		50.00	10 minutes	Revenue Collection Officer
4. Provide the Receipt of the payment	Release of the Certificate/Permit	None	3 minutes	Veterinarian
5. Receive the Certificate/Permit		None	1 minute	Veterinarian Assistant
	TOTAL	50.00	27 minutes	



B. Meat Inspection Activities

Office/Division	OFFICE OF THE CITY VETERINARIAN			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Meat Inspection Certificate		✓ National Meat Inspection Service		
✓ Municipal/Barangay Health Certificate		✓ Veterinarian of the Place of Origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in	Request for animal credentials for the proof of ownership	None	5 minutes	Veterinarian/Meat Inspector
2. Provide all documents needed	Receive of all Requirements	None	3 minutes	Veterinarian/Meat Inspector
3. Present the Animal for inspection	Ante-mortem Inspection of animals presented for slaughter	None	10 minutes	Veterinarian/Meat Inspector
4. Present the Meat of slaughtered animals	Post-mortem Inspection of slaughtered animals	None	3 minutes	Veterinarian/Meat Inspector
5. Present the meat for inspection	Post-abattoir Inspection of hot meat and illegal slaughter monitoring activities.	None	10 minutes	Veterinarian/Meat Inspector
	TOTAL	None	31 minutes	



C. Animal Impounding and Depopulation Program

Office/Division	OFFICE OF THE CITY VETERINARIAN			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Receipt of Payment			✓ City Treasury	
✓ Animal Health Certificate/Card			✓ Veterinarian of the place of Origin	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in for retrieval impounded animal	Request for receipt of Payment	None	5 minutes	Veterinarian/ Pound Keeper
2. Pay the Fine at the City Treasury	Issuance of Receipt	500.00	10 minutes	Revenue Collection Officer
3. Provide the receipt at city pound	Receive the receipt	None	10 minutes	Pound Keeper/ Animal Catcher
4. Receive the animal	Release the animal	None	3 minutes	Pound Keeper/ Animal Catcher
	TOTAL	None	31 minutes	

GOALS AND OBJECTIVES

To prevent or control the spread of animal diseases by imposing the mandatory registration of domesticated animals conducting booster dose of anti-rabies vaccination to old registrants and initial dose to new registrants, impounding stray animals roaming public places in the city, performing castration for canine depopulation and deworming of domestic animals.

Rabies is dangerous disease of dogs, cats and other susceptible animals transmissible to human through the bite of infected animal.

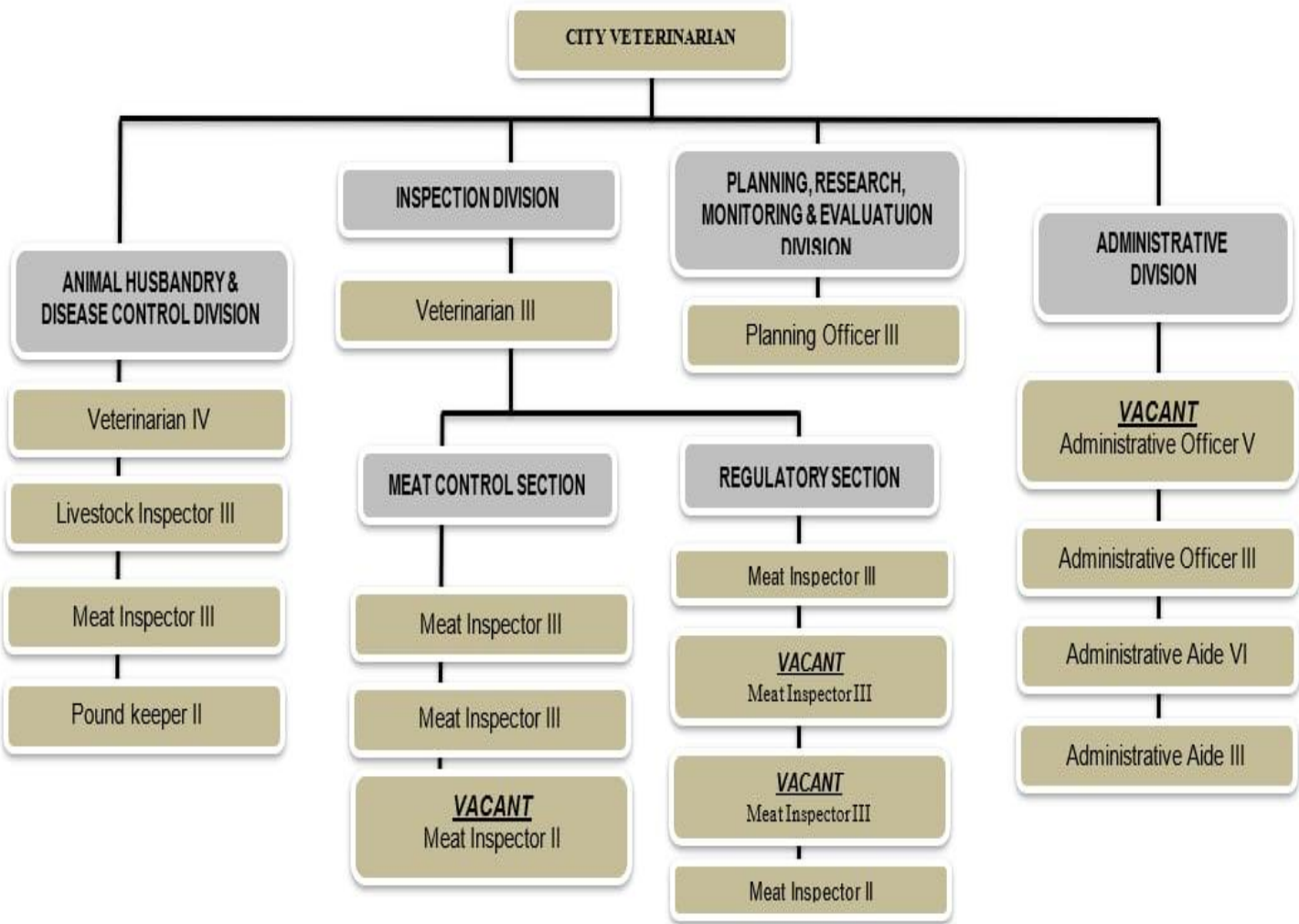
Republic Act No. 9482 Anti Rabies Act of 2007 calls for the mandatory vaccination of animals against dangerous and communicable disease. In response, the City Government enacted **City Ordinance No. 1298 series of 1998** for the mandatory registration, vaccination and impounding of animals in the city.

To prevent the spread of rabies is to control the canine population and conduct deworming for animals.



Office of the City Veterinary

Organizational Structure





Office of the City Vice Mayor

External and Internal Services



MANDATE

The Sangguniang Panlungsod, as the legislative body of the City Government of Cotabato, shall legislate measures and appropriate funds that will promote the general welfare of its people. It shall further exercise the functions enumerated under sections 16 and 458 of Republic Act No. 7160, otherwise known as the Local Government Code of 1991.

VISION

As a legislative body, Sangguniang Panlungsod of Cotabato City shall primarily respond to the social, economic, environmental, institutional, infrastructure, and development needs, demands, and aspirations of the city and its constituency.

MISSION

To approve and enact legislative measures that will promote inclusive and appropriate delivery of effective and efficient services to the constituents of Cotabato City.

DEFINITION OF TERMS

Legislative Measures - local laws or policies enacted/approved by the Sangguniang Panlungsod

Legislative Tracking System (LTS) - an information technology tool used to manage and record the day to day operation and of the Sangguniang Panlungsod of Cotabato City, including the record management, ordinances and resolutions enacted by the August Body.

Ordinance - a local law enacted by the Sangguniang Panlungsod

Resolution - a formal expression of the opinion or will of the Sangguniang Panlungsod

Sangguniang Panlungsod - also referred to as Honorable August Body, City Council, Body is the entire membership of the local legislative body of the legislative branch of the city.

PERFORMANCE PLEDGES

The Sangguniang Panlungsod (*support staff*) commits to provide efficient and quality services in its pursuit to become effective partners of the honorable city council to fulfill its mandate to legislate policy measures that will redound to the general welfare of the city and its constituency, as herein stated:

SERVICES AND HOW TO AVAIL THEM

Authenticated photocopy of ordinance and/or resolution and other related documents.

Office/Division	TANGGAPAN NG SANGGUNIANG PANLUNGSOD NG COTABATO
Classification	Simple
Type of Transaction	G2C – Government to Transacting Public or G2B – Government to Business group or G2G – Government to Govt. employee or agency



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Request letter		✓ Records Division Chief --Receiving Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in the visitor's logbook/ Write the requested documents	Research the requested documents	None	30 minutes	Assigned OD/ Records Division
2. Print/ photocopy the requested document	Submit the requested documents to the record officers for signature/ dry seal	None	30 minutes	Ms. Lilibeth S. Jumawan
3. Issuance/ release of the requested document	Issuance the receipt of the requested document <i>(Ordinance No. 5079, s. 2022)</i>	None	10 minutes	Ma. Pilar A. Ammong/ Ms. Lilibeth S. Jumawan
	TOTAL	None	60 minutes	

SERVICES AND HOW TO AVAIL THEM

Request for copies transcribed minutes of the proceedings of committee hearing conducted by the Honorable Members of the Sanggunian Panlungsod.

Office/Division	TANGGAPAN NG SANGGUNIANG PANLUNGSOD NG COTABATO	
Classification	Simple	
Type of Transaction	G2C – Government to Transacting Public or G2B – Government to Business group or G2G – Government to Govt. employee or agency	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Letter Request		✓ Records Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit formal letter or request to the receiving section of the SP stating among others the purpose of the request	Employee-In-Charge submits the letter request to the Secretary to the Sanggunian for her disposition	None	10 minutes	Records Division – Receiving Section
	The Secretary to the Sanggunian forwards the letter request to the Division Chief of the Journal Minutes and Agenda Division for his disposition	None	10 minutes	Secretary to the Sanggunian
	Client will be advised to come back on specified day to receive requested documents	None	10 minutes	Division Chief – Journal, Minutes and Agenda Division
Client return on the advised day to receive the signed documents	Accomplished and signed documents requested will be issued to the concerned client	None	10 minutes	Stenographic Reporter
	Issuance the receipt of the requested document (Ordinance No. 5079, s. 2022)	None	10 minutes	Ma. Pilar A. Ammong
	TOTAL	None	50 minutes	



Office of the City Vice Mayor

Organizational Structure

