



CITY OF MANDALUYONG

**CITIZEN'S CHARTER
A GUIDEBOOK ON
KEY GOVERNMENT SERVICES**

2021 (8TH EDITION)

MANDALUYONG: THE TIGER CITY

CITIZEN'S CHARTER

A Guidebook on Key Government Services

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MANDALUYONG: THE TIGER CITY

CITIZEN'S CHARTER

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EXECUTIVE SERVICES OFFICE OF THE MAYOR

ABOUT THE OFFICE

The Office of the Mayor caters to the various socio–economic services intended for the underprivileged sector of the city. These include assistance for the community affairs, medical assistance and educational assistance. Believing on the basic premise of serving the welfare of the people most. “ Sa Mandaluyong...Lahat ay Tulong Tulong.”

1. ASSISTANCE FOR COMMUNITY AFFAIRS

Request for assistance for various activities, affairs and or occasion in the barangay and in the city.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Requesting Party		
2. Residence Certificate, upon claim		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of intent containing specific details such as occasion, location, date and time, specific purpose of the affairs/s, names of persons/organizers responsible and specific form of assistance needed.	1.1 Have the letter received, stamped and dated at the office of the City Mayor. Said letter is subject for approval.	This service is FREE of charge	3 minutes	Ms. Arianne Ramos; Ms. Nida Mina; Mr. Marvin Aboy; Mr. Leandro Batacan
	1.2 Approved or declined, the Office Staff will inform sender of the status of request which may include date and time of claim (for approved requests)	This service is FREE of charge	2 minutes	Ms. Arianne Ramos; Ms. Nida Mina; Mr. Marvin Aboy; Mr. Leandro Batacan Approving Officer: Mr. Victor Victoria
2. Receiving of Assistance and Claim	2.1 A copy of the client's Residents Certificate will be collected by the staff	This service is FREE of charge	20-30 minutes depending on the number of claimants	Ms. Shiela Dominguez; Ms. Rizalina de Leon
TOTAL		None	25-35 minutes	

2. REQUEST FOR MEDICAL ASSISTANCE

Executive Services providing Medical Assistance to residents of the city.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Requesting Party		
2. Community Tax Certificate, upon claim		License Taxes and Fees Division, Office of the City Treasurer		
3. Social Case Study		City Social Welfare and Development Department		
4. Certificate of Indigency		Respective Barangay; City Social Welfare and Development Department		
5. Medical Record/Abstract		Attending Hospital		
6. Medicine Prescription		Attending Doctor		
7. Any valid I.D.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare all requirements and present it to the Receiving Officer	1.1 The letter and all the requirements will be received/checked by the staff of the Office of the Mayor.	This service is FREE of charge	3 minutes	Ms. Arianne Ramos; Ms. Nida Mina; Mr. Marvin Aboy; Mr. Leandro Batacan
	1.2 The Office Staff will inform the client of the status of request which may include date and time of claim	This service is FREE of charge	2 minutes	Mr. Edgardo Ramoso; Mr. Ronaldo Camacho; Mr. Teles Oliveros Approving Officer: Mr. Victor Victoria
	1.3 Request is subject for screening, assessment and approval of the Office of the City Mayor through the office of the Executive Secretary.	This service is FREE of charge	10 minutes	Mr. Edgardo Ramoso; Mr. Ronaldo Camacho; Mr. Teles Oliveros Approving Officer: Mr. Victor Victoria

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receiving of Assistance and Claim	2.1 A copy of the client's Community Tax Certificate and a copy of his/her valid ID will be collected by the staff	This service is FREE of charge	20-30 minutes depending on the number of claimants	Ms. Shiela Dominguez; Ms. Rizalina de Leon
TOTAL		None	35-45 minutes	

3. REQUEST FOR FINANCIAL ASSISTANCE FOR UNSETTLED HOSPITAL BILLS*

Executive Services providing financial assistance for unsettled hospital bills.

** For PCSO assistance, the same procedure will apply.*

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Requesting Party		
2. Community Tax Certificate, upon claim		License Taxes and Fees Division, Office of the City Treasurer		
3. Social Case Study		City Social Welfare and Development Dept.		
4. Certificate of Indigency		Respective Barangay; City Social Welfare and Development Department		
5. Medical Record/Abstract		Attending Hospital		
6. Hospital Billing (Statement of Account)		Attending Hospital		
7. Any valid I.D.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare all requirements and present it to the Responsible Person at the Office of the Executive Secretary	1.1 The letter and all the requirements will be received/checked by the staff of the Office of the Executive Secretary.	This service is FREE of charge	5-10 minutes	Mr. Victor E. Victoria; Mr. Ferdinand Candelaria; Mr. Mike Ocampo

	1.2 The Office of the City through the Correspondence supervisor will prepare an intercession letter in behalf of the patient and family.	This service is FREE of charge	5-10 minutes	Mr. Orly Fumera; Mr. Edgardo Ramoso; Mr. Leo Urmeneta
TOTAL		None	10-20 minutes	

4. REQUEST FOR EDUCATIONAL ASSISTANCE

Executive Services providing educational assistance for city residents.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Requesting Party		
2. Community Tax Certificate, upon claim		License Taxes and Fees Division, Office of the City Treasurer		
3. School Registration Card/Class Card		Respective School		
4. Any valid I.D.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all requirements to the Staff-In-Charge	1.1 Request will be received and is subject for screening, assessment and approval of the Office of the City Mayor through Mr. Fumera.	This service is FREE of charge	5-10 minutes	Mr. Orly Fumera; Mr. Christopher Villadolid

	1.2 Approved or declined, the Office Staff will inform sender of the status of request which may include date and time of claim (for approved requests).	This service is FREE of charge	5-10 minutes	Approving Officer: Mr. Orly Fumera
TOTAL		None	10-20 minutes	

5. REQUEST FOR SCHOLARSHIP PROGRAM

Executive Services providing scholarship program for college students.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Requesting Party		
2. Community Tax Certificate, upon claim		License Taxes and Fees Division, Office of the City Treasurer		
3. Barangay Clearance		Respective Barangay		
4. School Registration Card				
5. Latest Income Tax Return of your parents or Joint-Affidavit of Non-filing of ITR in case they are unemployed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all requirements to the Staff-In-Charge	1.1 Request will be received by the Staff-In-Charge.	This service is FREE of charge	5-10 minutes	Mr. Orly Fumera; Mr. Christopher Villadolid; Ms. Wilma Pajalla
2. Take and Pass qualifying examination.	2.1 The Staff-in-Charge will provide the client the time and date of examination.	This service is FREE of charge	30 minutes	Mr. Orly fumera

	2.2 The Office Staff will inform applicant of the status of application and the result of the exam		5 minutes	Mr. Orly Fumera; Mr. Christopher Villadolid; Ms. Wilma Pajalla
TOTAL		None	40-50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Suggestion Box Tel. No. (02) 8531-0194/(02) 8532-4492 (02) 8532-5001 connecting to all Departments Email: citymayor@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. VICTOR E. VICTORIA
How to file a complaint	Write a letter of complaint letter address to: HON. CARMELITA A. ABALOS City Mayor
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY ADMINISTRATOR'S DEPARTMENT

ABOUT THE OFFICE

The City Administrator's Office is a proactive, efficient and effective administrative department supporting the City Mayor in planning, organizing, directing, staffing, controlling, implementing and executing laws, rules, regulations, policies, programs and projects of the City Government.

1. ISSUANCE OF MAYOR'S CLEARANCE

Provision of Mayor's Clearance for the purpose of: Firearm; application for PNP, AFP, BFP and Coast Guard; Local Employment; Travel Abroad; Identification and for Certificate to Marry and AFP Officer.

Office or Division:	Office of the City Administrator's			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Firearm Clearance - Fiscal Clearance - Court Clearance - Police Clearance - Community Tax Certificate/Cedula		- Fiscal's Office - Clerk of Court - PNP Mandaluyong - License Taxes and Fees Division, Office of the City Treasurer		
2. Others - Police Clearance - Community Tax Certificate/Cedula		- PNP Mandaluyong - License Taxes and Fees Division, Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document to Admin. Officer.	1.1 The Admin. Officer will review the request for Mayor's Clearance	<ul style="list-style-type: none"> • Firearm ₱150.00 • PNP, AFP, Coast Guard and BFP ₱10.00 • Local Employment ₱10.00 • Travel Abroad ₱10.00 • Identification ₱10.00 • Certificate to Marry an AFP Officer ₱10.00 	10 minutes	Ms. Jeffrey Sison; RJ Concepcion; Nonie Alipio; Fernando Torres; Joey Abrigo
2. Undergo brief interview conducted by Admin. Officer	2.1 The Admin. Officer will interview the client for the purpose or request			
3. Pay the fees and present the official receipt to the Admin Officer	3.1 The official receipt will be checked by the Admin Officer and will prepare the pertinent Mayor's Clearance			
4. Releasing. Check Mayor's Clearance for possible correction				
TOTAL			10 minutes	

2. ISSUANCE OF ENDORSEMENT FOR JOB APPLICATION

Provision of Endorsement Letter for citizens looking for job.

Office or Division:		Office of the City Administrator's		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All Job Seeker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume/Biodata				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document to Admin. Officer.	1.1 The Admin. Officer will review the request.	This service is FREE of charge	5 minutes	Jeffrey Sison
2. Undergo brief interview conducted by Admin. Officer	2.1 The Admin. Officer will interview the client for the purpose or request			
3. Claim Endorsement	3.1 The Admin Officer will issue Endorsement Letter			
TOTAL		None	5 minutes	

3. ISSUANCE OF LEAFLETING, MARKETING AND SAMPLING PERMIT

Provision of Permit for leafleting, marketing and sampling in the City of Mandaluyong.

Office or Division:	Office of the City Administrator's			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter				
2. Supporting Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document to Admin. Officer.	1.1 The Admin. Officer will review the request.	This service is FREE of charge	Within the day	RJ Concepcion
2. Undergo brief interview conducted by Admin. Officer	2.1 The Admin. Officer will interview the client for the purpose or request			
3. Claim Permit	3.1 The Admin Officer will issue Permit once all documents were reviewed and validated			
TOTAL		None	1 day	

4. ISSUANCE OF PARADE PERMIT

Provision of Permit for the use of street for parade purposes.

Office or Division:		Office of the City Administrator's		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter				
2. Supporting Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document to Admin. Officer.	1.1 The Admin. Officer will review the request.	This service is FREE of charge	Within the day	RJ Concepcion
2. Undergo brief interview conducted by Admin. Officer	2.1 The Admin. Officer will interview the client for the purpose or request			
3. Claim Permit	3.1 The Admin Officer will issue Permit once all documents were reviewed and validated			
TOTAL		None	1 day	

5. ISSUANCE OF PERMIT TO USE SPACE/AREA

Provision of permit to use space/area for marketing and other purposes within the city.

Office or Division:	Office of the City Administrator's			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter				
2. Supporting Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document to Admin. Officer.	1.1 The Admin Officer will review the request.	This service is FREE of charge	Within the day	RJ Concepcion
2. Undergo brief interview conducted by Admin. Officer	2.1 The Admin. Officer will interview the client for the purpose or request			
3. Claim Permit	3.1 The Admin Officer will issue Permit once all documents were reviewed and validated			
TOTAL		None	1 day	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Suggestion Box Tel. No. (02) 8534-8970 (02) 8532-5001 connecting to all Departments Email: city.mayor@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. ERNESTO VICTORINO
How to file a complaint	Write a letter of complaint letter address to: MR. ERNESTO VICTORINO City Adminsitrator
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

BUSINESS PERMITS AND LICENSING DEPARTMENT

ABOUT THE OFFICE

The Business Permits and Licensing Office implements all directives and policies of the local government pertaining to the operational activity of all kinds of businesses in the city.

The office is authorized to issue permits and licenses related to business operations and closures of delinquent establishments.

1. BUSINESS PERMITS APPLICATION

Office or Division:	Business Permits and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Business Permits Applicant (New and Renewal)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized application form.	- Business Permits and Licensing Department (BPLD)
FOR NEW BUSINESS:	
2. Original and photo copies of the following:	
2.1 Barangay Clearance (current year)	- Designated Barangays/Integrated in Tax Order of Payment (TOP)
2.2 Business Name Registration 2.2.1 Department of Trade and Industry(DTI) for single proprietorship, 2.2.2 Securities and Exchange Commission (SEC), Registration For Corporation and Partnership, 2.2.3 Cooperative Development Authority (CDA) for Cooperatives.	- Department of Trade and Industry (DTI) for Single Proprietorship - Securities and Exchange Commission (SEC) for Corporation and Partnership - Cooperative Development Authority (CDA) for Cooperatives.
2.3 Lease Contract if place of the business is rented and must indicate area utilized. Lessor must have a Mayor's Permit (copy of MP must be attached). Proof of ownership if place of business is owned: (TCT and Tax Declaration). Certification of No-objection from Building Administration if place of business is located at condominiums and other high-rise building, Contract to Sell if unit is owned.	- Lessors / Taxpayers / Applicants / Building Administrators
2.4 Community Tax Certificate (current year)	- Treasury License Division/Integrated in Tax Order of Payment (TOP)
2.5 Photo copy of Building Permit and/or Occupancy Permit issued by the Building Official.	- Engineering Department

2.6 Two (2) pictures of establishment showing left and right neighbors and the other one showing the interior of establishment).	- Taxpayers/Applicants
2.7 Fire Safety Inspection Certificate (FSIC) from the BFP before release of the Mayor's Permit.	- Bureau of Fire Protection/Integrated in Tax Order of Payment (TOP)
2.8 Comprehensive General Liability (CGL) Insurance if warranted.	- Insurance Company
2.9 Two (2) valid I.D.s of business owner/ corporate president or any official as well as an authorization letter.	- Taxpayers/Applicants
2.10 Memorandum of Agreement (MOA) for regulated businesses, amusement and gaming establishments and others.	- Business Permits and Licensing Department (BPLD)
2.11 Locational Clearance (zoning clearance) for businesses with an area of 15 sq. m. and above and located at residential streets and also warehouse and gasoline stations.	- City Planning and Development Department (Zoning)
2.12 Certification from the Welfareville Commission (WELCOM) and Waiver of No- opposition for businesses situated within the Welfareville Compound, Addition Hills.	- City Planning and Development Department (Zoning)
FOR BUSINESS RENEWAL:	
2. Original and photo copies of the following:	
2.1 Barangay Clearance (current year)	- Designated Barangays/Integrated in Tax Order of Payment (TOP)
2.2 Previous year Mayor's Permit and Official Receipts (O.R.)	- Taxpayers / Applicants
2.3 Community Tax Certificate (current year)	- Treasury License Division/Integrated in Tax Order of Payment (TOP)
2.4. Previous year's Audited Financial Statements, Income Tax Returns and latest Quarterly or Monthly VAT Returns (Jan-Dec)	- From Bureau of Internal Audit (BIR) Taxpayers / Applicants

2.5 Updated Fire Safety Inspection Certificate (FSIC) issued by the BFP before release of the Mayor's Permit.		- Bureau of Fire Protection/ Integrated in Tax Order of Payment (TOP)		
2.6 Comprehensive General Liability (CGL) Insurance if warranted.		- Insurance Company		
2.7 Two (2) valid I.D.s of business owner/ corporate president or any official as well as an authorization letter.		- Business Permits and Licensing Department (BPLD)		
2.8 Memorandum of Agreement (MOA) for regulated businesses, amusement and gaming establishments and others.		- Business Permits and Licensing Department (BPLD)		
2.9 SEC Certificate of No. Derogatory Record		- Securities and Exchange Commission (SEC)		
2.10 Certification from the Welfareville Commission (WELCOM) and Waiver of No-opposition for businesses situated within the Welfareville Compound, Addition Hills.		- Welfareville Commission (WELCOM)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the required application together with the complete requirements for assessment and Tax Order of Payment (TOP) billing	1.1 BPLD – OD will receive and assess the submitted documents.	Notarial fee of application form P 50.00	5 minutes	Officer of the Day (OD) from Monday – Friday: Luis Canonizado Jr.; Reynaldo Eito Jr.; Rene Gonzales; William Ramos; Francis Albert Regala; Genaro Acosta; Robert Torres; Leland Ramos; Reginald Red; Angelo Ray Puga; Ricardo Caparas, Raul Oladive; Alfred Jaucian; Fernando Leal; Rhoneil Martinez

				Reviewers from Monday – Friday: Mark Anthony Sulayao; Neptali Pedro; Rene Mari Gloria; Henry Consulta; Roldan Lim; Aristotle Gatdula
				Approval of both application form and the TOP: Antonio Dolovino; Eleonor Pedro; Carol Santos
				Computer Encoders in charge of the TOP billing / Mayor's Permit printing: Carol Santos; Luzviminda Lagamayo; Ma. Christine Joy De Leon; Mariel Owete; Jhoana May Tabile
2. Proceed to the Treasury Department	2.1 Treasury Department cashier receives payment. Official receipt will be issued to the client.	Fees based on the City Revenue Code; Fire Fees: 15% of all fees charged by LGU in granting permits or licenses BUT IN NO CASE SHALL BE LOWER THAN P500.00	10 minutes	Treasury Department

3. Present the TOP, O.R., the Fire Fee O.R. and also the FSIC to claim the Mayor's Permit	3.1 The BPLD staff check official receipts and issue Mayor's Permit.		5 minutes	Approval and sole signatory of the Mayor's Permit is the BPLD Chief, CATHERINE DE LEON-ARCE Releasing of approved Mayor's Permit, Business Plate & Sticker Record Section: Teresa Valerio; Brigida Rodriguez; Cristina Del Corro; Valentino Principe; Gary Fabros
TOTAL		Lower than P550.00	20 minutes	

2. APPLICATION FOR INDIVIDUAL WORKING/OCCUPATIONAL PERMIT

Office or Division:	Business Permits and Licensing Department (BPLD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public			
Who may avail:	Employable Sector/Hired Workers of the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and notarized application form.		- Business Permits and Licensing Department (BPLD)		
2. Original copies of the following: - Mandaluyong City Police Clearance - Mandaluyong City Health Certificate		- Mandaluyong City Police - Mandaluyong City Health Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form, notarized with attached police clearance and health certificate.	1.1 BPLD staff will receive and assess submitted documents.		1 minute	Eleonor Pedro; Miraflor De Leon; Jocelyn Manalang, Ferrie Anne Villamor; Grace Vidallo

2. Pay the Mayor's Permit fee at the Treasurer's Office	2.1 Treasury Department cashier receives payment. Official receipt will be issued to the client.		1 minute	Treasury Department
3. Mayor's Permit is released by the BPLD officer-in-charge	3.1 The BPLD staff check official receipts and issue Mayor's Permit.		1 minute	Officer-In-Charge
TOTAL		None	3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8535-7357 (02) 8532-4437 connecting to all Departments Email: bplo@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MS. CATHERINE DE LEON-ARCE
How to file a complaint	Write a letter of complaint letter address to: MS. CATHERINE DE LEON-ARCE Head, Business Permits and Licensing Department
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY ENGINEERING AND BUILDING OFFICIAL DEPARTMENT SERVICES

ABOUT THE OFFICE

The City Engineering and Building Official's Department initiates, reviews and recommends changes in policies and objectives, plans and programs, techniques, procedures and practices in infrastructure development and public works in general and enforce the provisions of the National Building Code of the Philippines (P.D. 1096) as well as the Implementing Rules and Regulations.

The office also supervises and controls the construction, maintenance, improvement and repair of roads, bridges and other public works projects of the City and take charge of the processing of all Building Permit applications on the basis of land use and architectural, structural and geodetic (Line and Grade) sanitary and plumbing, electrical, mechanical and as well as other standard requirements, rules and regulations promulgated in accordance with the National Building Code and likewise issue work stoppage order / discontinuance of occupying or use of any Building or structure if there are violations of the National Building Code of the Philippines.

1. ISSUANCE OF BUILDING PERMIT

Office or Division:	City Engineering and Building Official Department Services
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Children ages 3-4 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished application forms (Building, Electrical, Mechanical, Sanitary/ Plumbing) • Site Development Plan/Location Plan Perspective (First Page) • Architectural Plan and Specification • Structural Plans and Structural Computations/Seismic Analysis • Sanitary/Plumbing Plan with Specifications, Detail of Septic Tank and Isometric Drawing. • Electrical Plans with Specifications/Riser Diagram/Load Schedule and Floor Area Computation and Vicinity Map • Mechanical Plans and Specifications. • Certified True Copy OF T.C.T. from Register of Deeds. • Tax Declaration/Current Real Property Tax Receipt. • Bill of Materials/Cost Estimate • Boring Test (for Building three story and above) • Log Book • Notarized Authorization from the lot owner if the applicant is not the owner of the Lot, Deed of Sale or Contract of Lease • Barangay Clearance for Construction Renovation • Contractor's Tax (If Construction is Under contract) or Affidavit of Non-Hiring of Contractor (if by Administration) • Locational Clearance (City Planning & Development Office) • Survey Plan/Lot Plan (Duly sign and sealed by Geodetic Engineer) <ul style="list-style-type: none"> • Comprehensive Public Liability Insurance and Group Personal Accident Insurance (accredited by City of Mandaluyong) 	

<ul style="list-style-type: none"> • Construction Safety and Health Program approved by DOLE • ECC from DENR, Development Permit\ from HLURB, Height clearance from CAAP (If Applicable) • Site Development Permit (issued by Sangguniang Panlungsod for Subdivision/ TownHouse development) • Provision of Batas Pambansa 344 (Accessibility Law) • Earthquake Recording Instrumentation, Traffic Impact (for High rise Building and large Scale Construction) • DOH clearance (for outdoor antenna) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILING A. Submit duly accomplished application forms & complete sets of requirements a.1 Initial evaluation of plans (Architectural, Structural, Mechanical, Electrical and Sanitary Plumbing) a.2 Endorsement to Fire Dept. B. Assign/Designate Technical staff b.1 Pre-Inspection b.2 Final evaluation and recommendation b.3 Assessment of fees b.4 Process order of payment 2. PAYMENT 3. PROCESSING OF BUILDING PERMIT a. Typing b. Recording c. Signing of Application forms and Building plans Releasing/ Issuance of Permits d. Applicant/ Representative affixes signature on logbook		Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines Depending on the category. For R-2 (Residential bldg.– P8.40/sq.m. & commercial bldg. P23.00/sq.m.)	2 days	Receiving Personnel: Armando Padpad; Emmanuel Pangan Recording & Releasing Personnel: Daisy Garcia; Cynthia Arrieta; Monalisa Diokno; Evelyn Torres; Romeo Andres; Melanie Castro Building Inspectors namely: Arch. Rosario Roxas; Emmanuel Pangan; Andrei Arabit; Dennis Holgado; Engr. Roy Galang; Engr. Jane Dela Cruz; Leo Cruz; Engr. Roberlito Santos

				<p>Electrical Inspectors: Teodoro Saltarin; Jr., Jerome Dimain; Arnel Calvo; Rodolfo Penus; Romeo Medina; Engr. Rico Yangco</p> <p>Chief, Elec. Div.: Engr. Ronnie Cerrudo</p> <p>Chief, Mechanical Div.: Engr. Gerardo Salandanan</p> <p>Asst. City Engr.: Engr. Rolly Danila</p> <p>Department Head: Engr. Crisanto Roxas</p> <p>Office Clerk/ Typist: Aida Terrones; Analyn Angga; Evelyn Ramirez; Chantie Agilada; Zaida Fuentes; Editha Flores</p>
	TOTAL	None	2 days	

2. ISSUANCE OF OCCUPANCY PERMIT

Office or Division:	City Engineering and Building Official Department Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Children ages 3-4 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Approved Plans • As built plans & specification (signed & sealed by Architect/Civil Engineer in-charge of construction) • Photocopy of Permits <ul style="list-style-type: none"> - Building - Electrical - Sanitary/Plumbing - Mechanical • Duly accomplished Certificate of Completion <ul style="list-style-type: none"> - Building - Electrical - Sanitary/Plumbing - Mechanical • Logbook (with daily construction activities) Signed & sealed by Architect/Civil Engineer in-charge of construction 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILING A. Submit duly accomplished application forms & complete sets of requirements B. Endorsement b.1 Fire Dept. b.2 Health Dept. C. Inspection/s D. Final evaluation and recommendation E. Assessment of fees 2. PAYMENT		Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines	2 days	Receiving Personnel: Armando Padpad; Emmanuel Pangan Recording & Releasing Personnel: Daisy Garcia; Cynthia Arrieta; Monalisa Diokno; Evelyn Torres; Romeo Andres; Melanie Castro

3.PROCESSING of Occupancy Certificate a. Typing b. Recording c. Signing of Certificates Releasing/Issuance of Certificates d. Applicant/ Representative affixes signature on logbook				Building Inspectors namely: Arch. Rosario Roxas; Emmanuel Pangan; Andrei Arabit; Dennis Holgado; Engr. Roy Galang; Engr. Jane Dela Cruz; Leo Cruz; Engr. Roberlito Santos Electrical Inspectors: Teodoro Saltarin; Jr., Jerome Dimain; Rodolfo Penus; Romeo Medina; & Engr. Rico Yangco Chief, Elec. Div.: Engr. Ronnie Cerrudo Chief, Mechanical Div.: Engr. Gerardo Salandanan Asst. City Engr.: Engr. Rolly Danila Department Head: Engr. Crisanto Roxas Office Clerk/ Typist: Aida Terrones; Analyn Angga; Evelyn Ramirez; Chantie Agilada; Zaida Fuentes;
TOTAL		None	2 days	

3. ISSUANCE OF DEMOLITION PERMIT

Office or Division:	City Engineering and Building Official Department Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Children ages 3-4 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certified True Copy of TCT (from Register of Deeds) • Tax Declaration and Current Real Property Tax Receipt • Barangay Clearance for Demolition • Picture • Floor Plan of structure to be Demolished • Standard/Safety Procedure for Demolition • List of Demolition Crew • Comprehensive Public Liability Insurance • Construction Safety & Health Program (Approved by DOLE) 		Philippine Statistics Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILING A. Submit duly accomplished application forms & complete sets of requirements B. Assign/Designate Technical Staff b.1 Pre-Inspection b.2 Final evaluation and recommendation b.3 Assessment of fees 2. PAYMENT		Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines	1 day	Receiving Personnel: Armando Padpad; Emmanuel Pangan; Recording & Releasing Personnel: Romeo Andres; Melanie Castro Building Inspectors namely: Arch. Rosario Roxas; Emmanuel Pangan; Andrei Arabit; Dennis Holgado; Engr. Roberlito Santos

3.PROCESSING of Demolition Permiot a. Typing b. Recording c. Signing of Certificates Releasing/Issuance of Certificates d. Applicant/ Representative affixes signature on logbook				Asst. City Engr.: Engr. Rolly Danila Department Head: Engr. Crisanto Roxas Office Clerk/ Typist: Aida Terrones; Analyn Angga; Evelyn Ramirez; Chantie Agilada; Zaida Fuentes; Editha Flores
TOTAL		None	1 day	

4. ISSUANCE OF SIGNAGE PERMIT

Office or Division:	City Engineering and Building Official Department Services
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Children ages 3-4 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • For New Application: <ul style="list-style-type: none"> - 3 sets of Signage Plan (duly signed and sealed by Architect or Civil Engineer) - Building or Occupancy Permit - Business Permit - Contract of Lease/TCT • For Renewal: <ul style="list-style-type: none"> - Approved Plans for Signage - Picture of Signage - Business Permit - Previous Permit - Latest Copy of Lease Contract - Architect/Civil Engineer signed and sealed 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signage application form and its components with the complete sets of signage plans 2. Order of Payment 3. Payment to Treasury Dept. 4. Processing of Sign Permit 5. Typing and Recording 6. Signing of Signage Plans and Permit 7. Releasing		Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines	1 day	Receiving Personnel: Armando Padpad; Emmanuel Pangan Recording & Releasing Personnel: Romeo Andres; Melanie Castro Processing of Order of Payment: Danilo Lopez; Eugene Nallasca; Ricardo Jimenez; Joel Cabugos; Norberto Corcuera Department Head: Engr. Crisanto Roxas
TOTAL		None	1 day	

5. ISSUANCE OF ELECTRICAL PERMIT

Office or Division:	City Engineering and Building Official Department Services
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Children ages 3-4 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • For Permit Application (w/o Building Permit): <ul style="list-style-type: none"> - Yellow Card (Survey Report) from MERALCO Branch Office - Proof of Ownership – photocopy of Transfer Certificate of Title (TCT) - Lease Contract or Certification from the Owner - Previous MERALCO billing (statement of account) - Mandaluyong Housing Development Board (MHDB) Certificate - Photocopy of PRC Identification Card and PTR of Licensed Electrical Engineer. - Electrical Plan signed and sealed by PEE - Others • For Certificate of Electrical Inspection (CEI) Inspection: <ul style="list-style-type: none"> - Yellow Card (Survey Report) from MERALCO Branch Office - Approved Electrical Permit and Electrical Completion Form - Photocopy of Building Permit, Certificate of Occupancy, Approved Electrical Plan and Two (sets) of as built Electrical Plan - Photocopy of Certificate of Occupancy - Photocopy of Approved Electrical Plan - Two (2) sets of as built Electrical Plan 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Steps for the issuance of Electrical Permit {Separation, Reconnection and Addition of meter(s)}, B. Steps for the issuance of certificate of Electrical Inspection, C. Steps for the issuance of Annual Electrical Inspection: 1. FILING a. Secure application and completion forms 2. INSPECTION 3. PAYMENT 4. RELEASING		Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines	1 day	Recording & Releasing Personnel: Cynthia Arieta; Monalisa Diokno Processing of Electrical Permit/ Order of Payment: Jun Saltarin; Jerome Dimain; Romeo Medina; Rodolfo Penus; Engr. Rico Yangco; Friend Bayani Chief Electrical Section/Division: Engr. Ronaldo Cerrudo Department Head: Engr. Crisanto Roxas
TOTAL		None	1 day	

6. ISSUANCE OF MECHANICAL PERMIT

Office or Division:	City Engineering and Building Official Department Services
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Children ages 3-4 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Issuance of Mechanical Permit</p> <ul style="list-style-type: none"> a. Five sets of mechanical plan with signed and sealed by (P.M.E.) b. Duly accomplished mechanical permit forms b.1 Photocopy of PRC & PTR c. Contractor's Tax <p>B. Issuance of Certificate of Operation</p> <ul style="list-style-type: none"> a. Approved mechanical permit (Photocopy) b. Approved mechanical plan c. Photocopy of certificate of occupancy d. Certificate of completion from P.M.E. e. Maintenance and equipment test result f. Insurance(Policy) of 3rd Party (For Gondola, Tower Crane) <p>C. Issuance of Annual Certificate of Operation</p> <ul style="list-style-type: none"> a. Approved Mechanical Permit (Photocopy) b. Previous Certificate of operation (Photocopy) c. Approved mechanical plan/as-built mechanical plan d. Certification from professional mechanical engineer that the machineries is running in good condition e. Inspection and test result of all machineries/equipmentf. Certificate of compliance from the Board of Mechanical Engineering (B.M.E) of PRC R.A. 8495 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Issuance of Mechanical Permit B. Issuance of Certificate of Operation C. Issuance of Annual Certificate of Operation 1. FILING A. Secure Application & Certificate of completion 2. INSPECTION 3. PAYMENT 4. RELEASING		Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines	1 day	Recording & Releasing Personnel: Evelyn Torres; Oliver Torres Mechanical Inspector: Francis Paulino Chief Mechanical Section/Division: Engr. Gerardo M. Salandanan Department Head: Engr. Crisanto Roxas
TOTAL		None	1 day	

7. ISSUANCE OF EXCAVATION PERMIT

Office or Division:	City Engineering and Building Official Department Services
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Children ages 3-4 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>• For Permit Application:</p> <ul style="list-style-type: none"> - NATIONAL/CITY ROAD: - Request Letter for Excavation Permit - Barangay Clearance - Sketch/Plan with complete details - Contract or Notice to Proceed (for contractor) - Other Clearance (i.e., Affidavit of Undertaking of the Owner) <p>NOTE: For National Road: Secure first an Excavation Permit from DPWH prior to the issuance of Excavation Clearance from this office.</p> <p>• For Water Service Connection Please proceed to Manila Water Company, Inc.</p> <ul style="list-style-type: none"> - For Refund of Restoration Deposit: - Request Letter for final inspection and Restoration Deposit Refund - Original Copy of Restoration Deposit Official Receipt - Progress photographs <p>NOTE: Restoration deposit shall be forfeited in favor of the City Gov't. if the applicant fails to claim his/her deposit within six (6) months from the date the work has been completed as certified by City Engineer.</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Excavation Permit:</p> <ol style="list-style-type: none"> 1. Submit request letter for Excavation Permit with complete requirements as per check-list. 2. Assignment to the designated technical staff who will handle the permit. 3. Site inspection 4. Final evaluation and recommendation 5. Assessment of Fees 6. Processing of order of payment 7. Payment to Treasury Dept. 8. Processing of Excavation Permit 9. Recording and Typing 10. Signing of Permit 11. Releasing <p>Certificate of Completion & Acceptance Refund of Restoration Deposit:</p> <ol style="list-style-type: none"> 1. Submit request letter for final inspection and refund of restoration deposit with complete requirements as per check-list. 2. Assignment to the designated technical staff 3. Site Inspection 4. Final Evaluation and Recommendations 5. Processing of Certificate of Completion and Acceptance 6. Releasing of Certificate of Completion and Acceptance 7. Processing of Restoration Deposit Refund (Treasury Dept.) 		Depends on the road classification/ category	<p>Excavation Permit: 1 day upon payment of fees and completion of requirements.</p> <p>Certificate of Completion & Acceptance Refund of Restoration Deposit: 1 day upon completion of requirements and final inspection</p>	<p>Receiving Personnel: Luisa Jayme; Monalisa Diokno; Melanie Castro</p> <p>Recording & Releasing Personnel: Jimmy Baron; Engr. Karen Quirante; Arc. Ariel De Jesus</p> <p>Chief Excavation Section District 1: Engr. Karen Quirante; Arc. Ariel De Jesus</p> <p>Chief Excavation Section District 2: Jimmy Baron Asst. City Engineer: Engr. Rolly P. Danila</p> <p>Department Head: Engr. Crisanto Roxas</p> <p>Office Clerk/ Typist: Aida Terrones; Analyn Angga; Chantie Agilada; Zaida Fuentes</p>
TOTAL		None	1 day	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 connecting to all Departments (02) 8532-4431 Email: engineering@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to the City Administrator MR. CRISANTO ROXAS
How to file a complaint	Write a letter of complaint letter address to: MR. CRISANTO ROXAS Head, Civil Engineering and Building Official Department Services
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY PLANNING AND DEVELOPMENT DEPARTMENT

ABOUT THE OFFICE

The City Planning and Development Department formulates integrated economic, social, physical and other comprehensive development plans and policies for consideration of the City Mayor.

The office also monitors as well as evaluates the implementation of the different development programs, policies and activities.

ISSUANCE OF THE FOLLOWING:

- I. Locational Clearance (LC) for Business and License Permit
- II. Locational Clearance (LC) for Building Permit
 - a. Complex Transaction (if not covered by Green Building Ordinance)
 - b. Highly Technical Transaction (if covered by Green Building Ordinance)
- III. Zoning Certificate (ZC)
- IV. Certificate of Non-Conformance (CNC)
- V. Green Building Pre-Compliance Certificate (GBPCC)
- VI. Green Building Compliance Certificate (GBCC)
- VII. Office Transaction / Request

1. LOCATIONAL CLEARANCE (LC) FOR BUSINESS AND LICENSE PERMIT

A clearance issued by the CPDD - Zoning Division which determines whether a proposed business conforms with the existing Land Use Plan of the City based on Ordinance Nos. 664, Series of 2017 and 756, Series of 2020, also known as the "Zoning Ordinance of the City of Mandaluyong".

Office or Division:	CPDD – Zoning Division		
Classification:	Simple		
Type of Transaction:	G2C - Government to Public		
Who may avail:	Business Permit Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form duly accomplished, notarized and signed by the owner or representative (with Special Power of Attorney or Authorization Letter)		CPDD – Zoning Division	
2. Photocopy of the following documents: (whichever is applicable)			
a. Certified true copy of Transfer Certificate of Title (TCT) / Condominium Certificate of Title (CCT)		a. Registry of Deeds	
b. Tax Declaration		b. City Assessor's Office	
c. Barangay Clearance		c. City Hall Complex / Barangay	
d. Consent from immediate neighbors residing within the fifty (50) meter radius, (For business located in R2, R3A, R3B and MD1 zones)		d. Neighbors	
e. Clearance from Homeowners Association duly registered by the HLURB, (for business located in R1 zone)		e. Homeowners Association	
f. Contract of Lease or Certification from the property-owner with specified area duly notarized and signed by the property-owner and the tenant, (if not a registered lot / structure owner)		f. Lessor	
g. Environmental Compliance Certificate (ECC) pursuant to Article XI, Section 34 of City Ordinance No. 664, S-2017		g. Department of Environment and Natural Resources	
h. Sangguniang Panlungsod Resolution for Cell Site (if located in Residential Zone)		h. Sangguniang Panlungsod	

3. Colored picture of business establishment location (inside and outside views)		To be provided by the Owner / Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CPDD Secure Application Form	1.1. Review and check project activity details and its exact location in the zoning map	None	5 minutes	Frontline Personnel / Evaluator
	1.2. Encode data in Zoning Applicants' Record			
2. Proceed to the CPDD Fill-out and submit the application form together with other requirements	2.1. Check and receive the application form including other requirements		5 minutes	Evaluator
	2.2. Encode data in Data Bank and Application Status Record			
	2.3. Pre-evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted documents) and prepares evaluation report		1 to 3 hours (Varies on Type of Business)	
	2.4. Conduct on-site inspection (Optional) to verify actual activity and exact location for zone classification and prepares site inspection report		1 hour (on schedule)	

	2.5. Prepare Order of Payment and Locational Clearance	None	5 Minutes	
	2.6. Review and evaluate report for correctness & adequacy in accordance with Zoning Ordinance		10 Minutes	Zoning Division Chief
	2.7. Review, approval and signing of clearance		5 Minutes	Zoning Administrator
3. Claim duly signed Order of Payment (OP) The applicant must pay the computed fees prior to release of Locational Clearance	3.1. Issue duly signed order of payment		5 Minutes	Frontline Personnel / Evaluator
	3.2. Update data in Application Status Record			
4. Pay applicable fees and claim Official Receipt (OR)	4.1. Receive payment	See Reference of Fees	15 Minutes	City Treasurer
	4.2. Issue official receipt			
5. Submit Official Receipt Applicant must submit a photocopy of the OR	5.1. Receive official receipt		5 Minutes	
	5.2. Prepare duly signed Locational Clearance			
6. Receive duly signed Locational Clearance	6.1. Release duly signed Locational Clearance	None	5 Minutes	Frontline Personnel / Evaluator
	6.2. Encode approved Clearance into the Data Bank and update the Application Status Record			
TOTAL		None	5 minutes & 3-6 hours	

2. A. LOCATIONAL CLEARANCE (LC) FOR BUILDING PERMIT (COVERED BY GREEN BUILDING ORDINANCE)

A clearance issued by the CPDD - Zoning Division which determines whether the proposed construction / renovation (covered by Green Building Ordinance) conforms with the existing Land Use Plan of the City based on Ordinance Nos. 664, Series of 2017 and 756, Series of 2020 also known as the "Zoning Ordinance of the City of Mandaluyong".

Office or Division:	CPDD – Zoning Division	
Classification:	Complex	
Type of Transaction:	G2C - Government to Public	
Who may avail:	Building Permit Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form duly accomplished, notarized and signed by the owner or representative (with Special Power of Attorney or Authorization Letter)		CPDD – Zoning Division
2. Photocopy of the following documents: (whichever is applicable)		
a. Certified true copy of Transfer Certificate of Title (TCT) / Condominium Certificate of Title (CCT)	a.	Registry of Deeds
b. Tax Declaration	b.	City Assessor's Office
c. Survey plan of the lot(s) as described in TCT with location map	c.	To be provided by the Owner / Applicant
d. Barangay Clearance	d.	City Hall Complex / Barangay
e. Consent from immediate neighbors residing within the fifty (50) meter radius, (For construction/renovation located in R2, R3A, R3B and MD1 zones)	e.	Neighbors
f. Clearance from Homeowners Association duly registered by the HLURB, (for construction/renovation located in R1 zone)	f.	Homeowners Association
g. Contract of Lease or Certification from the property-owner with specified area duly notarized and signed by the property-owner and the tenant, (if not a registered lot / structure owner)	g.	Lessor

h. Environmental Compliance Certificate (ECC) pursuant to Article XI, Section 34 of City Ordinance No. 664, S-2017 i. Height Clearance from CAAP j. DOH Clearance k. Sangguniang Panlungsod Resolution for Cell Site (if located in Residential Zone)		h. Department of Environment and Natural Resources i. Civil Aviation Authority of the Philippines j. Department of Health k. Sangguniang Panlungsod		
3. Six (6) sets of Architectural Plans, (duly signed and sealed by a licensed Architect/Engineer) a. Site Development Plan, Vicinity Map and Perspective b. Floor Plans c. Elevations		To be provided by the Owner / Applicant		
4. Six (6) Sets of Subdivision Plan (duly signed and sealed by a licensed Environmental Planner)				
5. Colored picture of proposed project site				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CPDD <input type="checkbox"/> Secure Application Form	1.1. Review and\ check project activity details and its exact location in the zoning map	None	5 minutes	Frontline Personnel / Evaluator
	1.2. Encode data in Zoning Applicants Record			
2. Proceed to the CPDD <input type="checkbox"/> Fill-out and submit the application form together with other requirements	2.1. Check and receive the application form including other requirements		5 minutes	
	2.2. Encode data in Application Status Record			

	2.3. Pre-evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted plans) and prepare evaluation report	None	2 - 4 days (Varies on submitted plan)	Evaluator
	2.4. Conduct on-site inspection (Optional) to verify actual activity and exact location for zone classification and prepare site inspection report		1 hour (on schedule)	
	2.5. Prepare Order of Payment and Locational Clearance		5 minutes	
	2.6. Review and evaluate report for correctness & adequacy in accordance with zoning ordinance		1 hour	Zoning Division Head
	2.7. Review, approval and signing of clearance		15 Minutes	Zoning Administrator
3. Claim duly signed Order of Payment (OP) <input type="checkbox"/> The applicant must pay the computed fees prior to release of Locational Clearance.	3.1. Issue duly signed order of payment		5 Minutes	Frontline Personnel / Evaluator
	3.2. Update data in Application Status Record			

4. Pay applicable fees and claim Official Receipt (OR).	4.1. Receive payment	See Reference of Fees	15 Minutes	City Treasurer
	4.2. Issue official receipt			
5. Submit Official Receipt <input type="checkbox"/> Applicant must submit a photocopy of the OR.	5.1. Receive official receipt	None	5 Minutes	Frontline Personnel / Evaluator
	5.2. Prepare duly signed Locational Clearance			
6. Receive duly signed Locational Clearance	6.1. Release duly signed Locational Clearance		5 Minutes	
	6.2. Encode approved Clearance into the Data Bank and update the Application Status Record			
TOTAL		See Reference of Fees	3 hours & 2-4 days	

2. B. LOCATIONAL CLEARANCE (LC) FOR BUILDING PERMIT (COVERED BY GREEN BUILDING ORDINANCE)

A clearance issued by the CPDD - Zoning Division which determines whether the proposed construction / renovation (if covered by Green Building Ordinance) conforms with the existing Land Use Plan of the City based on Ordinance Nos. 664, Series of 2017 and 756, Series of 2020 also known as the "Zoning Ordinance of the City of Mandaluyong".

Office or Division:	CPDD – Zoning Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Public
Who may avail:	Building Permit Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form duly accomplished, notarized and signed by the owner or representative (with Special Power of Attorney or Authorization Letter)	CPDD – Zoning Division
2. Photocopy of the following documents: (whichever is applicable)	
a. Certified true copy of Transfer Certificate of Title (TCT) / Condominium Certificate of Title (CCT)	a. Registry of Deeds
b. Tax Declaration	b. City Assessor's Office
c. Survey plan of the lot(s) as described in TCT with location map	c. To be provided by the Owner / Applicant
d. Barangay Clearance	d. City Hall Complex / Barangay
e. Consent from immediate neighbors residing within the fifty (50) meter radius, (For construction/renovation located in R2, R3A, R3B and MD1 zones)	e. Neighbors
f. Clearance from Homeowners Association duly registered by the HLURB, (for construction/renovation located in R1 zone)	f. Homeowners
g. Contract of Lease or Certification from the property-owner with specified area duly notarized and signed by the property-owner and the tenant, (if not a registered lot / structure owner)	g. Lessor

<div>h. Environmental Compliance Certificate (ECC) pursuant to Article XI, Section 34 of City Ordinance No. 664, S-2017</div> <div>i. Height Clearance from CAAP</div> <div>j. DOH Clearance</div> <div>k. Sangguniang Panlungsod Resolution for Cell Site (if located in Residential Zone)</div> <div>l. Green Building Pre-Compliance Certificate (GBPCC), (for a project covered by Ordinance No. 709, S-2018 or its latest version)</div>		<div>h. Department of Environment and Natural Resources</div> <div>i. Civil Aviation Authority of the Philippines</div> <div>j. Department of Health</div> <div>k. Sangguniang Panlungsod</div> <div>l. CPDD – Green Building Division</div>		
<div>3. Six (6) sets of Architectural Plans, (duly signed and sealed by licensed Architect/Engineer)</div> <div>a. Site Development Plan, Vicinity Map and Perspective</div> <div>b. Floor Plans</div> <div>c. Elevations</div> <div>4. Six (6) sets of subdivision plan (duly signed and sealed by a licensed Environmental Planner)</div> <div>5. Colored picture of proposed project site</div>		To be provided by the Owner / Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Proceed to CPDD</div> <div><input type="checkbox"/> Secure Application Form</div>	<div>1.1. Review and check project activity details and its exact location in the zoning map</div> <div>1.2. Encode data in Zoning Applicants Record</div>	None	5 minutes	Frontline Personnel / Evaluator
	<div>2. Proceed to the CPDD</div> <div><input type="checkbox"/> Fill-out and submit the application form together with other requirements.</div>		<div>2.1. Check and receive the application form including other requirements</div> <div>2.2. Encode data in Application Status Record</div>	

	2.3. Pre-evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted plans) and prepare evaluation report	None	8 - 10 days (Varies on submitted plan)	Evaluator
	2.4. Conduct on-site inspection (Optional) to verify actual activity and exact location for zone classification and prepare site inspection report		2 hours (on schedule)	
	2.5. Prepare Order of Payment and Locational Clearance		15 minutes	
	2.6. Review and evaluate report for correctness & adequacy in accordance with zoning ordinance		3 Days	Zoning Division Head
	2.7. Review, approval and signing of clearance		3 Days	Zoning Administrator
3. Claim duly signed Order of Payment (OP) <input type="checkbox"/> The applicant must pay the computed fees prior to release of Locational Clearance.	3.1. Issue duly signed order of payment		5 Minutes	Frontline Personnel / Evaluator
	3.2. Update data in Application Status Record			

4. Pay applicable fees and claim Official Receipt (OR).	4.1. Receive payment	See Reference of Fees	15 minutes	City Treasurer
	4.2. Issue official receipt			
5. Submit official receipt <input type="checkbox"/> Applicant must submit a photocopy of the Official Receipt.	5.1. Receive official receipt	None	5 Minutes	Frontline Personnel / Evaluator
	5.2. Prepare duly signed Locational Clearance			
6. Receive duly signed Locational Clearance	6.1. Release duly signed Locational Clearance.		5 Minutes	
	6.2. Encode approved Clearance into the Data Bank and update the Application Status Record			
TOTAL		See Reference of Fees	3 hours & 14-16 days	

3. ZONING CERTIFICATE (ZC)

A certification issued by the CPDD - Zoning Division which determines the zoning classification of the land based on Ordinance No. 664, Series of 2017 and 756, Series of 2020 also known as the "Zoning Ordinance of the City of Mandaluyong".

Office or Division:	CPDD – Zoning Division				
Classification:	Simple				
Type of Transaction:	G2C - Government to Public				
Who may avail:	Zoning Certificate Applicants				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Application Form duly accomplished, notarized and signed by the owner or representative (with Special Power of Attorney or Authorization Letter)		CPDD – Zoning Division			
2. Lot Plan duly signed and sealed by a Geodetic Engineer		To be provided by the Owner			
3. Certified True Copy of Transfer Certificate of Title (TCT)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to CPDD • Secure Application Form	1.1. Review and check project activity details and its exact location in the zoning map	None	5 minutes	Frontline Personnel / Evaluator	
	1.2. Encode data in Zoning Applicants Record				
2. Proceed to the CPDD • Secure and fill-out application form, and submit requirements	2.1. Check and receive the application form including other requirements				5 minutes
	2.2. Encode data in Application Status Record				

	2.3. Pre-evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted plans) and prepare evaluation report	None	30 minutes	Evaluator
	2.4. Conduct on-site inspection (Optional) to verify exact location for zone classification and prepare site inspection report		1 hour (on schedule)	Evaluator
	2.5. Prepare Order of Payment and Locational Clearance		10 Minutes	
	2.6. Review and evaluate report for correctness & adequacy in accordance with zoning ordinance		5 Minutes	Zoning Division Head
	2.7. Review, approval and signing of clearance		5 Minutes	Zoning Administrator
3. Claim duly signed Order of Payment (OP) • The applicant must pay the computed fees prior to release of Zoning Certificate	3.1. Issue duly signed order of payment		5 Minutes	Frontline Personnel / Evaluator
	3.2. Update data in Application Status Record			
4. Pay applicable fees and claim Official Receipt (OR)	4.1. Receive payment	See Reference of Fees	15 minutes	City Treasurer
	4.2. Issue official receipt			

5. Submit official receipt • Applicant must submit a photocopy of the OR	5.1. Receive official receipt	None	5 minutes	Frontline Personnel / Evaluator
	5.2. Prepare duly signed Zoning Certificate			
6. Receive duly signed Zoning Certificate.	6.1. Release duly signed Zoning Certificate		5 minutes	
	6.2. Encode approved Certificate into the Data Bank and update the Application Status Record			
TOTAL		See Reference of Fees	30 minutes & 2 hours	

4. CERTIFICATE OF NON-CONFORMANCE (CNC)

A certification issued by the CPDD - Zoning Division to the owner of structure or operator of the activity with existing non-conforming uses as provided in Ordinance No. 664, Series of 2017 and 756, Series of 2020 also known as the “Zoning Ordinance of the City of Mandaluyong”.

Office or Division:	CPDD – Zoning Division
Classification:	Simple
Type of Transaction:	G2C - Government to Public
Who may avail:	Certificate of Non-Conformance for Business Permit Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form duly accomplished, notarized and signed by the owner or representative (with Special Power of Attorney or Authorization Letter)	CPDD – Zoning Division
2. Six (6) sets of Architectural Plans, (duly signed and sealed by licensed Architect/Engineer) a. Site Development Plan, Vicinity Map and Perspective b. Floor Plans c. Elevations	To be provided by the Owner

3. Photocopy of the following: <ul style="list-style-type: none"> a. Certified True Copy of Transfer Certificate of Title / Condominium Certificate of Title (CCT) b. Barangay Clearance c. Clearance from immediate neighbors residing within the fifty (50) meter radius, (For activity/project located in R2, R3A, R3B and MD1 zones) d. Clearance from Homeowners Association registered with HLURB, (for activity/project located in R1 zone) e. Contract of Lease or certification from the property-owner duly notarized and signed by the property-owner and the tenant, (if not a registered lot/structure owner) f. Previous Certificate of Non-Conformance, (if renewal) g. Business Permit from year 2017 to Present h. Tax Declaration for Land and Improvement issued before 2017 		<ul style="list-style-type: none"> a. Registry of Deeds b. City Hall Complex / Barangay c. Neighbors d. Homeowners Association e. Lessee f. To be provided by the owner g. To be provided by the owner h. City Assessor's Office 		
4. Colored picture of business establishment location (inside and outside views) / Site Picture.		To be provided by the owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CPDD <ul style="list-style-type: none"> • Secure Application Form 	1.1. Review and check project activity details and its exact location in the zoning map	None	5 minutes	Frontline Personnel / Evaluator
	1.2. Encode data in Zoning Applicants Record			
2. Proceed to the CPDD <ul style="list-style-type: none"> • Secure and fill-out application form, and submit requirements 	2.1. Check and receive the application form including other requirements		5 minutes	
	2.2. Encode data in Application Status Record			

	2.3. Pre-evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted plans) and prepare evaluation report	None	3 hours	Evaluator
	2.4. Conduct on-site inspection (Optional) to verify exact location for zone classification and prepare site inspection report		1 hour (on schedule)	
	2.5. Prepare Order of Payment and Locational Clearance		5 minutes	
	2.6. Review and evaluate report for correctness & adequacy in accordance with zoning ordinance	None	30 minutes	Zoning Division Head
	2.7. Review, approval and signing of clearance.		10 minutes	Zoning Administrator
3. Claim duly signed order of payment (OP) • The applicant must pay the computed fees prior to release of renewed Certificate of Non-Conformance.	3.1. Issue duly signed order of payment.		5 minutes	Frontline Personnel / Evaluator
	3.2. Update data in Application Status Record		5 minutes	

4. Pay applicable fees and claim Official Receipt (OR)	4.1. Receive payment	See Reference of Fees	15 minutes	City Treasurer
	4.2. Issue official receipt			
5. Submit official receipt • Applicant must submit a photocopy of the official receipt.	5.1. Receive official receipt	None	5 minutes	Frontline Personnel / Evaluator
	5.2. Prepare duly signed Certificate of Non-Conformance for Business.			
6. Receive duly signed Certificate of Non-Conformance for Business.	6.1. Release duly signed Certificate of Non Conformance for Business.		5 minutes	
	6.2. Encode approved Certificate into the Data Bank and update the Application Status Record.			
TOTAL		See Reference of Fees	30 minutes & 5 hours	

SECTION 38. REGULATORY FEES. The rate of filing, land use and processing fees for locational clearance shall be as follows:

TYPE OF TRANSACTION	RATE OF FEES (Php)
A. Filing/Application Fee	
1. Locational Clearance	200.25
2. Motion for Reconsideration	508.50
3. Petition/request for reclassification	3,000.00
4. Appeal	1,500.00
5. Complaint except those involving pauper litigant which shall be free of charge	200.25
B. Land Use/Zoning Fee	
1. Residential	2.93 per sq.m. of total floor area
2. Commercial	6.75 per sq.m. of total floor area
3. Yards utilized for commercial purposes	2.93 per sq.m. of total area
4. Institutional	5.18 per sq.m. of total floor area
5. Yards utilized for institutional purposes	2.93 per sq.m. of total area
6. Cemetery/Memorial Park	0.90 per sq.m. of total land area
7. Telecommunications Tower	10.35 per sq.m. of total base area
8. Gas Stations	12.00 per sq.m. of total floor area
9. Billboards	9.68 per sq.m. of total display surface area
10. Renovation (for uses 1-9)	Corresponding prescribed rate for items 1-9 above
C. Processing Fee	25% of the corresponding prescribed land use fee
D. Certificate Fee	104.18
E. Certificate of Non-conformance	
1. Manufacturing Industry	10.35 per sq.m. of total floor area
2. Non-manufacturing Industry	7.88 per sq.m. of total floor area
3. Yards utilized for industrial purposes	5.18 per sq.m. of total area
4. Renovation (for uses 1-3)	Corresponding prescribed rate for items 1-3 above
F. Surcharge	
A surcharge of one hundred percent (100%) of the total locational clearance fees but not less than Two Thousand Pesos (Php 2,000.00) whichever is higher shall be charged to any applicant, proponent, proprietor, owner or representative who commences or undertakes any project without having first secured a Locational Clearance and which shall be due upon securing of such clearance.	

5. GREEN BUILDING PRE-COMPLIANCE CERTIFICATE (GBPCC)

This Certificate is issued by the CPDD – Green Building Division to all owners and developers of projects within the coverage of this ordinance shall secure a Luyong Certified Green (Pre-Complied) or Mandaluyong Green Mark (Pre-Complied) pursuant to Ordinance No. 709, S-2018 also known as an ordinance adopting “Version 2.0: The 2014 Green Building Regulations of Mandaluyong City and for Other Purposes”.

Office or Division:	CPDD - Green Building Division		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Public		
Who may avail:	Construction Building Permit Applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Pre-Compliance Checklist of Requirements		CPDD – Green Building Division	
2. Duly accomplished application form (downloadable thru www.mandaluyong.gov.ph)		Owner’s authorized technical representative	
3. Seven (7) sets of complete plans in standard size (20”x30”) for Architectural, Structural, Mechanical, Fire Protection, Electrical, Sanitary, Electronics, MRF, STP and Rain Water Harvesting incorporating all Green Building measures required in the project and signed by the owner or his duly authorized representative and relevant professionals		Owner’s authorized technical representative	
4. One (1) copy of lot plan with vicinity map duly signed by a Licensed Geodetic Engineer		Owner’s authorized technical representative	
5. Technical specification of materials equipment to be used for Green Building measures duly signed and sealed by professionals concerned and the owner of the building or duly authorized representative (3 sets)		Owner’s authorized technical representative	
6. Bill of Materials for Green Building measures, duly signed and sealed by professionals concerned and the owner of the building or duly authorized representative (3 sets)		Owner’s authorized technical representative	

7. Projected building consumption for energy (kwh/capita or sq.m) and water (cu.m/capita or sq.m) specifying Local Design standards used (3 sets)		Owner's authorized technical representative		
8. Projected building consumption for energy (kwh/capita or sq.m) and water (cu.m/capita or sq.m) upon application of Green Building measures (3 sets)		Owner's authorized technical representative		
9. Summary result of Building Efficiency Self-Assessment Tool (B.E.S.T), accessible thru www.mandaluyong.gov.ph . Provide a soft copy in CD/USB format (3 sets)		Owner's authorized technical representative		
10. PDF files of item no.3, provide a soft copy in CD/USB format (1 copy)		Owner's authorized technical representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CPDD Pre-evaluate documents, secure and fill-out Application Form, and submit requirements	LGU - Mandaluyong		15 minutes	Green Building Evaluator: Christian Angelo Solero Dorina Dayon Vic Angel Belen Mark Niño Javier Robert Lagarto
2. Evaluate submitted documents Check all Documentary requirements, prepare evaluation report, technical discussion	LGU - Mandaluyong		7-10 working days	
3. Review of documents Review and evaluate compliance and correctness of Green Building measures	LGU - Mandaluyong		1 working day	Arch. Abraham Raposon, Jr. (Division Chief) Engr. Gaspar Alcazar (Project Development Officer IV)

4. Preparation of Order of Payment and GBPCC	LGU - Mandaluyong	See Reference of Fees Below	30 minutes	Christian Angelo Solero Dorina Dayon Vic Angel Belen Mark Niño Javier Robert Lagarto
5. Approval Review and sign of GBPCC	LGU - Mandaluyong		1 working day	Engr. Armando Comandao (Department Head)
6. Releasing of GBPCC The approved GBPCC is encoded into the data base prior to release	LGU - Mandaluyong		1 working day	Christian Angelo Solero Dorina Dayon Vic Angel Belen Mark Niño Javier Robert Lagarto
TOTAL		See Reference of Fees Below	45 minutes & 10-13 days	

6. GREEN BUILDING COMPLIANCE CERTIFICATE (GBCC)

This final Certificate is issued by the CPDD – Green Building Division to all owners and developers of projects within the coverage of this ordinance shall secure a Luyong Certified Green or Mandaluyong Green Mark pursuant to Ordinance No. 709, S-2018 also known as an ordinance adopting “Version 2.0: The 2014 Green Building Regulations of Mandaluyong City and for Other Purposes”.

Office or Division:	CPDD - Green Building Division
Classification:	Simple
Type of Transaction:	G2C - Government to Public
Who may avail:	Certificate of Occupancy Permit Applicant
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Duly accomplished Green Building Compliance Application Form and Compliance Checklist of Requirements	CPDD – Green Building Division
12. Three (3) sets of As-Built plans in standard size (20” x 30”) incorporating all Green Building measures required in the project and duly signed by the owner or his duly authorized representative and relevant professionals	Owner’s authorized technical representative

13. Technical specification or brochures of materials/equipment incorporating all Green Building measures required in the project duly signed and sealed by professionals concerned and the owner of the building or his/her duly authorized representative (3 sets)		Owner's authorized technical representative		
14. Actual Bill of Materials for Green Building measures, duly signed and sealed by professionals concerned and the owner of the building or duly authorized representative (3 sets)		Owner's authorized technical representative		
15. Clear picture/images of Green Building measures installed and/or constructed in the project, which includes a readable nameplate of all required equipments and fixtures. For embedded measures such as Waterproofing, Rain Water Harvesting (RWH) tank, and Moisture Barrier used in walls and roofing, a clear picture or site documentation shall be submitted (3 sets)		Owner's authorized technical representative		
16. A copy of Building Administrator – Tenants/Lessee Agreements in compliance to GB measures in in leasable space (1 copy)		Owner's authorized technical representative		
17. PDF files of ALL items above, provide a soft copy in CD/USB format (1 copy)		Owner's authorized technical representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CPDD Pre-evaluate documents, secure and fill-out Application Form, and submit requirements	LGU - Mandaluyong		15 minutes	Green Building Evaluator: Christian Angelo Solero Dorina Dayon Vic Angel Belen Mark Niño Javier Robert Lagarto

<p>2. Evaluate submitted documents:</p> <p>Check all documentary requirements, Prepares evaluation report, technical discussion</p> <p>2.1 Site Inspection Conduct site inspection to verify all Green Building measures are installed and are compliant</p>	<p>LGU - Mandaluyong</p>		<p>1-5 working day</p>	
<p>3. Review of Documents:</p> <p>Review and evaluate compliance and correctness of Green Building measures</p>	<p>LGU - Mandaluyong</p>		<p>1 working day</p>	<p>Arch. Abraham Raposon, Jr. (Division Chief)</p> <p>Engr. Gaspar Alcazar (Project Development Officer IV)</p>
<p>4. Preparation of Order of Payment and GBCC</p>	<p>LGU - Mandaluyong</p>	<p>See Reference of Fees Below</p>	<p>30 minutes</p>	<p>Christian Angelo Solero Dorina Dayon Vic Angel Belen Mark Niño Javier Robert Lagarto</p>
<p>5. Approval</p> <p>Review and sign GBCC</p>	<p>LGU - Mandaluyong</p>		<p>1 working day</p>	<p>Engr. Armando Comandao (Department Head)</p>
<p>6. Releasing of GBCC</p> <p>The approved GBCC is encoded into the data base prior to release.</p>	<p>LGU - Mandaluyong</p>		<p>1 working day</p>	<p>Christian Angelo Solero Dorina Dayon Vic Angel Belen Mark Niño Javier Robert Lagarto</p>
<p>TOTAL</p>		<p>See Reference of Fees Below</p>	<p>45 minutes & 3 days</p>	

SECTION 18. GREEN BUILDING FEES. The rate of filing and processing of fees for the Green

Building Certificate are as follows:

TYPE OF TRANSACTION	GREEN BUILDING PRE-COMPLIANCE CERTIFICATE	GREEN BUILDING COMPLIANCE CERTIFICATE
	RATE OF FEES (Php)	RATE OF FEES (Php)
A. FILING/APPLICATION FEE	₱ 150.00	₱ 50.00
B. PROCESSING FEE		
1. RESIDENTIAL		
a. Residential	3.00 per sq.m. of TFA	1.00 per sq.m. of TFA
b. Utilized for commercial/ gain purposes	5.25 per sq.m. of TFA	1.75 per sq.m. of TFA
2. COMMERCIAL/ MERCANTILE/ OFFICE/ HOTEL/RECREATIONAL	5.25 per sq.m. of TFA	1.75 per sq.m. of TFA
3. INSTITUTIONAL		
a. School	3.75 per sq.m. of TFA	1.25 per sq.m. of TFA
b. Hospital	3.75 per sq.m. of TFA	1.25 per sq.m. of TFA
c. Religious	3.75 per sq.m. of TFA	1.25 per sq.m. of TFA
4. MIXED-USE	5.25 per sq.m. of TFA	1.75 per sq.m. of TFA
5. PARKING BUILDING	5.25 per sq.m. of TFA	1.75 per sq.m. of TFA
6. RENOVATION/ RETROFITTING	Corresponding prescribed rate for items 1–3 above	Corresponding prescribed rate for items 1–3 above
7. ALL GOVERNMENT PROJECTS	Free of charge pursuant to Section 209 of the NBC	Free of charge pursuant to Section 209 of the NBC
C. CERTIFICATE FEE	₱ 75.00	₱ 25.00
D. GREEN BUILDING SEAL		₱ 12, 000.00
E. SURCHARGE	A surcharge of one hundred percent (100%) of the total Green Building fees but not less than Two Thousand Pesos (Php 2,000.00) whichever is higher shall be charged to any applicant, proponent, proprietor, owner or representative who commences or undertakes any project without having first secured a GBPCC and GBCC and which shall be due upon securing of such certificates.	

7. OFFICE TRANSACTION / REQUEST

Any office transaction or request concerning the CPDD and/or any of its division shall be enacted upon accordingly by the department's coordinator, division chiefs and shall be delegated to its staff which may vary depending on the type of transaction as to simple (3 working days), complex (7 working days) and highly technical (20 working days) respectively.

Office or Division:	City Planning and Development Department			
Classification:	Simple Transaction / Complex / Highly Technical			
Type of Transaction:	G2C/G2B/G2G			
Who may avail:	All applicants and taxpayers			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of Letter(s)	1.1 Officer-of-the-day verifies letter on-hand	None	5 minutes	Officer-of-the-day
	1.2 Stamps as "RECEIVED" with name, date and time			
	1.3 Advises the department's Coordinator for him to assign to the concerned division		10 minutes	
	1.4 Division Chief delegates the concerned transaction / request to his staff for proper and immediate action		Processing varies depending on the type of transaction	CPDD Staff
	1.5 For letters requiring hard-copy transmittal via inter-agency or department		1 working day	Administrative Aide

2. Hard or Soft Copy of Non-Confidential Files for References	2.1 Any staff may attend to the transaction or request as long as the requestor must have a flash disk for soft copy files.	None	15-30 minutes	CPDD Staff
	2.2 For hard copy files, the requestor must log-in his personal information and details to the record book on the information desk			
TOTAL		None	30-45 minutes & 1 day	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8477-8565 (02) 8532-5001 connecting to all Departments Email: cityplanning@mandaluyong.gov.ph planning.add@mandaluyong.gov.ph planning.selupd@mandaluyong.gov.ph greenbuilding@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to Engr. ARMANDO T. COMANDAO
How to file a complaint	Write a letter of complaint letter address to: Engr. ARMANDO T. COMANDAO Head, City Planning and Development Office and Green Building Division
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY CIVIL REGISTRY SERVICES

ABOUT THE OFFICE

The City Registry Office is responsible for the civil registration program of the City of Mandaluyong pursuant to the Civil Registry Law, the Civil Code and other pertinent laws issued to implement them.

1. ISSUANCE OF CERTIFIED COPY OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage, Death)

Office or Division:	City Civil Registry Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Citizens who were born (Certificate of Live Birth) and married (Certificate of Marriage) in the City of Mandaluyong; and citizens whose relatives died in Mandaluyong City .			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Principal/Owner Government Issued Identification Card Representative - Authorization from the owner being Represented		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Government Issued Identification Card of the person being represented (Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
3. Government Issued Identification Card of the Representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up small form found at the window (indicate if the documents being requested is registered late) and submit at windows 1-8 together with a valid ID or authorization letter (if not the owner of the document with valid ID of both the requesting party and the authorized representative)	1.1 Examine and or validate the ID and Authorization letter	P50.00	5 minutes	Birth Eva Bautista Nancy Tuaño Armand Abear Gloria De Guzman Ronaldo Baruela Death Ma. Jhuneelyhn Caraan Erwin Erro Ronaldo Cañezzo
2. Secure Order of Payment	2.1 Issuance of Order of Payment		3 minutes	Marriage Section : Welming Porcalla
3. Pay at Treasury windows located at the Ground Floor	3.1 Retrieval of document being requested		10 minutes	
4. Present the Official Receipt to claim the Certified True Copy requested	4.1 Release of document		2 minutes	
TOTAL			20 minutes	

2. REQUEST FOR LATE REGISTRATION OF BIRTH

Office or Division:	City Civil Registry Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Citizens who were born (Certificate of Live Birth) in the City of Mandaluyong			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Negative Results/Certification		Philippine Statistics Authority (PSA)		
2. Baptismal Certificate		Church where baptized		
3. Medical Records		Hospitals		
4. Voter's Affidavit/Certification		Comelec		
5. School Records		Schools where attended		
6. SSS,GSIS, ITR, NBI		SSS,GSIS, BIR, NBI		
7. Driver's License		LTO		
8. Barangay Clearance		Barangay where residing		
9. Sworn Statement of Mother (Notarized)		Notary Public		
10. Marriage Contract of parents, if married Affidavit of two disinterested persons		PSA, Certified Copy (Local)		
11. Representative		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements:	1.1 Review the documents submitted if found, complete, stub will be given as to the date of the interview of parents, and or the child if of legal age.	P40.00 Certified Copy P10.00 Verification fee	10 minutes	Charity Magtalas Lorena Del Fierro
	1.2 After the interview, Order of payment will be issued .		Ten days (posting period)	
2. Pay at the cashier and Present Official Receipt to the personnel in-charge	2.1 Release the document (Birth certificate)		10 minutes	
TOTAL			20 minutes & 10 days	

3. REQUEST FOR OUT-OF-TOWN LATE REGISTRATION OF BIRTH

Office or Division:	City Civil Registry Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Residents of Mandaluyong who were born in the province.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Negative Results/Certification		Philippine Statistics Authority (PSA)		
2. Baptismal Certificate		Church where baptized		
3. Medical Records		Hospitals		
4. Voter's Affidavit/Certification		Comelec		
5. School Records		Schools where attended		
6. SSS,GSIS, ITR, NBI		SSS,GSIS, BIR, NBI		
7. Driver's License		LTO		
8. Barangay Clearance		Barangay where residing		
9. Sworn Statement of Mother (Notarized)		Notary Public		
10. Marriage Contract of parents, if married Affidavit of two disinterested persons		PSA, Certified Copy (Local)		
11. Representative		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements:	1.1 Review the documents submitted if found, complete, document will be sent to the province where the birth occurred.	Depending on the Ordinance of the province concerned	30 days Or depending on the reply of the concerned province's city or local civil registrar.	Ma. Jhuneelyhn Caraan
	1.2 Release the document (Birth certificate)			
TOTAL			30 days	

4. REQUEST FOR ISSUANCE OF MARRIAGE LICENSE

Office or Division:	City Civil Registry Department
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Bonafide residents of the City of Mandaluyong City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Birth Certificate or	Applicant's place of birth
Baptismal Certificate	Church where baptized
Residence Certificate	Treasury Dept.-Mandaluyong City
Barangay Clearance /Proof of Billing	Barangay of residence; utility companies like MERALCO, MWC, Credit Card Companies
CENOMAR (Certificate of No Marriage) of both parties	Philippine Statistics Authority (PSA)
2 pcs. 1 x 1 I.D. Pictures	
If Annulled (Certified True Copy of Decision, Finality, Decree of Absolute Nullity of Marriage, Cert. of Authenticity, Certificate of registration)	Family Court where the decision was granted or Civil registry Office where the marriage was celebrated
Consent of Parents for 18-20 years old; Advice of Parents for Consent of Parents for 18-20 years old; 1. Advice of Parents for 21-24 years old; 2. Seminars Certificate	Form from the Civil Registry Office
For Foreigners: Legal Capacity (to be issued by their respective Embassy in the Philippines) If Divorced , Divorce Certificate/Decree Passport, Original and Xerox	to be issued by their respective Embassy in the Philippines) Court that issued the Decree

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the necessary requirements .	1.1 Evaluate the submitted documents, once found complete and in order, provide the applicants with the Marriage License Form	P100.00 Filing fee	10 calendar days (posting period) for the release of the license .	Annie Chua Ronaldo Agpay Grace Vergara
2. Fill up Marriage License Application form and submit to the staff in charge	2.1 After submission of the requirements, and duly accomplished marriage license form, applicants will be given an order of payment			
3. Pay at the Cashier and submit O.R. to the personnel in charge	3.1 Stub will be given for the Seminar and date of release of the license.			
4. Attend the required seminar and submit the certificate of attendance .	4.1 Release the license			
TOTAL				

5. REQUEST FOR LEGITIMATION OF BIRTH BY SUBSEQUENT MARRIAGE OF PARENTS

Office or Division:	City Civil Registry Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Child born out of wedlock (IN THE City of Mandaluyong) and considered legitimate by fiction of law due to the subsequent marriage of his/her parents.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authenticated Birth Certificate of the Child		Philippine Statistics Authority		
Authenticated Marriage Contract of parents		Philippine Statistics Authority		
Advisory on Marriages (CRS Form No. 5)		Philippine Statistics Authority		
Deed of Legitimation (notarized)		Notary Public		
Valid ID of both parents				
If not acknowledged, or if the name of the father is not entered in the COLB Submit Proof of Filiation like SSS/GSIS, ITR. Phil-Health, Pag-IBIG Insurance Policy , Employment Record				
Affidavit of Admission of Paternity Personal Appearance of both parents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the necessary requirements to the personnel in charge with the personal appearance of both parents with their valid IDs.	1.1 Review and evaluate the documents presented ; issue an Order of Payment	P150.00 Acknowledgment P150.00 Legitimation P50.00 Certification P10.00 Verification P40.00 Certified Copy	3 days	Pericles De Guzman Fe Ancheta Ma.Jhuneelyhn Caraan Rowena Arcangel
2. Pay at the Cashier and submit the Official receipt	2.1 Register the Legal Instrument			

3. Get the documents and forward to the Philippine Statistics Authority (PSA)	3.1 Advise the applicants for the date of release			
TOTAL			3 days	

6. APPLICATION FOR R.A. 9255 (AN ACT ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME OF THEIR FATHER.

Office or Division:	City Civil Registry Department
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Children born in the City of Mandaluyong whose parents are not married, but would like to use the surname of their father..
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Authenticated Birth Certificate of the Child	Philippine Statistics Authority
Affidavit to Use the Surname of the Father (To be executed by the mother if the child is 0-6 years old; by the child himself with attestation of the mother if 7-17 years old and by the child himself if of age, 18 and above. If not acknowledged, or if the name of the father is not entered in the COLB Submit	Notary Public
Proof of Filiation like SSS/GSIS, ITR. Philhealth, Pag-IBIG Insurance Policy , Employment Record Affidavit of Admission of Paternity Personal Appearance of both parents	Proof of Filiation like SSS/GSIS, ITR. Philhealth, Pag-IBIG Insurance Policy , Employment Record Affidavit of Admission of Paternity Personal Appearance of both parents

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the necessary requirements to the personnel in charge with the personal appearance of both parents with their valid IDs.	1.1 Review and evaluate the documents presented and then issue an Order of Payment	P150.00 Acknowledgment P150.00 AUSF P50.00 Certification P10.00 Verification P40.00 Certified Copy each	3 days	Pericles De Guzman Ma.Jhuneelyhn Caraan Fe Ancheta Rowena Arcangel
2. Pay at the Cashier and submit the Official receipt	2.1 Register the Legal Instrument and			
3. Get the documents and forward to the Philippine Statistics Authority (PSA)	3.1 Advise the applicants for the date of release.			
TOTAL			3 days	

7. APPLICATION FOR R.A. 9048 (CORRECTION OF CLERICAL ERROR AND CHANGE OF FIRST NAME)

APPLICATION FOR R.A. 10172 (CORRECTION OF CLERICAL and TYPOGRAPHICAL ERRORS IN THE DAY AND MONTH IN THE DATE OF BIRTH OR SEX OF A PERSON APPEARING IN THE CIVIL REGISTER)

Office or Division:	City Civil Registry Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Citizens who were born (Certificate of Live Birth) and married (Certificate of Marriage) in the City of Mandaluyong; and citizens whose relatives died in Mandaluyong City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document (Birth, death, marriage) to be corrected		Philippine Statistics Authority and Local Copy from the Civil Registry (Mandaluyong City)		
Baptismal Certificate		Church where baptized		
Marriage Contract, if married		Civil Registry /PSA		
Employment Records, Employment Certification		Place of Employment		
Voter's Affidavit/Certification		COMELEC		
Medical Records		Hospitals		
Drivers License		LTO		
Insurance Policy		Insurance companies		
Bankbook/Passbook		Banks maintaining an account		
Publication and Affidavit of Publication Newspaper clippings		Publication companies/Newspapers		
Medical Certificate		Accredited government physicians for correction of sex in the Certificate of Live Birth (COLB)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements:	1.1 Evaluation of presented documentary requirements and give the petition form	<p>P1,000.00 Correction of Clerical Error (CCE)</p> <p>P3,000.00for Change of First name (CFN)</p>	Two (2) to Three (3) months depending on the release of the decision from the Philippine Statistics Authority	<p>Jerry Gavarra</p> <p>Raymund Fazon</p> <p>Ryan Michael Javiel Javier</p>

2. Accomplish and sign the form and submit to the personnel in charge	2.1 Issue Order of Payment			
3. Pay at the Cashier and submit the Official receipt.	3.1 Documents will be processed and released			
TOTAL			2-3 months	

8. REGISTRATION AND ANNOTATION OF ANNULMENT OF MARRIAGE

Office or Division:	City Civil Registry Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Citizens who were married in the City of Mandaluyong; and citizens whose marriage annulment was declared by a Family Court in the City of Mandaluyong.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Decision of the Court granting the annulment of the Marriage		Family Court that granted the Annulment		
2. Certificate of Finality		Family Court that granted the Annulment		
3. Entry of Judgment Decree of Nullity of Marriage		Family Court that granted the Annulment		
4. Certificate of Registration		Family Court that granted the Annulment		
5. Certificate of Authenticity		Civil Registry Office where the family court that granted the annulment was situated.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements:	1.1 Evaluate the documents	P700.00 Annulment P50.00 Certificate of Registration P50.00 Certificate of Authenticity P40.00 Certified Copy each	Fifteen (15) days for annulments granted by Family Courts in the City of Mandaluyong Twenty (20) days for decisions from Family Courts outside the City of Mandaluyong	Rowena F. Arcangel

	1.2 Verify authenticity of the documents from concerned family court			
	1.3 Upon receipt of the authenticity of the documents (verification) ; Issue Order of payment			
2. Pay at the Cashier and submit the Official receipt to the personnel in charge.	2.1 Register the documents/ decision at the Book of Court Decrees			
	2.2 Release the Documents if place of marriage is outside Mandaluyong City			
	2.3 If marriage is in the City of Mandaluyong annotate the decision in the contract and release the same.			
	2.4 Advise the petitioner/ applicant to forward the registered documents together with the annotated contract to the Philippine Statistics Authority.			
TOTAL		P840.00	35 days	

9. REGISTRATION OF COURT DECREES (Presumptive Death, Cancellation of Civil Registry Document , Correction of Entry, Adoption)

Office or Division:	City Civil Registry Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Citizens who were born (Certificate of Live Birth) and married (Certificate of Marriage) in the City of Mandaluyong; and citizens whose relatives died in Mandaluyong City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Decision of the Court Certificate of finality		Court granting the decision Court granting the decision Court granting the decision Civil Registry where the Court is located		
Entry of Judgment				
Certificate of Registration				
Certificate of Authenticity		Civil Registry where the Court is located		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements :	1.1 Review the documents submitted if found, complete, document will be sent to the province where the birth occurred.		Fifteen (15) days for annulments granted by Family Courts in the City of Mandaluyong Twenty (20) days for decisions from Family Courts outside the City of Mandaluyong	Rowena F. Arcangel
	1.2 Verify authenticity of the documents from the court where decision was granted			
	1.3 Upon receipt of the authenticity of the documents (verification) ; Issue Order of payment			

2. Pay at the Cashier and submit the Official receipt to the personnel in charge.	2.1 Register the documents / Decision at the Book of Court Decrees			
	2.2 Release the Documents if registered outside Mandaluyong City			
	2.3 If birth, marriage, death is in the City of Mandaluyong annotate the decision in the certificate and release the same.			
	2.4 Advise the petitioner/ applicant to forward the registered documents together with the annotated certificate to the Philippine Statistics Authority.			
TOTAL			35 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 (02) 8533-2821 connecting to all Departments Email: city.registrar@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. JEFFREY A. ZULUETA
How to file a complaint	Write a letter of complaint letter address to: MR. JEFFREY A. ZULUETA Head, City Civil Registry Department
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY ASSESSOR'S DEPARTMENT SERVICES

ABOUT THE OFFICE

The City Assessor's Department is tasked to effect all laws governing the administration, appraisal and assessment of real property for taxation purposes.

The department maintains the identification, valuation and tax mapping information of all properties subject to assessment within the jurisdiction of the city.

It is also responsible for the preparation of a schedule of fair market values of the different classes of real property in accordance with the provisions of the Local Government Code including the conduct of physical surveys for verification and tax mapping purposes, and to recommend changes in assessment policies and procedures.

1. ISSUANCE OF THE FOLLOWING:

- Certification of Property/Non-Property
- Certification of Property Holdings/Ownership
- Property Verification et als.
- Certified Photo Copy of Real Property
- Tax Declaration/Transfer of Ownership, Segregation, Consolidation

Office or Division:	City Assessor’s Department Services		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	Real property owners/buyers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Latest O.R. of RPT			
2. Letter of request/ bearer			
3. Transfer of Tax Declaration (Ownership) Transfer Certificate of Title/ Condominium Cert. of Title (new owner) Deed of Conveyance used to effect the transfer (Deed of sale, Donation, Extra-Judicial settlement, etc.)			
4. Tax Clearance or Real Property Tax Receipt (Updated)			
5. Certificate Authorizing Registration (CAR)			
6. Transfer Tax Receipt			
7. Processing Fee Php. 300.00 per Tax Declaration (to be paid at City Treasurer’s Office)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Computerized Data/ RPTD Records (Manual) 2. Pay corresponding fee 3. For release by the signatory or authorized officer		Certifications, certified true/ xeroxed copies and verifications are all amounting to P 50.00 fee (as per City Ordinance No. 416, S-2008) Transfer of ownership, segregations, consolidation (as per tax declaration made)	10-15 minutes	Over-the-counter personnel: Ma. Dixie Angeles; Luz Malto Appraisal: Roberto Teoxon; Ferdinand Rodrigo; Albert Masilang; Danilo Conwi; Carlos Javier Records Division: Erwin Navarro; Teresita Maga-an Approval: Gener Sison; Juliet Ereso Releasing: Maricel Llaneta; Ariel Nuestro
TOTAL		P50.00	10-15 minutes	

2. ISSUANCE ON ASSESSMENTS:

(Appraisal/Operations) New, Re-Assessment Notice of Cancellation and Transfer of Ownership

Office or Division:	City Assessor’s Department Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Real property owners/buyers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest O.R. of RPT				
2. Building Permit				
3. Certificate of Occupancy if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving 2. Appraisal Division (conduct field/ocular inspection along with Tax Mapping Division for updating of maps, bounds) 3. Record’s Division (entry of records/computerized encoding) 4. Approval 5. Releasing		Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines	1-3 days	Over-the-counter personnel: Ma. Dixie Angeles; Luz Malto Appraisal: Roberto Teoxon; Ferdinand Rodrigo; Albert Masilang; Danilo Conwi; Carlos Javier Records Division: Erwin Navarro; Teresita Maga-an Approval: Gener Sison; Juliet Ereso Releasing: Maricel Llaneta; Ariel Nuestro
TOTAL		None	1-3 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 (02) 8532-4440 connecting to all Departments Email: assessor@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. GENER R. SISON
How to file a complaint	Write a letter of complaint letter address to: MR. GENER R. SISON Head, City Assessor's Department Services
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY SOCIAL WELFARE AND DEVELOPMENT DEPARTMENT

ABOUT THE OFFICE

The City Social Welfare and Development Office handles the development of plans, strategies with the approval of the mayor, particularly those concerning social welfare programs and projects.

The office also serves as the frontline of service delivery and provides immediate relief assistance during and in the aftermath of disasters and calamities.

1. CHILD AND YOUTH WELFARE PROGRAM

A. Enrollment in Day Center

Office or Division:	CSWD - DAY CARE SERVICE PROGRAM DIVISION			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	CHILDREN AGES 3 TO 4 YEARS OLD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate		Philippine Statistics Office		
2. Initial Health Record (Baby Book) ECCD Growth Chart		Hospital, Health Center		
3. Accomplished Child's Profile/ Information Sheet		Day Care Center		
4. Parent's Consent		Day Care Center		
5. Barangay Certificate		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients goes to nearest day care center where they are residing	1.1 Day care children ages 3 to 4 years old are given schedule according to age and sessions	This service is FREE of charge	15 minutes	Day Care Centers Teachers; Day Care ECCD Focal Person Head
2. Clients required to submit checklist of requirements				
3. Intake/interview by day care teachers, fill up child's profile and parent's consent				
4. Parents are required to attend the program/ service orientation on scheduled dates on the beginning of school year				
TOTAL		None	15 minutes	

B. Home based ECCD cum Supervised Neighborhood Play Program

Office or Division:		City Social Welfare and Development Department		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C);		
Who may avail:		Children below 3 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intake/Interview of SNP Applicant-Parents		This service is FREE of charge	less than 30 minutes	Dhoreen M. Bisnar Social Worker
2. Orientation of SNP Volunteers.			1 day	
3. Enrollment of SNP Children to the Home based cum SNP Program (ages 2 years old to 2.9 years old, preferably Pantawid Pamilya Beneficiaries and who's Day Care Center is not accessible from their residence).				
4. Orientation of SNP Children-Parents.				
TOTAL			1 day and less than 30 minutes	

C. PETRON TULONG ARAL PROGRAM (Educational Assistance/Special Project)

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate				
2. Block Leaders Certification (re residence address)				
3. Attend Day Care class				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application / Child History Form		This service is FREE of charge	15 days including home visitation evaluation and approval.	Flor P. Ilaya Social Worker DSWD-NCR Social Worker
2. Submit required documents				
3. Take written examination and interviews from Local Social Worker				
4. Validation of NCR Social Worker thru written exam/ interview and home visitation.				
TOTAL			15 days	

D. ISSUANCE OF FORM C (Certificate of Indigency) FOR Project TEACH

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Applicants for PROJECT TEACH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Voter's I.D.				
2. Form A-Referral from the barangay health center physician				
3. Form B-Certificate of Indigency from the barangay				
4. 1 pc. 2x2 picture of client				
5. Medical assessment from the Neuro Developmental Pediatrician (if evaluated)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up general intake sheet.		This service is FREE of charge	2 weeks	Melinda N. Sumaylo Social Worker
2. Conduct intake/ interview and home visitation of client or parents				
3. Assessment of client is qualified to avail the service.				
4. Issuance of Form C-Certificate of Indigency				
TOTAL			2 weeks	

E. CHILDREN IN NEED OF SPECIAL PROTECTION (CNSP)

- A. SEXUALLY ABUSED
- B. PHYSICALLY ABUSED
- C. NEGLECTED/SURRENDERED
- D. ABANDONED
- E. TRAFFICKING IN PERSON
- F. STREET CHILDREN
- G. CHILD LABOR
- H. CHILDREN IN CONFLICT WITH THE LAW
- I. VICTIMS OF ILLEGAL RECRUITMENT
- J. SEXUALLY EXPLOITED
- K. CHILDREN WITH DISABILITY
- L. CHILDREN IN ARMED CONFLICT
- M. CHILDREN IN ETHNIC/CULTURAL COMMUNITIES
- N. CHILDREN AT RISK (CAR)

Office or Division:		City Social Welfare and Development Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Children in need of Special Protection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical certificate				
2. Barangay blotter				
3. Police blotter				
4. Endorsement Letter from referring party/Referral Letter				
5. NSO Birth Certificate/ Baptismal Certificate/ School Record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intake/interview of the child and parents/ guardian.		This service is FREE of charge	Case to case basis	ARLENE GAMPAL Social Worker SHERYL ALIM Social Worker MICHELLE LAURINARIA Social Worker CECILIA URBANO Social Worker

2. Coordination to barangay/police or referring person.				
3. Counseling to the minor and family.				
4. Conducts home visitation and collateral interview.				
5. Prepare referral to other agencies, LGU's, NGO's for medical, psychological, legal and other assistance.				
6. Conducts monitoring and after care services.				
TOTAL			Case to case basis	

F. ISSUANCE OF CERTIFICATION DECLARING A CHILD LEGALLY AVAILABLE FOR ADOPTION

Office or Division:	City Social Welfare and Development Department
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Individual interested on adopting children
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
REQUIREMENTS FOR ABANDONED CHILDREN	
1. Police Blotter	
2. Barangay Blotter	
3. Child's Profile of Foundling Certificate	
4. Media Announcement a. Print Publication b. Radio Announcement (3 radio station, 3 times announcement, 3 days interval)	
5. Child Study Report	
6. 3 pcs. 2x2 Oldest Picture	

7. Recent Picture				
8. Petition				
REQUIREMENTS FOR SURRENDERED CHILDREN				
1. Social Case Study Report				
2. Notarized Deed of Voluntary Commitment (DVC)				
3. Photocopy of Live Birth Certificate				
4. Old and Recent whole body photo of minor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry and orientation on Certification Declaring a Child Legally Available for Adoption (CDCLAA)		The Print Publication Fee will be shouldered by the Prospective Adoptive Parent)	3 months	MA. GRACIELLA S. PEREZ Social Worker DSWD-NCR ARRU DSWD Central Office
2. Initial Interview				
3. Home Visitation				
4. Completion of Required Documents				
5. Submission to DSWD-NCR				
6. Reviewed the Certification Declaring a Child Legally Available for Adoption (CDCLAA) from DSWD-Central Office				
7. Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA) to the client.				
TOTAL			3 months	

G. ISSUANCE OF FOSTER CARE LICENSE AND FOSTER CARE AUTHORITY

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Foster Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage Contract (couple/married)				
2. Medical Certificate of applicant and each family and house member				
3. Recent Family Picture				
4. Police, NBI or Barangay Clearance				
5. Certificate of Employment				
6. Birth Certificate (applicant)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry and orientation on Foster Care Program		This service is FREE of charge	2 months	MA. GRACIELLA S. PEREZ Social Worker DSWD-NCR ARRU DSWD Central Office
2. Initial Interview				
3. Home Visitation				
4. Completion of Required Documents				
5. Submission to DSWD-NCR				
6. Reviewed the Foster Care License and Foster Care Authority				
7. Issuance of Foster Care License and Foster Care Authority				
TOTAL			2 months	

H. SOCIAL CASE STUDY REPORT FOR ACCESSIBILITY DEVICES LIKE WHEELCHAIR, CANE, STROLLER, HEARING AID, ETC.

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Individuals in need of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Voter's I.D.				
2. Medical Abstract				
3. Brgy. Certificate of Indigency				
4. Whole body picture				
5. Thank you letter				
6. Request letter				
REQUIREMENTS FOR HEARING AID:				
1. Request letter from partner agency				
2. Hearing assessment				
3. 3 sets of quotation from different hearing aid centers				
4. Brgy certificate of indigency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up general intake sheet.		This service is FREE of charge	2 weeks	MELINDA SUMAYLO Social Worker MS. WENNAH MARQUEZ Head-PDAD Office
2. Conduct intake interview of client or parents				
3. Conduct of home visitation with the family.				
4. Coordination with partner GO and NGO's.				
5. Issuance of Social Case Study Report				
TOTAL			2 weeks	

I. PAG-ASA YOUTH ASSOCIATION (PYA)

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Out-of-school and in-school youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 15-24 years old				
2. Out of school and In- school youth.				
3. Residence of Mandaluyong City				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire to CSWD Office about the program.		This service is FREE of charge	15 days	Ma. Elen Cestina Social Worker
2. Fill up the membership form and submit the duly accomplished form to the person in charge with 2x2 I.D. pictures.				
3. Recommend to the barangay chairman for reference and possible inclusion to the barangay youth organization.				
4. Orientation of PYA Group/organization regarding the program, activities and services.				
TOTAL			15 days	

2. FAMILY and COMMUNITY WELFARE PROGRAM
A. ISSUANCE OF SOLO PARENT IDENTIFICATION CARD

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1X1 ID picture (2 copies)				
2. Birth Certificate of minor children				
3. Certificate of employment (optional)				
4. Barangay Certificate				
5. Affidavit of guardianship (if happen to be a guardian of the minor)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application form.		This service is FREE of charge	1 month	Dhoreen M. Bisnar Social Worker
2. Submit required documents.				
3. Conduct intake/ interview and home visitation of the client.				
4. Assessment of client if qualified to avail the service.				
5. Issuance of Solo Parent ID				
TOTAL			1 month	

B. ISSUANCE OF PRE MARRIAGE CERTIFICATE

Office or Division:	City Social Welfare and Development Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Couples engaged to be married			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre marriage slip from the Office of Civil Registry.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application form.		This service is FREE of charge	2 hours	Dhoreen M. Bisnar Social Worker Josefina N. Claricia Counselor
2. Attend pre-marriage counseling scheduled every Wednesday.				
3. Submit fruit bearing and vegetable seeds/ cuttings/plants in lieu of the pre marriage certificate.				
4. Issuance of Pre-marriage certificate				
TOTAL			2 hours	

C. PARENT EFFECTIVENESS SERVICE

Office or Division:	City Social Welfare and Development Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Interested Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parents				
2. Parents of St. Children, Solo Parent, CICL Parents, ERPAT, Tulong Aral sa Petron Parents, SNP Volunteers, Houseparent's, INA Parents, Parents who violated the R.A 7610 and the City Ordinance No. 538-2014 known as an ordinance enacting the Mandaluyong city code of parental responsibility for the protection of children's right and Community leaders.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Baseline Profile for parent's participants.		This service is FREE of charge	1 hour	Dhoreen M. Bisnar Social Worker Sheryl Alim Social Worker Arlene Gampal Social Worker
2. Attend and participate the scheduled parent effectiveness service session.				
3. Fill up evaluation form after the session.				
TOTAL			1 hour	

D. SEA-K

Office or Division:		City Social Welfare and Development Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Children & Youth Group with members ages 5-25 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal				
2. Brgy. Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organize group with members from 5-25 members		This service is FREE of charge	1 month	Melinda N. Sumaylo Social Worker
2. Intake/ interview and fill up general intake sheet.				
3. Social Preparation				
4. Basic Business Management seminar				
5. Fill up SEA-K forms <ul style="list-style-type: none"> • Project proposal • Certificate of eligibility • Constitution and by laws • Resolution to designate bank account 				
6. Opening of bank account at landbank				
7. Submission of required documents of per group to the NCR.				
8. Approval of concerned person's in charge.				
9. Release of Individual Capital Assistance.				
10. Monitoring of Individual projects.				
11. Monitoring of group repayment.				

12. Coordination of concerned focal persons for the project.				
TOTAL		None	1 month	

E. EMPOWERMENT AND REAFFIRMATION OF PATERNAL ABILITIES (ERPAT)

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Interested Fathers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Male				
2. Brgy. Certificate				
3. Father of the family				
4. Must be a residence of Mandaluyong City.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the CSWD Office about the program		This service is FREE of charge	15 days	Dhoreen M. Bisnar Social Worker
2. Fill up the membership form and duly accomplished form with 2x2 I.D. picture.				
3. Recommend the ERPAT applicant to their respected barangay chairman for possible organization of ERPAT.				
4. Orientation of ERPAT about the program, organization and activities.				
TOTAL			15 days	

F. SOCIAL CASE STUDY REPORT FOR INDIVIDUAL LIVELIHOOD ASSISTANCE

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Indigent Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Voter's I.D.				
2. Personal letter address to the Mayor requesting for capital assistance				
3. Certificate of Indigency from the barangay				
4. Approval slip from the Mayor's Office.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up general intake sheet.		This service is FREE of charge	2 weeks	Melinda N. Sumaylo Social Worker
2. Conduct intake/ interview and home visitation of the client.				
3. Assessment of client if qualified to avail the assistance.				
4. Issuance of Social Case Study report.				
5. Monitoring of the individual livelihood projects.				
TOTAL			2 weeks	

3. WOMEN WELFARE PROGRAM

A. WOMEN IN PROTECTION

1. Violence Against Women and Children (VAWC)
2. TRAFFICKING IN PERSON
3. WOMEN WITH DISABILITY
4. Women in Extremely Difficult Circumstances (WEDC)

Office or Division:		City Social Welfare and Development Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Women at Risk		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical certificate				
2. Barangay blotter				
3. Police blotter				
4. Endorsement Letter from referring party/Referral Letter				
5. NSO Birth Certificate/ Baptismal Certificate/ School Record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intake/interview of the child and parents/ guardian.		This service is FREE of charge	Case to case basis	ARLENE GAMPAL Social Worker SHERYL ALIM Social Worker MICHELLE LAURINARIA Social Worker CECILIA URBANO Social Worker
2. Coordination to barangay/police or referring person.				
3. Counseling to the minor and family.				
4. Conducts home visitation and collateral interview.				
5. Prepare referral to other agencies, LGU's, NGO's for medical, psychological, legal and other assistance.				

6. Conducts monitoring and after care services.				
TOTAL			Case to case basis	

4. ELDERLY AND DISABLED WELFARE PROGRAM

A. SOCIAL PENSION FOR INDIGENT SENIOR CITIZEN

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	77 years old and above individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 77 years old and above				
2. Senior Citizen's Identification card				
3. Birth Certificate				
4. Frail, sickly or with disability				
5. Without pension				
6. No permanent source of income, compensation and or financial assistance from relatives to support her/his basic needs.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application form		This service is FREE of charge	2 months	MA. ELEN CESTINA Social Worker DSWD-NCR
2. Submit required documents				
3. Home visitation				
4. Issuance of validated master list of Indigent Senior Citizen beneficiaries.				
5. Conducts monitoring and after care services.				
TOTAL			2 months	

5. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

A. MEDICAL ASSISTANCE

Office or Division:	City Social Welfare and Development Department
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Individual in Crisis Situation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clinical Abstract	
2. Medical Certificate	
3. Latest or updated doctor's prescription	
4. Barangay Certificate of indigency	
5. Any Valid I.D's of client or representative	
6. Request for laboratory	

B. FINANCIAL ASSISTANCE

Office or Division:	City Social Welfare and Development Department
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Individuals in need of Financial Assistance
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
REQUIREMENTS for Hospital bill	
1. Clinical Abstract	
2. Medical Certificate	
3. Barangay Certificate of indigency	
4. Any Valid I.D's of client or representative	
5. Request for laboratory with protocol quotation	
6. Bill statement signed by the billing head	
7. Endorsement letter from the hospital	
REQUIREMENTS FOR EDUCATIONAL ASSISTANCE	
1. Certificate of Enrollment or Registration	
2. School I.D.	
3. Barangay certificate of Indigency	

4. Valid I.D's	
5. Personal Letter address to the Mayor	
6. Endorsement Slip from the Mayor's Office	

C. BURIAL /CREMATION/DISCOUNT (City Ordinance #445 series of 2010)

Office or Division:	City Social Welfare and Development Department
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Indigent Bereaved Family
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registered Death Certificate	
2. Barangay Certificate of Indigency	
3. Order of Payment from Garden of Life	
4. Valid I.D's	

D. ISSUANCE OF CERTIFICATE OF INDIGENCY FOR PAO, CORRECTION OF BIRTH CERTIFICATE, LATE REGISTRATION, REHABILITATION TREATMENT

Office or Division:	City Social Welfare and Development Department
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of No Property from Assessor's Office	
2. Certificate of No Business form Business Permit and Licensing Office (BPLO)	
3. Barangay Certificate of Indigency	
4. Valid I.D.'s	
5. Copy of Negative result from National Statistic Office (NSO) (for late registration)	
6. Copy of birth certificate (for correction of birth certificate)	
7. Other as may be required	

E. ISSUANCE OF DISASTER CERTIFICATE TO VICTIMS DISASTER

Office or Division:	City Social Welfare and Development Department
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Affected Individuals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Fire from barangay	
2. Validated copy of masterlist	

F. MORTUARY ASSISTANCE

Office or Division:	City Social Welfare and Development Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Indigent Bereaved Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registered Death Certificate				
2. Fill up application form from the Office of the Senior Citizen Affairs				
3. Senior Citizen's I.D.				
4. Barangay Certificate of Indigency				
5. Valid I.D. of representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up general intake sheet.		This service is FREE of charge	3 days	MELIENA BARIL Social Worker
2. Intake/interview and conduct home visitation of client				
3. Issuance of Social Case Study Report (for financial, medical, rehabilitation treatment and educational assistance				

4. Issuance of Certificate of Indigency (for PAO, correction/late registration of birth certificate, rehab treatment, burial/cremation).				
5. Issuance of Disaster Certificate and Mortuary Certificate.				
TOTAL			3 days	

G. INSTITUTIONALIZATION FOR PSYCHOTIC, VAGRANTS AND ELDERLY

Office or Division:		City Social Welfare and Development Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Concerned Citizen (Referring Individual)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement letter from referring person				
2. Medical certificate				
3. Police/barangay blotter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intake/interview and conduct home visitation of client and prospective relatives.		This service is FREE of charge	Case to case basis	MELIENA BARIL Social Worker
2. Medical laboratories of the client				
3. Coordination to different agencies, NGO's, GO'S, and LGU's for possible reintegration to his/her family and for institutionalization.				
4. Referral of client to the institutions or to their family's.				
TOTAL			Case to case basis	

6. BAHAY TULUYAN CENTER

1. Children in conflict with the Law
2. Street Children
3. Abandoned, Surrendered and Orphaned children
4. Abused and Exploited children
5. Women in Crisis
6. Women in Extremely Difficult Circumstances

Office or Division:	City Social Welfare and Development Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Children and Women at Risk and Children in Conflict with the Law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 0-6 male children				
2. Minor girls and women				
3. Referral letter from barangay and/or police.				
4. Police or barangay blotter				
5. Medical certificate.				
6. Legal documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intake/interview and initial assessment to the client.		This service is FREE of charge	2 weeks	SHERYL ALIM Social Worker Michelle Laurinaria Social Worker
2. Counseling.				
3. Assist the client to Camp Crame or Child protection unit UP- PGH for Genital Examination (for Sexually abused clients) Assist the minor client to Mandaluyong City Medical center for thorough Check-up (for physically abused clients).				

4. Assist the client in filling the case				
5. Conduct home visitation				
6. Referral to CPU-PGH for psychological assessment and evaluation of the victim.				
7. Coordination and referral to respective LGU if the client is non Mandaluyong resident for after care service.				
8. Referral to center/ institution for further intervention and services if the client needs protective services or no family/ relatives to take custody of her.				
9. Assist clients during court hearings.				
TOTAL			2 weeks	

7. BAHAY PAG-ASA YOUTH DEVELOPMENT CENTER

Office or Division:	City Social Welfare and Development Department			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Boys in conflict with the law; stray boys			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police/Brgy. Blotter				
2. Endorsement/Referral letter				
3. Medical Certificate				
4. Birth Certificate/Baptismal Certificate/ School Record (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Intake Form and admission slip.		This service is FREE of charge	3 to 5 days or case to case basis.	Arlene Gampal Social Worker Cecilia Urbano Social Worker Sheryl Alim Social Worker Michelle Laurinaria Social Worker Melinda Sumaylo Social Worker Meliena Baril Social Worker
2. Interview and assessment of clients.				
3. Counseling with client and parent/parent guardian				
4. Homevisitation.				
5. Coordination with institution/LGU's/ NGO's/barangays and other resources for referral and reintegration to their families.				

6. Prepare Social Case Study Report/Case Summary.				
7. Prepare psychological examination.				
8. Assist client for inquest/preliminary investigation at City Prosecutors.				
9. Assist client for court hearing.				
10. Prepare client for intervention/diversion program.				
11. After care.				
TOTAL			3-5 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Suggestion Box Tel. No. (02) 8532-4492 / 8531-0194 (02) 8532-2224 / 8532-2332 (02) 8532-5001 connecting to all Departments Email: swd@mandaluyong.gov.ph</p>
How feedbacks are processed	Send to the Receiving Officer and forwarded to MS. MILA LAGARAN
How to file a complaint	<p>Write a letter of complaint letter address to: MS. MILA LAGARAN OIC, City Social Welfare and Development Department</p>
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY LEGAL DEPARTMENT

ABOUT THE OFFICE

The Legal Office provides services to the unprivileged by providing free legal assistance to the city and the entire Mandaluyong populace.

1. NOTARIZATION OF AFFIDAVITS AND OTHER LEGAL DOCUMENTS

Office or Division:	City Legal Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All Mandaluyong Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent Documents with at least three (3) photocopies				
2. Valid Government issued ID (Postal, COMELEC, GSIS, Driver's License, Senior Citizens ID, and others)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents.	1.1 Receive the documents; Assign to the staff/clerk.	Notarial Services to senior citizens and indigents who are residents of Mandaluyong City and City Employees are FREE of charge	1-5 minute	Admin Aide I Legal Department
2. Notarization of Documents.	2.1 Review documents and IDs presented.		5 minute	Admin Aide I Legal Department
3. Issuance of notarized documents; Filing of copy to the assigned clerk.	3.1 Clients will receive the notarized documents and will be reminded of their importance.		60 seconds	Job Order Legal Department
TOTAL			7-11 minutes	

2. FREE LEGAL COUNSELING

Office or Division:		Research and Documentation Division		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All Mandaluyong Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No requirements needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the case.	1.1 A brief overview about the case will be asked by our attending staff for documentation purposes.	None	5 minute	Supervising Admin Officer IV Legal Department or Any Staff Available
2. Counseling proper. Proceed to the Legal Officer in-Charge for interview of facts and counseling.	2.1 Legal Officer will prepare legal opinion or comment.		30 minute	Attorney III Legal Department Service Contractor Legal Department
TOTAL			35 minutes	

3. ISSUANCE OF AUTHENTICATION OF CLEARANCE CERTIFICATION

Office or Division:	City Legal Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All Mandaluyong Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No requirements needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents.	The designated staff or personnel will make a brief interview as to the purpose of the certification/ clearance	None	5 minute	Admin Aide I Legal Department
2. Preparation of Clearance/ Certificate.	Preparation of the documents.		10 minutes	Supervising Admin Officer IV Legal Department
3. Signature of the City Legal Officer.	For signature of the City Legal Officer.		60 seconds	Department Head II Legal Department
4. Issuance of Clearance/ Certificate.	The Staff/ personnel will issue the signed documents.		60 seconds	Admin Aide I Legal Department
TOTAL			17 minutes	

4. REQUESTING A WRITTEN LEGAL OPINION

Office or Division:		Research and Documentation Division		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All Mandaluyong Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Endorsement				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of endorsement letter and pertinent attachments from the department concerned.	1.1 Receiving of Documents	None	1 min	Admin Aide IV Legal Department Assigned Lawyers
2. Review of documents and attachments	2.1 Readings of documents and research on current laws rules & regulations.		3 to 5 days	Assigned Lawyers
3. Preparation/ Drafting of Legal opinion.	3.1 Drafting of Legal opinion.		3 to 5 days	Assigned Lawyers
4. Review of Legal opinion.	4.1 Review of Legal Opinion.		2 to 3 days	Assigned Lawyers
5. Signing of Legal opinion.	5.1 Affixing signature on final opinion.		1 day	Assigned Lawyers Department Head II Legal Department
6. Release of legal opinion.	6.1 Preparation of the Legal Opinion.		A maximum of 15 working days should be allowed in order to review relevant issues of the case	Attorney III Legal Department Attorney IV Legal Department Service Contractor Legal Department
TOTAL			days	

5. ADJUDICATION BOARD ON ILLEGALLY PARKED/STALLED VEHICLES

Office or Division:	Litigation Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All Mandaluyong Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ordinance Violation Receipts (OVR)				
2. Complant's Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement of OVR with complaints form for contest.	1.1 Staff will call the Towing Service Office to inform the Towing Officer concerned for the hearing on the contest.	None	1-3 minutes	Admin Aide I Legal Department Admin Aide I Legal Department Admin Aide I Legal Department
2. Hearing proper.	2.1 Upon arrival of the Towing Officer, hearing will start.		1 to 3 hours	Hearing Officers: Legal Assistant II Legal Department Special Operations Officer III Legal Department Attorney III Legal Department Attorney IV Legal Department
3. Issuance of Resolution to the apprehended party, on the findings of the hearing officer.			3 minutes	Admin Aide I Legal Department
TOTAL			4-6 minutes & 1 to 3 hours	

6. REVIEW OF MEMORANDUM AGREEMENTS AND CONTRACTS

Office or Division:		City Legal Department		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All Mandaluyong Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft Memorandum Agreements & Contracts				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement and presentation of draft Memorandum of Agreements and Contracts to the Legal Department.	1.1 Receiving Clerk will receive and endorse the document to the assign clerk.	None	60 seconds	Admin Aide IV Legal Department
2. Assignment of task to lawyers.	2.1 The City Legal Officer will assigned to the lawyers of the Department for review.		A maximum of 5 working days should be allowed in order to review the terms and conditions as well as the responsibilities and duties to be imposed on the City	Attorney III Legal Department Attorney IV Legal Department Department Head II Legal Department
3. Review of Memorandum of Agreements and Contracts.	3.1 Reading of documents and research.			Assigned Lawyers
4. Preparation of Legal advise and revision of Memorandum of Agreements and Contracts.	4.1 Drafting of legal advise and revised Memorandum of Agreements or Contracts.		2 to 3 days	Assigned Lawyers
5. Review of Legal advise.	5.1 Review / Revised draft of Legal advise.		2 to 3 days	Assigned Lawyers
6. Signing of Legal advise.	6.1 Affixing signature on final documents.		1 day	All concerned Lawyers

7. Release of the Memorandum of Agreement and Contracts.	7.1 Issue and Release Memorandum of Agreement and Contracts.		3 minutes	Attorney III Legal Department Attorney IV Legal Department
TOTAL			minutes & days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8535-7112 (02) 8532-5001 connecting to all Departments Email: legal@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to ATTY. JERUSHA O. VILLANUEVA
How to file a complaint	Write a letter of complaint letter address to: ATTY. JERUSHA O. VILLANUEVA Head, City Legal Department
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

**CITY LEGAL DEPARTMENT &
CITY PUBLIC INFORMATION OFFICE
(FREEDOM OF INFORMATION - FOI)**

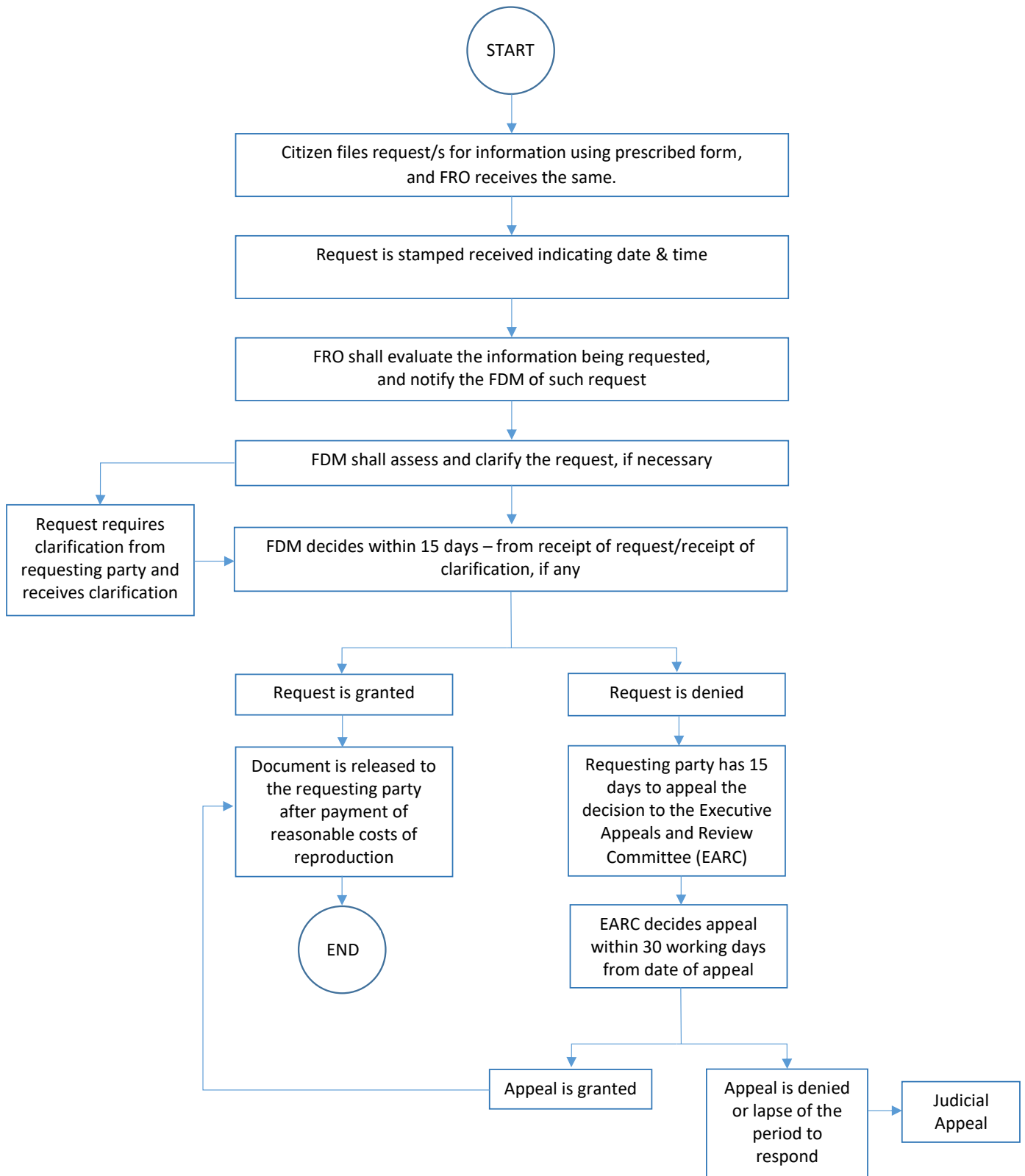
1. REQUEST FOR DOCUMENTS

Office or Division:	City Legal Department & City Public Information Office			
Classification:	Simple/Complex/Highly Technical			
Type of Transaction:	Govt to Citizen; Govt to Business; Govt to Govt			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter and Authorization Letter and copy of valid ID (if requesting through representative)		Applicant		
2. Prescribed Form to be accomplished by applicant/representative		Public Information Office (Freedom of Information Receiving Office [FRO])		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant files request/s for information using prescribed form	1.1 Request form is stamped Received indicating date & time	None	2 minutes	FRO of the Day
2. Applicant receives requested document, if form is duly accomplished and document is available	2.1 FRO evaluates information being requested. If form is duly accomplished and document is available, applicant will be given requested document. If further evaluation is needed, concern will be endorsed to the City Legal Department (Freedom of Information Decision-maker [FDM])	None	5-10 minutes	FRO of the Day

3. Applicant receives requested document from concerned office	3.1 FDM assesses/clarifies and decides on the request. If request is granted, FDM will endorse to concerned office and concerned office will notify applicant and release the requested document.	None	15 days	FDM
4. Applicant receives requested document from concerned office with EARC approval	4.1 If request is denied, applicant may appeal within 15 days to the Executive Appeals and Review Committee (EARC) or make Judicial Appeal if the period to respond of EARC has lapsed.	None	30 days	EARC
TOTAL		None	7-12 minutes & 45 days	

ANNEX "C"

FOI Request Flow Chart



CITY HEALTH DEPARTMENT

ABOUT THE OFFICE

The City Health Office is the forefront in health care services of the city. The office develops plans and strategies, implements the same particularly those concerning health programs and projects.

Sanitation Office implements all directives and policies of the Local and National Government pertaining to the operational activity of all kinds of businesses in the city. This includes issuance of Health Worker's Permits (Health Certificate), Sanitary Permits, Occupancy Permits, Certificate of Potability and Designated Smoking Area and other Health related Permits related to Business Operations. The office also recommends closures of delinquent establishments.

1. LABORATORY EXAMINATION FOR THE ISSUANCE OF HEALTH CERTIFICATE/RE-NEWAL OF HEALTH CERTIFICATE.

Office or Division:		Mandaluyong City Health Laboratory		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Job seekers (First timer), walk-in clients and all employees from various establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of Payment		Cashier's Division – Treasury Department		
2. Laboratory Request Form		Requesting Physician/ Company Requirements		
3. 1 (one) Valid ID or Cedula				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay to the cashier the desired laboratory examination. (urine, stool, blood). Check if name written on the receipt is correct.	1.1 The cashier will issue receipt of payment to the client.	Urinalysis (P40.00) Fecalalysis (P40.00) CBC (P60.00) Platelet Count (P80.00) Blood Typing (P60.00)	30 to 60 minutes	Cashier
2. Proceed to the laboratory for submission of specimen. Urine: ¾ full of specimen bottle. Containers should not be oily. Stool: pea size on a clean container with no tissue, cotton or paper.	2.1 Specimens will be received at RECEIVING AREA of the Laboratory together with the receipt of payment.			Receiving: Ma. Rizza Velasco (Lab. Aide) Angeles Apad (Lab. Clerk) Lydia Consumo (Lab. Clerk)

3. Write your name on the specimen bottle	<p>3.1 Specimen containers and receipt will be numbered and will be recorded in the logbook.</p> <p>3.2 Specimen will be processed and examined by the Medical Technologists.</p>		<p>1. Urinalysis (2 hours)</p> <p>2. Fecalalysis (2 hours)</p> <p>3. CBC (2 hours)</p> <p>4. Platelet Count (2 hours)</p> <p>5. Blood Typing (30 minutes)</p>	<p>Medical Technologists: Elena Aliwalas Cristina Pio Roda Germaine Esmeralda And other Med. Tech on rotation.</p> <p>Lab. Aides: Gloria Robles Novie Santos Lorena Gaberia And other lab. Aides on rotation.</p>
4. Get the result after 2 (two) hours after submission of specimen.	4.1 Result will be released as soon as the examination has been done.			
5. Show/ present 1 (one) valid I.D. or cedula to claim the result at the RELEASING AREA.	5.1 Result will be released after checking if the I.D. matches with the name written on the result form.		Specimen will be released after 2 hours upon submission.	Medical Technologists and Laboratory Aides on rotation.
6. For sputum exam: Submit 2 (two) sputum specimen in the laboratory 1st specimen: collected after waking up preferably in the morning. 2nd specimen: Collected after 2 (two) hours of collection of the 1st specimen.	6.1 Specimen will be received at the RECEIVING AREA with the doctor's request and completed laboratory request form.	FREE	Results will be released on the following day.	Rosevi Jalova; Rosemarie Guerrero; Zita Brillantes; Noeme Fajardo
TOTAL		P280.00	11 hours & 30 minutes	

2. HEALTH CERTIFICATE

Office or Division:	Sanitation			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Anyone applying for local employment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Results of Routine Urinalysis, Fecalalysis and Chest X-ray		Laboratory section X-ray section		
2. Certificate of Attendance to seminar		Sanitation section		
3. 1 x 1 photo		Client		
4. Receipt of payments		Treasury Department- Cash Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to Health and Sanitation Office (Blue Bldg. 3rd floor)	1.1 Sanitation clerk will receive and check if the requirements are complete	Chest X-ray: Php150.00 Other view: AP Lordotic / Spot View: Php 90.00 Urinalysis: Php 40.00 Fecalalysis: Php 40.00 Health Card: Php 50.00	30 minutes to 60 minutes (First and Second Quarter of the year) 15 minutes to 30 minutes (3rd Quarter onwards)	Rosemarie Flores; Roberto Jose Prestado; Leonora Llamas; Marie Roselle Razalan; Rodrigo Malabanan; Antonio Santos; Ma. Cristina Malagday; Winifreda Santiago; Dr. Rodora Lopez; Dr. Emily C. Detaro
	1.2 Health card will be issued and to be filled up by the client			
	1.3 The health card will be returned by the client and will be encoded and for the issuance of the Certificate of Attendance			

	1.4 The health card and Certificate of Attendance will be signed by then City Health Officer (Dr. Alexander C. Sta. Maria) and in his absence by the Sanitation Section head (Dr. Emily C. Detaro)			
	1.5 For clients with abnormal findings will be referred to Dr. Rodora F. Lopez for assessment and issuance of prescription of medications.			
TOTAL		P370.00	1 hour & 45 minutes	

3. SANITARY PERMIT

Office or Division:		Sanitation		
Classification:		Highly Technical		
Type of Transaction:		Government to Business (G2B)		
Who may avail:		All Food and Non-Food establishment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health certificates of employees		Sanitation section		
2. Business Permit		BPLO		
3. Previous Sanitary permit		Sanitation section		
4. Waste Water Discharge Certificate for Malls and Condominium		DENR		
5. Receipt of payments		Treasury Department- Cash Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to Health and Sanitation Office (Blue Bldg. 3rd flr)	1.1 Sanitation staff will receive and check if the requirements are complete	Service fees ranges from Php 116.00 – Php 924.00 (depending on the areas and kind of business (included in the business permits)	3 days (low season) 5 days (peak season)	Alan Alba; Nelsie Bombita; Elmer Codilla; Aileen Cusilit; Irene Daos; Jessica Jose; Rebecca Peralta; Ma. Cristina Malagday; Winifreda Santiago; Dr. Emily C. Detaro
	1.2 Encoding and printing of sanitary permit Review of the requirements and certificates to be signed by the Sanitation Section head			
	1.3 Permits to be signed by the City Health Officer (Dr. Alexander C. Sta. Maria)			
TOTAL			8 days	

4.WATER POTABILITY

Office or Division:	Sanitation			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Food and non-food Establishments, Manufacturing facilities, condominium			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Results of latest micro, physico-chemical test for water		DOH Accredited Water Laboratory		
2. Business Permit		BPLO		
3. Previous Sanitary permit		Sanitation section		
4. Receipt of payments		Treasury Department- Cash Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit all requirements to Health and Sanitation Office (Blue Bldg. 3rd flr)	1.1 Sanitary Inspector will receive and check if the requirements are complete	Php 1000.00	15 minutes	Jessica Jose
	1.2 Encoding and printing of sanitary permit			
	1.3 Permits to be signed by the City Health Officer (Dr. Alexander C. Sta. Maria)			
TOTAL			15 minutes	

5. CERTIFICATE OF INSPECTION FOR OCCUPANCY PERMIT

Office or Division:	Sanitation			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Newly built buildings and For Renovation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved proposed and as built plumbing sanitation plan		Owner		
Water test results		DOH Accredited Water Laboratory		
Receipt of payments		Treasury Department- Cash Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to Health and Sanitation Office (Blue Bldg. 3rd flr)	1.1 Sanitary Inspector will receive and check if the requirements are complete	Service fees ranges from Php 116.00 – Php924.00 (depending on the areas and kind of business (included in the business permits))	Subject for inspection	Alan Alba; Nelsie Bombita; Elmer Codilla; Aileen Cusilit; Irene Daos; Jessica Jose; Rebecca Peralta; Dr. Emily C. Detaro
	1.2 Schedule for Inspection Sanitation Section head will review and counter sign the certificate			
	1.3 For signature by the City Health Officer			
TOTAL				

6. CHEST X-RAY EXAMINATION

Office or Division:		X-ray Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C);		
Who may avail:		Clients applying for local employment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray Receipt		Treasury Department-Cash Division/Cashier		
2. Valid I.D				
3. Information Sheet		City Health Department-X-ray Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get information sheet at the lobby of the x-ray and fill up all information. Please write clearly and in bold letter.	1.1 Information sheet available at the x-ray lobby.	Chest X-ray- P150.00 Apicolordotic View- P90.00 Spot View – P90.00 Lateral View -P90.00	1 minute	Norberto Gonzales- Radiologist Vita Veena Venturina- Radiologist Ma.Cristina Reyes-Radiologist Cyrene M Sandoval- Radiologist Resty Ignacio- Radiologic Technologist Lea Asis- Radiologic Technologist Ramil Zoleta- Radiologic Technologist Gerardo Baguisa- Radiologic Technologist Peter john Higoy-Radiologic Technologist Andre Joseph Pulanco- Radiologic Technologist

				Ian Edriel Tolentino- Radiologic Technologist Joseph Vincent Demandante- Radiologic Technologist Vinia Rose Jimenez- Radiologic Technologist Roberto Asis- Clerk Aida Luz Biag- Clerk Jenny Casongsong- Clerk Ma.Theresa Candelario- Clerk Carlito Rodolfo- Clerk Elaiza LLanes- Clerk Michelle Villareal- Clerk
2. Seat and fall in line in waiting area and wait for your turn	2.1 X-ray personnel will manage the line at waiting area.		5 minutes	
3. Registered and wait for your turn to x-ray.	3.1 X-ray personnel registered and log patient information at the logbook.		5 minutes	
4. Wait your result at waiting area.	4.1 X-ray personnel will process the x-ray result		Result Am-4 hours Pm-3 hours	
TOTAL		P420.00	11 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8634-0163 (02) 8532-5001 connecting to all Departments Email: health@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to DR. ALEXANDER STA. MARIA
How to file a complaint	Write a letter of complaint letter address to: DR. ALEXANDER STA. MARIA Head, City Health Department
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

MANDALUYONG CITY MEDICAL CENTER

ABOUT THE OFFICE

The Mandaluyong City Medical Center (MCMC) is a tertiary hospital of the city that ensures fast and effective delivery of health services.

For a better understanding on the services offered by the MCMC, we have provided in this section of the Mandaluyong City Citizen's Charter, a workflow of the hospital. This will help you with a step-by-step process of the various transaction you will need to know from out-patient department, emergency cases, admission of patient, medical records, medical social services and other medical services offered by the hospital.

1. ACCOMPLISHING PATIENT RECORD – ADMISSION

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Order Sheet				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Informant submit Doctor's Order Sheet to Admitting Personnel in-charge, fill-up Patient Information Sheet and wait to be called.		This service is FREE of charge		Admitting Personnel on-duty
2. Patient Informant inform Admitting Personnel in-charge if patient is old or new for issuance of Hospital Record No. (new patient) / updating of patient record (old patient).				
3. Admitting Personnel in-charge interview patient informant for verification and encode to the computer for printing of patient record.			2 minutes	
4. Admitting Personnel clarify hospital rules, policies and agreements and inform patient informant for signing of consent for admission.			2 minutes	
TOTAL			4 minutes	

2. PROVISION OF FREE MEDICAL CONSULTATION FOR OUT-PATIENT SERVICE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Queuing no. and patient information stub				
2. Patient OPD card (for old patient)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing no. and fill-up patient information stub and wait for your number to be called.		This service is FREE of charge		Guard-on-duty / OPD Clerk on duty
2. Present Patient OPD Card for fast retrieval of existing medical record (old patient) / Interview patient for triaging and issuance of registered Hospital Record No. (new patient) and wait for your turn to be called.			2 minutes	OPD Clerk on duty
Upon informing to designated medical service: 3. Evaluate patient medical condition and inform the necessary diagnostic examinations (if applicable) / necessary			case dependent	Physicians on duty
If patient is for Admission: 4. Advise patient to be admitted and proceed to Admitting section for interview.			case dependent	Physicians on duty
TOTAL			2 minutes	

3. TRIAGING OF PATIENT AT EMERGENCY DEPARTMENT (EMERGENT, URGENT AND NON-URGENT)

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled-Up Emergency Information Sheet (Patient/Informant)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Emergency Physician on duty for triaging and monitoring of vital signs. Fill-up properly emergency information sheet for documentation.		This service is FREE of charge	5 minutes	Emergency Physician-on-duty / Emergency Nurse-on-duty
Upon designating to respective medical service: 2. Evaluate patient medical condition and inform the necessary diagnostic examinations (if applicable) and wait for the result.			Case dependent	Physicians on duty
Upon the release of diagnostic examinations: 3. Inform patient for his/her medical conditions and interventions needed and advise patient for disposition. If patient is for admission, advise patient informant to proceed to Admitting section for interview.			5 minutes	Physicians on duty
TOTAL			10 minutes	

4. ULTRASOUND EXAMINATIONS

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled-Up Physician Request Form				
2. Receipt of Payment At The Cashier Section				
3. Indigency Form (From The Office of The Medical Director)				
TYPE OF PROCEDURES (PREPARATION BEFORE EXAMINATION)				
1. Whole Abdomen, Upper Abdomen / HBT / Gallbladder / Liver / FAST (Fasting)				
2. KUB / Pelvic / Prostate / Lower Abdomen (Full Bladder)				
3. Chest with marking (Must have the latest X-ray Film)				
4. TVS / BPS / Transabdominal / Pelvic (Empty Bladder)				
5. Cranial (patient must be below 1 year old – must open the anterior fontanelles)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present properly filled up physician request to the Ultrasound Technician on duty for assessment		Price list is posted in the hospital	1 minute	Emelinda Barnachea/ Efrena Raranga
2. Advise patient to pay at the Cashier section and to comeback for official receipt.			1 minute	

3. Perform Ultrasound Examination and advise patient for official result: • Next day for walk-in clients • Issuance of initial reading (emergency cases)			15 minutes	
TOTAL			17 minutes	

5. DENTAL SERVICES

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure appointment at the secretariat and wait for your name to be called.		Oral Examination FREE of Charge Tooth Extraction P80.00 Oral Prophylaxis P250.00 Tooth Restoration P250.00 Gum Treatment Free of Charge Sealant, Flouride Therapy P250.00	1 minute	Emmarie Zaño
2. Evaluate patient condition and perform medical interventions			15 minutes (for tooth extraction) Case Dependent (other procedures)	Dr. Josephine Ahillon Dr. Ronald Hernandez

3. Advise patient for medical treatment and disposition			1 minute	Dr. Josephine Ahillon Dr. Ronald Hernandez
TOTAL			17 minutes	

6. LABORATORY EXAMINATIONS

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled-Up Physician Request-Form				
2. Receipt of Payment at The Cashier Section				
3. Indigency Form (From The Office of the Medical Director)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present properly filled up physician request for assessment		Price list is posted in the hospital	1 minute	Phlebotomist on duty
2. Present properly filled up physician request for assessment			1 minute	
3. Submit specimen and/ or submit yourself for blood extraction. • Collection of specimen for OPD services until 10:00 AM			1 minute	MedTech on duty
4. Advise patient to comeback for official result • OPD : 4:00 PM • Stat Patient : within 2 hours				
TOTAL			3 minutes	

7. PHILHEALTH APPLICATION

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Claim form 1 (to be filled-up by the employer)				
2. Member data record				
3. Certificate of contribution				
4. Philhealth id card, remittance				
5. Birth certificate, marriage contract (with registration numbers)				
6. Death certificate – for expired patient				
7. Birth certificate of member				
8. Receipt of medicines (for reimbursement)				
9. Cert. True copy – discharge summary, x-ray results, laboratory results				
10. Cert. True copy – anesthesia record, operation technique (for patient undergone surgical procedures)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PHIC ID for PORTAL verification: • If Information verified: Advise claimant to sign PBEF Form and submit photocopy. • If Information not verified: Advise claimant to submit necessary documents for processing		This service is FREE of charge	2 minutes	PHIC Personnel
2. Issue OK Slip for discharge upon completion of documents. Advise claimant to follow-up on the scheduled date for cheque releasing.			1 minute	

Upon claiming of cheque: 3. Get claim stub at the PHIC-MCMC Office then proceed to City Acctg Office for verification and City Treasurer's Office and present claim stub for cheque releasing.			1 minute	MedTech on duty
TOTAL			4 minutes	

8. NEWBORN SCREENING SERVICES

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parent/s voter's id or certification and/ or PhilHealth office approval slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents at the Department of Pediatrics Secretariat for assessment and collection of blood specimen.		This service is FREE of charge	5 minutes	Resident Physician on duty
2. Upon collection of blood specimen, advise parent/s to comeback 1 month for official result. For ABNORMAL RESULT, parent/s will be notified early for recall and intervention			1 minute	
TOTAL			6 minutes	

9. ECG PROCEDURE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up physician request form				
2. Receipt of payment at the cashier section				
3. Indigency form (from the office of the medical director)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present properly filled up physician request for assessment		P90.00	1 minute	ECG Tech on duty
2. Advise patient to pay the corresponding amount at the Cashier section and to comeback for official receipt.			1 minute	
3. Start of ECG Examination			10 minutes	
4. Advise patient to comeback for schedule of official result together with the official receipt			1 minute	
TOTAL			3 minutes	

10. X-RAY PROCEDURE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up physician request form				
2. Receipt of payment at the cashier section				
3. Indigency form (from the office of the medical director)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present properly filled up physician request for assessment • Informed patient preparation for special procedures a day prior to examination. • Signed patient for consent for special procedure.		Price list is posted in the hospital	1 minute	Radiologic Technician on duty
2. Advise patient to pay the corresponding amount at the Cashier section and to comeback for official receipt.			1 minute	
3. Start of X-RAY Procedure			2 minutes (Normal Procedure) Case Dependent (Special Procedures)	

<p>4. Advise patient to comeback for schedule of official result together with the official receipt. Release of Official Result:</p> <ul style="list-style-type: none"> • After 24 hours • Release X-ray Film for initial assessment at the Emergency Department to be returned immediately for issuance of official result. • For MEDICO-LEGAL CASES: ONLY PATIENT is allowed to get the result • If patient is unable to get the official result, authorization letter from the patient together with photocopy of valid ID of patient and claimant. 			1 minute	Radiologic Technician on duty
TOTAL			5 minutes	

11. PHYSICAL REHABILITATION MEDICINE THERAPY

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physician's referral form				
2. Receipt of payment at the cashier section				
3. Indigency form (from the Office of the Medical Director)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist to the Physical Therapy Section secretariat and wait for your turn.		Consultation Fee: New Patient: P200.00 Old Patient: P50.00 Physical Therapy Session: New Patient: P200.00 Old Patient: P50.00 Senior Citizen / PWD: P30.00		PT Secretary
2. Medical Evaluation and Therapy Program by the Physiatrist on duty			5 minutes	Physiatrist on duty
3. Advise patient to secure payment at the Cashier section to comeback with official receipt to start the program			1 minute	PT Secretary
4. Start of Treatment Program			Case Dependent	Physical Therapists on duty
TOTAL			3 minutes	

12. CT-SCAN PROCEDURE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up physician request form				
2. Receipt of payment at the cashier section				
3. Indigency form (from the Office of the Medical Director)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present properly filled up physician request for assessment • Informed patient preparation for special procedures a day prior to examination. • Signed patient for consent for special procedure.		FREE OF CHARGE (for E-Copy of results - CD) SEE PRICE LIST (for Special Procedures and Hard Copy)	1 minute	Radiologic Technician on duty
2. Advise patient informant to pay at the Cashier Section			1 minute	
3. Start of CT-SCAN Procedure			Case Dependent	

<p>4. Advise patient to comeback for schedule of official result.</p> <p>a. Release of Official Result:</p> <ul style="list-style-type: none"> • After 24 hours • Release CT-SCAN e-copy for initial assessment at the Emergency Department • For MEDICO-LEGAL CASES: ONLY PATIENT is allowed to get the result • If patient is unable to get the official result, authorization letter from the patient together with photocopy of valid ID of patient and claimant. 			1 minute	
TOTAL			3 minutes	

13. AVAILMENT OF CIARA MARIE ABALOS MEDICAL ASSISTANCE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient birth certificate				
2. Valid id of parent/guardian				
3. Barangay indigency certificate				
4. Doctor's latest prescription				
5. Supporting documents: medical certificate / clinical abstract * Patient must be at least 19 years of age and below				
SUPPORTED MEDICAL CASES				
6. SEPSIS, DENGUE, RESPIRATORY DISEASE, KIDNEY FAILURE (limited to 5 dialysis ONLY)				
7. Special Cases (for deliberation)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application Form and Submit all required documents to the CMAF-MCMC Secretariat for assessment		This service is FREE of charge	1 minute	MARISSA A. GUIMBAL, RN
2. Informant will be interviewed and recommend for medical assistance program at the Office of Coun. Charisse Marie Abalos for approval.			5 minutes	DR. ELIZABETH A. CARPESO
3. Submit recommendation letter to the Office of Coun. Charisse Marie Abalos and to comeback at MCMC Secretariat together with ENDORSEMENT LETTER			2 minutes	Office of Coun. Charisse Marie Abalos
TOTAL			3 minutes	

14. PAYMENT – CASHIER SECTION

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Charge Slip				
2. Indigency Form (From The Office Of The Medical Director)				
3. Assessment Slip (From The Medical Social Service Office)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Charge Slip together with Assessment Slip or Indigency Slip (if applicable) for billing.		Bill of Charge	1 minute	Cashier Clerk on duty
2. Issue Official Receipt			1 minute	
TOTAL			2 minutes	

15. ISSUANCE OF MEDICAL CERTIFICATE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Id (For Claiming Of Medical Certificate)				
2. Official Receipt Of Payment				
3. Authorization Letter Together With Photocopy Of Id Of Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient request Medical Certificate to the Attending Physician upon Check-up.		P20.00		Attending Physician
2. Physician advise patient to get the Medical Certificate at the Medical Records Office.			2 minutes	Attending Physician
3. Medical Records Personnel advise claimant to pay at the			2 minutes	MS. SHERRYL JOY FUENTES
4. Cashier Section and submit Official Receipt of Payment.			2 minutes	MS. SHERRYL JOY FUENTES

<p>Upon releasing of Medical Certificate:</p> <ul style="list-style-type: none"> • Claimant is patient – present receipt of payment and valid ID • Claimant is representative – present authorization letter of patient and valid ID of patient and representative. • Claimant is police authority (medico-legal) – advise letter from the Chief of Police with photocopy of valid ID and valid ID of patient and receipt of payment. 				Clerk on duty
TOTAL			2 minutes	

16. ISSUANCE OF CLINICAL ABSTRACT

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Id (For Claiming Of Clinical Abstract)				
2. Letter Of Requisition For Clinical Abstract (Walk-In Clients)				
3. Official Receipt Of Payment				
4. Authorization Letter Together With Photocopy Of Id Of Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Admitted: Patient request Clinical Abstract to the Nurse on duty.		Bill of Charge		Attending Physician
2. For Walk-in: Patient submit letter of request for Clinical Abstract at Medical Records Office				Attending Physician
3. Nurse on-duty / Medical Records Personnel advise patient to follow up on schedule date of release.			1 minute	Nurse on-duty (Admission) Medical Records Clerk (Walk-in)
4. Upon release: Nurse on-duty / Medical Records Personnel advise patient to pay the amount at the Cashier Section.			1 minute	Nurse on-duty (Admission) Medical Records Clerk (Walk-in)

<p>Upon releasing of Clinical Abstract:</p> <ul style="list-style-type: none"> • Claimant is patient – present receipt of payment and valid ID • Claimant is representative – present authorization letter of patient and valid ID of patient and representative. • Claimant is police authority (medico-legal) – advise letter from the Chief of Police with photocopy of valid ID and valid ID of patient and receipt of payment. 				Clerk on duty
TOTAL			2 minutes	

17. ISSUANCE OF BIRTH CERTIFICATE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled-Up Birth Information Sheet				
2. Official Receipt Of Payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Birth Information Sheet at the Medical Records Office.		<ul style="list-style-type: none"> • BIRTH CERTIFICATE P30.00 • MEDICAL CERTIFICATE P50.00 (for late registration) 		
2. Advise informant to avail Birth Certificate at the Cashier Section			1 minute	MS. ANNA LIZA R. FORBES
3. Submit Birth Certificate to the MRS Officer on duty for printing (DO NOT FILL-UP)			1 minute	MS. ANNA LIZA R. FORBES
4. Sign the accomplished Birth Certificate and follow-up release at the Office of the Civil Registry – 2nd flr, City Administrative Bldg.				Office of the City Civil Registry
5. For LATE REGISTRATION: Attached Medical Certificate together with Birth Information Sheet for verification and encoding then submit to City Civil Registry for registration.			2 minutes	MS. ANNA LIZA FORBES / Office of the City Civil Registry

6. If Child is Illegitimate, advise parents to Notarized the Birth Certificate and return back to Medical Records Office and follow-up release at the office of the City Civil Registry			1 minute	MS. ANNA LIZA R. FORBES
TOTAL			5 minutes	

18. AVAILMENT OF DISCOUNT ON ANCILLARY PROCEDURES / AVAILMENT OF DISCOUNT ON HOSPITAL BILL

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Hospital Bill (From The Billing Section)				
2. Ancillary Request Form with Charge Slip				
3. Barangay Certificate of Indigency				
4. Valid Ids (Bring Any of the Following)				
5. 4Ps ID				
6. PWD ID				
7. Senior Citizen ID				
8. Court Order for Detainee / Inmate				
9. Referral letter from the CSWD / SWD National				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present copy of hospital bill / ancillary charge slip for assessment		This service is FREE of charge		MS. NORLYN JEAN CAMPITA MS. GINA SAMONTEZA MS. BENECIA GUILLARTE
2. MSS Personnel will conduct intake interview, assess and administer proper discount based on the patient's classification.			2 minutes	MS. NORLYN JEAN CAMPITA MS. GINA SAMONTEZA MS. BENECIA GUILLARTE
3. Advise patient / informant to proceed to Office of the Medical Director for documentation and approval then settle bill at the Cashier Section			1 minute	Office of the Medical Director Clerk on duty
TOTAL			3 minutes	

19. AVAILMENT OF FREE CATARACT OPERATION

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate				
2. Photocopy Of Voters Id Or Senior Citizen Id				
3. Free Cataract Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for assessment and evaluation.		This service is FREE of charge	2 minutes	MS. MIGUELITA RAVINA MS. CLARA BADOCDOC
2. Advise patient to proceed to Office of the City Mayor together with Free Cataract Form given for approval.			1 minute	Office of the City Mayor c/o Office of Executive Secretary
3. Proceed to the Office of the Medical Director for final assessment and submit approved documents to the Cataract / Cleft Ilp Office for scheduling of operation.			1 minute	Office of the Medical Director Clerk on duty
4. Advise patient to return on the schedule date of operation			1 minute	MS. MIGUELITA RAVINA MS. CLARA BADOCDOC
TOTAL			5 minutes	

20. AVAILMENT OF FREE CLEFT LIP OPERATION

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate				
2. Photocopy of Voters Id or Senior Citizen ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for assessment and evaluation.		This service is FREE of charge	2 minutes	MS. MIGUELITA RAVINA MS. CLARA BADOCDOD
2. Refer patient to the Department of Pediatrics for medical clearance			Case Dependent	DEPT. OF PEDIATRICS
3. Report to Cataract / Cleft Lip Office for approved clearance then proceed to the Philippine Band of Mercy for pick-up of medicines to be used in the operation.				Phil. Band of Mercy (Quezon City)
4. Submit all medicines to the Cataract / Cleft Lip Office and return on the schedule date of operation			1 minute	MS. MIGUELITA RAVINA MS. CLARA BADOCDOD
TOTAL			5 minutes	

21. AVAILMENT OF 2D-ECHO PROCEDURE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled-Up Physician Request Form (Approved By The MCMC-MED Soc Svc. And Office Of The City Mayor)				
2. Receipt Of Payment At The Cashier Section				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for assessment and evaluation.		2DED Procedure P1,400.00 2DED KIT (purchase at the Pharmacy) P100.00	2 minutes	MS. JOCELYN LIQUIGAN
2. Advise patient to pay 2DED procedure at the Cashier Section and comeback on schedule date for procedure.			1 minute	MS. JOCELYN LIQUIGAN
3. On the schedule date of procedure: Present Official Receipt of payment and wait for your name to be called.				MS. CHRYS ANN CUNANAN
4. Start of 2DED Procedure			30 minutes	MS. CHRYS ANN CUNANAN
5. Advise patient to comeback on the schedule date of releasing of result			1 minute	MS. CHRYS ANN CUNANAN
6. Present Official Receipt of payment for releasing of result			1 minute	MS. JOCELYN LIQUIGAN
TOTAL			5 minutes	

22. AVAILMENT OF 2D-ECHO PROCEDURE

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Of Procedure				
2. Quotation Of The Requested Procedure				
3. Clinical Abstract / Medical Certificate				
4. Personal Letter				
5. Barangay Certificate Of Indigency				
6. Valid Id's (4p's, PWD, Senior Citizen, Referral Letter From CSWD)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for required documents for medical assistance referral.		This service is FREE of charge	1 minute	MS. MIGUELITA RAVINA MS. CLARA BADOCD
2. Upon completion of documents needed, submit it for evaluation, assessment and interview and encoding of referral.			30 minutes	MS. NORLYN JEAN CAMPITA
3. Advise patient/relative to come back the next day to receive his/her referral letter and social case study report.				MS. NORLYN JEAN CAMPITA
4. Follow-up to the referring agency as need arises.				MS. NORLYN JEAN CAMPITA
TOTAL			5 minutes	

23. AVAILMENT OF MEDICAL ASSISTANCE / MEDICAL DIAGNOSTIC PROCEDURES

Office or Division:	Mandaluyong City Medical Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Medicines Needed				
2. Medical Diagnostic Procedure Request Form				
3. Referral Form (Office of The City Mayor) For Indigency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents needed for assessment and approval.		DISCOUNT RATES ARE BASED ON PATIENT'S ASSESSMENT	1 minute	Personnel Clerk on duty
2. Issue Referral Slip and encode patient details in the logbook.			1 minute	Personnel Clerk on duty
FOR MEDICINE ASSISTANCE 3. Submit documents needed and returned on the time of releasing			1 minute	Personnel Clerk on duty
Time of releasing of medicines: 11:00 AM, 2:00 PM & 7:00 PM For OPD Patients: Must come back at 6:00 PM on the same day				Personnel Clerk on duty
TOTAL			5 minutes	

24. ISSUANCE OF DEATH CERTIFICATE

Office or Division:		Mandaluyong City Medical Center		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FULLY ACCOMPLISHED DEATH INFORMATION SHEET (for Dead-on-Arrival)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nurse on duty interview informant on the details of the expired patient.		This service is FREE of charge	2 minutes	Nurse on duty
2. Nurse on duty submit fully accomplished Death Certificate to the Medical Records Office for encoding.			1 minute	Nurse on duty / MS. TECLITA F. LARA
3. Upon encoding of Death Certificate, Medical Records Personnel inform Nurse on duty to get the Death Certificate for releasing.			1 minute	MS. TECLITA F. LARA
4. Nurse on duty verified the patient Informant before releasing the Death Certificate.			1 minute	Nurse on duty
TOTAL			5 minutes	

SANGGUNIANG PANLUNGSOD

ABOUT THE OFFICE

The Office takes custody of local legislative archives and is tasked with keeping the journal of all ordinances and resolutions enacted by the Sangguniang Panlungsod and the proceedings of Sanggunian meetings.

In line with the incumbent Council's VISIONS and MISSIONS which has an acronym of PRIDE, which stands for: **P**-roactive, **R**-esponsible, **I**-nnovative, **D**-evelopmentoriented and **E**-fficient, the Secretariat as for its primary Mission and Objective is to give its unwavering and unqualified support, and in so doing, it will vigorously, courageously, vibrantly, socially and morally committed to deliver the real message of its ABC=FOCUS which stands also for **A**ptitude, **B**ehavior and **C**ompetence equals **F**ortitude, **O**rganized, **C**ollective, **U**nsullied **S**ustainability. Simply put, we always look forward for the missing link in exerting the best practices act to attain excellence in Public Service.

***Red Tape is not known in this Department.
What is important, Public Service to us means self-denial.***

1. FRANCHISE APPLICATION (FOR CORPORATE)

Office or Division:	Sanggunian Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Business Owners, Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request addressed to the Sanggunian Secretary, MA. TERESA C. SANTOS-MIRANDA				
2. Board Resolution authorizing applicant's representative				
3. Other required pertinent documents (list of requirements available at the SP Secretariat Office)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the receiving clerk with attachment of complete requirements	1.1 Forward the request to the Sanggunian Secretary	None		Chona Celeste
	1.2 For wise discretion of the Sanggunian Secretary whether to indorse the request to appropriate authority or have it calendared on the next earliest council session NOTE: Council Session held only once a week and scheduled every Monday at 12:00 noon	None	Within the day	
	1.3 Referral to the appropriate committee for study	None		

	1.4 The concerned committee in-charge may call for a, or series of public hearing/s with the stake-holders and/ or shall formulate corresponding measure to effect the request and shall be subject to first up to third reading of the council depending on the request	None		Chona Celeste
TOTAL		None		

2. CERTIFICATE OF PUBLIC CONVENIENCE (FOR TRICYCLE FRANCHISE) APPLICATION

Office or Division:	Sanggunian Panlungsod			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Tricycle Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All applicants for renewal will submit to TRO their request with all other required documents.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. TRO will review and check renewal and/ or new applicants of franchise and submit it to TFB				Gina Lico
2. All renewal/new applicants submitted by TRO will be scheduled for hearing by TFB				Gina Lico
3. TFB will prepare a Board Resolution on the approved new/ renewal applicants and furnish TRO a copy				Gina Lico
4. TRO will prepare the franchise (renewal) based on the Board Resolution approved by TFB				Gina Lico
5. TRO forwards to the Mayor the franchise for his signature				Gina Lico
TOTAL				

3. APPLICATION AND REQUEST FOR:

- ACCREDITATIONS (IT & NGO's)
- MOVIE TICKET SURCHARGE
- TAX EXEMPTION/INCENTIVES AND/OR REDUCTION

Office or Division:	Sanggunian Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	IT Companies, Businesses and Government and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request addressed to the City Vice Mayor				
2. Written request addressed to the Sanggunian Secretary, MA. TERESA C. SANTOS-MIRANDA				
3. Written request addressed to the Sangguniang Panlungsod				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the receiving clerk (Office of the Vice Mayor)	1.1 OVM will assess the application and shall forward/indorse it to the Office of the Sanggunian Secretary (for NGO Accreditation)	None		Gina Lico
	1.2 For intelligent study of the Sanggunian Secretary whether to indorse the request to the appropriate authority or have it calendared on the next earliest council session	None		Chona Celeste

	1.3 Referral to the appropriate committee for study	None		Chona Celeste
	1.4 The committee in-charge will craft corresponding measure to effect the request and shall be subject to first up to third reading of the council depending on the request (the committee in-charge may either also conduct a committee/ public hearing)			Chona Celeste
	1.5 Council may shall adopt a resolution or ordinance to effect the approval of the request subject for the approval of the City Mayor	None		Chona Celeste
TOTAL				

4. FILING OF COMPLAINTS OR ADMINISTRATIVE CASES

Office or Division:	Sanggunian Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified Complaint attaching therewith other supporting documents with covering letter addressed to the Sanggunian Secretary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the pertinent documents to the receiving clerk		None	A minute	Chona Celeste
	2. Sanggunian Secretary will check the merit of the complaint and subsequently calendar the same for the next earliest scheduled council session	None	Within the day upon receipt of the complaint	Sanggunian
	3. Council will decide upon to either refer to the chosen Ad Hoc committee or deny (whichever the case maybe)	None	when calendared in the agenda	Chona Celeste

	4. When referred to a committee, the committee will make a study of the case and set a hearing or series of hearings (depending on the severity of the case) to hear both parties and eventually render a decision by way of a resolution that will be tackled at the council session for adoption or affirmation	None	depending on the committee in-charge	Chona Celeste
TOTAL				

5. FURNISH COPY OF STATUTES PASSED/TO PURCHASE A BOOK OF ORDINANCE

Office or Division:	Sanggunian Panlungsod			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request				
2. Identification Card				
3. Corresponding fee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request addressed to the Sanggunian Secretary to the receiving clerk	1.1 To Issue Order of Payment	Xerox copy P5.00/ Page CERTIFICATION P30.00 (above fees are prescribed by Ord. No. 565, S-2014)	A minute	Chona Celeste

2. Pay to the Cashier at the Treasurer's Department the corresponding fee when issued an Order of Payment		Xerox copy P5.00/ Page CERTIFICATION P30.00 (above fees are prescribed by Ord. No. 565, S-2014)	Depending on the volume of taxpayers doing transaction at the cashier	Chona Celeste
3. Return to the SP when paid and show receipt and wait for copy of the docs requested	3.1 Issue the requested document/s	Xerox copy P5.00/ Page CERTIFICATION P30.00 (above fees are prescribed by Ord. No. 565, S-2014)	Just for the fleeting seconds	Chona Celeste
4. Same Procedure of the preceding transaction	4.1 Issue the requested book of Ordinance	P500.00/ Book	Just for a fleeting seconds	Chona Celeste and Gina Lico
TOTAL		None		

FEEDBACK AND COMPLAINTS MECHANISM

How to send Feedback	1. Through our drop box located at our office front desk 2. Through our social media: a. E-mail: sp.mandaluyongcity@gmail.com b. Website: www.mandaluyong.gov.ph c. Facebook: www.facebook.com/spmandaluyong
How feedbacks are processed	We conduct our regular staff meeting for evaluation and assessment of our task, performance, accomplishment and any feedbacks coming from our clients.
How to file a complaint	Visit us at our office or send it to our social media accounts.
How complaints are processed	Through our regular session.

Contact Information of CCB, PCC, ARTA	<p>CCB (Contact Center ng Bayan) (+632) 8920 1224</p> <p>PCC (Philippine Competition Commission) (+632) 8771-9713</p> <p>ARTA (Anti Red Tape Authority) 8478-5091 8478-5093 8478-5099</p>
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Office	Address	Contact Information
Sangguniang Panlungsod	1/F Legislative Building City Hall Complex, Maysilo Circle Sanggunian Secretariat, Plainview Mandaluyong City	8532-5001

MANDALUYONG HOUSING AND DEVELOPMENT BOARD SERVICES

ABOUT THE OFFICE

The Mandaluyong Housing and Development was created to formulate, develop and implement a comprehensive and integrated housing and land development program that shall embrace among other housing development and resettlement, sources and schemes of financing, and promoting government and private sector partnership.

1. ISSUANCE OF CERTIFICATION AND WAIVER FOR MERALCO

Office or Division:		Mandaluyong Housing Development Board		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Informal Settlers in Public Land		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Barangay		
2. Community Tax Certificate		Treasury Department		
3. Certification From Homeowners Association		Homeowners Association		
4. Waiver		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents to the Receiving	1.1 Verify and assess applicants status and requirements. Printing of Order of Payment.	This service is FREE of charge	5 minutes	Rowena D. Ventayen; Sherilyn F. Santos
2. Get Order of payment and Pay at the Cashier	2.1 Provide Order of Payment; Cashier to receive	This service is FREE of charge	1 minute	Emilia G. Gonzaga
	2.2 Encoding and Printing of Certification of Waiver	This service is FREE of charge	4 minute	Emilia G. Gonzaga
	2.3 Signing of Approved Certificate	This service is FREE of charge	1 minute	OIC – Franklin M. Cabotaje
3. Claim Certificate and Waiver	3.1 Release Certificate & Waiver	This service is FREE of charge	3 minute	Rowena D. Ventayen; Sherilyn F. Santos
TOTAL			14 minutes	

2. ISSUANCE OF ORDER OF PAYMENT FOR MONTHLY AMORTIZATION FOR REGULAR AND WALK-IN

Office or Division:	Mandaluyong Housing Development Board			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Housing Projects Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest or Previous Official Receipt		Awardee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest or previous Official Receipt (OR) to the Receiving	1.1 Check/Verify payment record of awardee; Print Order of Payment (OP)	This service is FREE of charge	5 minutes	Joan Dalman; Catherine De Leon
2. Get Order of Payment (OP) and Pay at the Cashier	2.1 Provide Official Receipt for the Awardee	Fees will base on Monthly Amortization of the housing project	5 minutes	Treasury Department Cashier
3. Photocopying of OR and Order of Payment	3.1 Encoding and Printing of Certification of Waiver	This service is FREE of charge	2 minute	Payee
4. Submission of photocopied of OR and OP	4.1 Receive copy of OR and OP for recording purposes	This service is FREE of charge	3 minute	Joan Dalman; Catherine De Leon
TOTAL			15 minutes	

3. ISSUANCE OF ORDER OF PAYMENT FOR MONTHLY AMORTIZATION FOR PASS-BOOK HOLDER

Office or Division:	Mandaluyong Housing Development Board			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Housing Projects Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest or Previous Official Receipt		Awardee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest or previous Official Receipt (OR) to the Receiving	1.1 Check/Verify payment record of awardee; Print Order of Payment (OP)	This service is FREE of charge	5 minutes	Joan Dalman; Catherine De Leon
2. Get Order of Payment (OP) and proceed to Landbank of the Philippines for payment	2.1 Provide Official Receipt for the Awardee	Fees will base on Monthly Amortization of the housing project	15 minutes	Landbank Cashier
3. Proceed to Treasury Department for updating of Passbook & Issuance of Official Receipt.	3.1 Treasury Cashier will update passbook and will issu official receipt	This service is FREE of charge	5 minutes	Treasury Cashier
4. Photocopying of OR and Order of Payment	4.1 Encoding and Printing of Certification of Waiver	This service is FREE of charge	2 minute	Payee
5. Submission of photocopied of OR and OP	5.1 Receive copy of OR and OP for recording purposes	This service is FREE of charge	3 minute	Joan Dalman; Catherine De Leon
TOTAL			30 minutes	

4. PROCESSING OF INDIVIDUAL TRANSFER CERTIFICATE OF TITLE (TCT)

Office or Division:	Mandaluyong Housing Development Board			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Housing Projects Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Award		Awardee		
2. Certification from the Homeowner's Association		Homeowner's Association		
3. Reconciled O.R.		Awardee		
4. Community Tax Certificate (Cedula)		License Taxes and Fees Division, Office of the City Treasurer		
5. Government Issued ID		Awardee		
6. Marriage Contact		City Civil Registry Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent documents to the Receiving	1.1 Assess applicants status and requirements.	This service is FREE of charge	10 minutes	Project Coordinator
	1.2 Verify payments and issuance of Order of Payment for Certified True Copy of Official Receipts.	This service is FREE of charge	30 minutes	Emilia G. Gonzaga; Sherilyn F. Santos
2. Get Order of Payment (OP) and proceed to Treasury Department for payment.	2.1 Provide Official Receipt for the Awardee	Fees will base on Monthly Amortization of the housing project	5 minutes	Treasury Cashier
3. Submission of photocopied of OR. The client will be advise on the date and time to sign the Deed of Abasolute Conveyance	3.1 Receive photocopied OR and Prepare Certificate of Full Payments	This service is FREE of charge	10 minutes	Emilia G. Gonzaga
	3.2 Signing of approved request to the office of the City Treasurer.	This service is FREE of charge	5 minutes	OIC – Franklin M. Cabotaje

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Endorsement of request to the Office of the City Treasurer		5 minutes	Project Coordinator
	3.4 Releasing of Certificate of Full payments		Next day	Emilia G. Gonzaga
	3.5 Request for Certified True Copy of Title in the name of the City Government of Mandaluyong		3 days	Registry of Deeds of Mandaluyong
	3.6 Preparation of Deed of Absolute Conveyance		10 minutes	Emilia G. Gonzaga
4. Signing of Deed of Absolute Conveyance	4.1 The MHDB Staff will collect the signed Deed of Absolute Conveyance		10 minutes	Awardee
	4.2 Checking of the prepared Deed of Absolute Conveyance		5 minutes	Jose T. Peralta
	4.3 Department Head approval of Deed of Absolute Conveyance		5 minutes	OIC – Franklin M. Cabotaje
	4.4 Signing of Deed of Absolute Conveyance by the City Mayor		Depend on the schedule (People's Day)	Mayor Menchie Abalos
5. Notarization of the Deed of Absolute Conveyance	5.1 Notarized Deed of Absolute Conveyance will be collected by the MHDB		15 minutes	Awardee
6. Payment of Transfer Tax	6.1 Provide Official Receipt for the Awardee	Fees will depend	5 minutes	Treasury Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Issuance of Certified True Copy of Tax Declaration and Realty Tax Clearance (exemption from Real Property Taxes)			20 – 30 minutes	City Assessor's Office
8. Issuance of Tax Clearance			10 – 15 minutes	Land tax
9. Proceed to BIR				BIR – District of Mandaluyong
10. Releasing of Certification Authorizing Registration				BIR – District of Mandaluyong
11. Proceed to Registry of Deeds and get original copy of your documents				Registry of Deeds of Mandaluyong
TOTAL		None	145-160 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8535-4380 (02) 8532-5001 connecting to all Departments Email: housing@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. FRANK CABOTAJE
How to file a complaint	Write a letter of complaint letter address to: MR. FRANK CABOTAJE Head, Mandaluyong Housing and Development Board
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CULTURAL AFFAIRS AND TOURISM DEPARTMENT SERVICES

ABOUT THE OFFICE

The Cultural Affairs and Tourism Development Office is tasked to organize and implement activities/projects that enhance cultural awareness among the citizenry. The office plays a vital role in promoting tourism in the city.

The office is also responsible for researching, analyzing, recording, reporting, and publishing of historical incidents, biography of heroes, and important persons and/or relics in the territorial jurisdiction of the City of Mandaluyong.

1. REQUEST FOR CITY SOUND SYSTEM

Office or Division:	City Cultural Affairs and Tourism Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (3 copies) addressed to City Mayor		From applicant		
2. Service Permit (1 copy)		City Cultural Affairs & Tourism Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire schedule availability of service and reserve it	1.1 Present Schedule of Services	This service is FREE of charge	1 minute	Antonio Donato III; Roberto Cruz Person-in-Charge City Sound System
2. Submit Letter of Request to the Office of the Mayor for the service needed and for the issuance of permit on the reserved date and time	2.1 Receive the Letter of Request	This service is FREE of charge	1 minute	Person-in-Charge Front Desk Office of the Mayor
3. Obtain a copy of submitted letter of request with a received stamp from the Office of the Mayor	3.1 Give copy of letter of request with received stamp	This service is FREE of charge	1 minute	Person-in-Charge Front Desk Office of the Mayor
4. Present the letter of request with received stamp from the Office of the Mayor to the Person-in-Charge of the requested service	4.1 Receive the letter of request with received stamp from the Office of the Mayor	This service is FREE of charge	1 minute	Antonio Donato III; Roberto Cruz Person-in-Charge City Sound System
5. Get permit from the Person-in-Charge	5.1 Issue permit for the service requested	This service is FREE of charge	1 minute	Antonio Donato III; Roberto Cruz Person-in-Charge City Sound System
TOTAL		None	5 minutes	

2. REQUEST FOR CITY BAND

Office or Division:	City Cultural Affairs and Tourism Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (3 copies) addressed to City Mayor		From applicant		
2. Service Permit (1 copy)		City Cultural Affairs & Tourism Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire schedule availability of service and reserve it	1.1 Present Schedule of Services	This service is FREE of charge	1 minute	Rolando Abiog Person-in-Charge City Band
2. Submit Letter of Request to the Office of the Mayor for the service needed and for the issuance of permit on the reserved date and time	2.1 Receive the Letter of Request	This service is FREE of charge	1 minute	Person-in-Charge Front Desk Office of the Mayor
3. Obtain a copy of submitted letter of request with a received stamp from the Office of the Mayor	3.1 Give copy of letter of request with received stamp	This service is FREE of charge	1 minute	Person-in-Charge Front Desk Office of the Mayor
4. Present the letter of request with received stamp from the Office of the Mayor to the Person-in-Charge of the requested service	4.1 Receive the letter of request with received stamp from the Office of the Mayor	This service is FREE of charge	1 minute	Rolando Abiog Person-in-Charge City Band
5. Get permit from the Person-in-Charge	5.1 Issue permit for the service requested	This service is FREE of charge	1 minute	Rolando Abiog Person-in-Charge City Band
TOTAL		None	5 minutes	

3. REQUEST FOR THE USE OF CITY GYMNASIUM

Office or Division:	City Cultural Affairs and Tourism Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (3 copies) addressed to City Mayor		From applicant		
2. Service Permit (1 copy)		City Cultural Affairs & Tourism Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire schedule availability of service and reserve it	1.1 Present Schedule of Services	This service is FREE of charge	1 minute	Manny Ampaya Person-in-Charge City Gymnasium
2. Submit Letter of Request to the Office of the Mayor for the service needed and for the issuance of permit on the reserved date and time	2.1 Receive the Letter of Request	This service is FREE of charge	1 minute	Person-in-Charge Front Desk Office of the Mayor
3. Obtain a copy of submitted letter of request with a received stamp from the Office of the Mayor	3.1 Give copy of letter of request with received stamp	This service is FREE of charge	1 minute	Person-in-Charge Front Desk Office of the Mayor
4. Present the letter of request with received stamp from the Office of the Mayor to the Person-in-Charge of the requested service	4.1 Receive the letter of request with received stamp from the Office of the Mayor	This service is FREE of charge	1 minute	Manny Ampaya Person-in-Charge City Gymnasium
5. Pay corresponding fees at the City Treasury Department by showing the Order of Payment. Official Receipt will be issued upon payment.	5.1 Accept order of payment and Issue Official Receipt	Basketball Court – 330.00/hour; Electronic Score Board – 165.00/ game; Sound System – 1,100.00/event; Concert and other Allied Events – 2,200.00/event; Boxing and other big sports event – 2,200.00/event	1 minute	Cashier City Treasury Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Present Original Receipt and Letter of Request with received stamp from the Office of the Mayor	6.1 Receive the letter of request with received stamp from the Office of the Mayor	None	1 minute	Manny Ampaya Person-in-Charge City Gymnasium
7. Get permit from the Person-in-Charge	7.1 Issue permit for the facility requested	This service is FREE of charge	1 minute	Manny Ampaya Person-in-Charge City Gymnasium
TOTAL			6 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Suggestion Box Tel. No. (02) 8533-9107 (02) 8532-5001 connecting to all Departments Email: tourism@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. NOLAN ANGELES
How to file a complaint	Write a letter of complaint letter address to: MR. NOLAN ANGELES Head, Cultural Affairs and Tourism Department
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (CDRRMO)

ABOUT THE OFFICE

This City Disaster Risk Reduction and Management Office (CDRRMO) is the executive arm of the City Disaster Risk Reduction and Management Council and operate under the Office of the City Mayor responsible in setting the direction, development, implementation and coordination disaster management programs within the City and organizing and, training and directly supervising all city/local emergency response teams and the Accredited Community Disaster Volunteers (ACDVs).

The CDRRMO has four (4) sections: (a) Office of the DRRM Office; (b) Office of Administrative and Training; (c) Office Research and Planning; and (d) Office of Operations and Warning.

There are two (2) units under the Operations and Warning Section: (a) Communications, Command and Control Center; and the (b) Rescue and Emergency Medical Service Units.

The CDRRMO is located at the Second Floor of the Barangay Operations Center Building, City Hall Complex, Maysilo Circle, City of Mandaluyong.

1. REQUEST FOR RISK MAPS AND OTHER RELATED DOCUMENTS

Office or Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All, Government Agencies, LGUs, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request Addressed to the DRRM OFFICER		1. Client, Suppliant/Supplicant		
2. Blank DVD-R (if needed)		2. Client, Suppliant/Supplicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare your Letter containing specific details of your Request				
2. Sign in the Client Log Book in the Office Lobby	2.1 Give the Log Book to the Client		1 minute	Desk Officer on Duty
3. Have the Letter Received, stamped and dated at the CDRRMO, said Letter is subject for approval by the DRRM Office	3.1 Intake/Interview by Desk Officer on Duty		1 minute	Desk Officer on Duty
4. Approved or Declined	4.1 Inform the Requesting Party of the status of Request which may include the Date and Time for Releasing		5-10 minutes	Richard Lacson
TOTAL		None	7-12 minutes	

2. REQUEST FOR CERTIFICATE OF COMPLIANCE FOR EVENT EMERGENCY CONTINGENCY PLAN

Office or Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B); and Government to Government (G2G)			
Who may avail:	All, Government Agencies, LGUs, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Letter Request Addressed to the City Mayor		1. Client, Suppliant/Suppliant		
2. Approved Event Map/Route		2. Mandaluyong Traffic Enforcement Division		
3. Emergency Contingency Plan Form		3. Rosalita Molina/DRRM Admin		
4. ICS Structure		4. Client, Suppliant/Suppliant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1.1 Give the Log Book to the Client		1 minute	Desk Officer on Duty
2. Submit a copy of the Letter Request Addressed to the City Mayor. enclosed the following documents: (a) an approved event map/route coming from the Mandaluyong Traffic Enforcement Division (b) Emergency Contingency Plan (c) ICS Structure have the Letter Received, Stamped and Dated at the CDRRMO,	2.1 Intake/Interview by Desk Officer on Duty	No Fees to be Collected	1 minute	Desk Officer on Duty
3. The Contingency Plan will be Evaluated by the Operations Section of the CDRRMO.	3.1 Inform the Requesting Party of the status of Request which may include the Date and Time for Releasing	No Fees to be Collected	1 day	Rosalita Molina
Approved or Declined				
TOTAL		None	2 minutes & 1 day	

3. REQUEST FOR CCTV FOOTAGES

Office or Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All, Government Agencies, LGUs, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request coming from the Investigator		1. PNP, Traffic Police		
2. Blank DVD, Flash Drive		2. Client, Complainant, Suppliant/Supplicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1.1 Give the Log Book to the Client		1 minute	Desk Officer on Duty
2. Have the Letter Received, Stamped and Dated at the CDRMO,	2.1 Intake/Interview by Desk Officer on Duty	No Fees to be Collected	1 minute	Desk Officer on Duty
3. Fill out the CCTV Footage Request Form	3.1 Intake/Interview by Authorized Person on Duty	No Fees to be Collected	1 minute	Authorized Person on Duty
4. Viewing of the Footage indicated in the Investigator's Request.	4.1 An Authorized Person on Duty will review the Footage	No Fees to be Collected	depends on how long the footage will be review	Authorized Person on Duty
5. Releasing of the Requested CCTV Footage	5.1 Inform the Requesting Party of the Status of Request which may include the Date and Time for Releasing NOTE: The footage will only be released to the Investigator of the Case	No Fees to be Collected	depends on the availability of the investigator of the case or the releasing personnel	Arlene De Castro
TOTAL		None	3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	Through telephone calls, inquiry, visit office, letters.
How feedbacks are processed	Feedbacks are discussed with the head of office.
How to file a complaint	Written complaint/s with name, address of the complainants and the person being complaint.
How complaints are processed	Presence of person being complaint, complainant, head of office and witnesses as needed
Contact Information	Tel. No. (02) 8533-1897 / (02) 8533-2200 (02) 8532-5001 connecting to all Departments mandaluyongtigerc3@gmail.com

DEPARTMENT OF PUBLIC ORDER AND SAFETY

ABOUT THE OFFICE

The Department of Public Order and Safety (DPOS) is committed to the establishment of a highly dedicated, fully motivated and dynamically organized Peace and Order Unit, supported by a responsive community, and dedicated to the attainment of a peaceful and orderly City of Mandaluyong.

The DPOS commits to enforce all laws in order to prevent and control crimes and public disturbances, such that peace and order is maintained at all times and public safety is always ensured in the entire City of Mandaluyong.

1. ISSUANCE OF MAYOR'S PERMIT FOR SECURITY AGENCIES, SECURITY GUARDS AND PRIVATE WATCHMEN

Office or Division:	Department of Public Order and Safety			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B);			
Who may avail:	Security Agencies, Security Guards and Private Watchmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form				
2. PNP-SAGSD License				
3. One 1x1 Picture				
4. One 2x2 Picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form	1.1 Application Form is issued to applicant for filing up.	None	10 minutes	Rommel Cruz
2. Pay the corresponding amount	2.1 Order of Payment Slip is issued to applicant pays directly to the City Treasury	Php 150.00	5 minutes	Roberto Nobleza
3. Processing	3.1 Mayor's Permit and Individual Security Guard ID is processed and issued to applicants.	None	3 days on first come first served basis	Roberto Nobleza
TOTAL		Php 150.00	15 minutes & 3 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8534-0045 (02) 8532-5001 connecting to all Departments Email: pos@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. ROBERT G. GATCHALIAN
How to file a complaint	Write a letter of complaint letter address to: MR. ROBERT G. GATCHALIAN Head, Public Order and Safety
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY TRAFFIC AND PARKING MANAGEMENT DEPARTMENT (CTPMD)

ABOUT THE OFFICE

The office is solely vested with the power to enforce and implement the Traffic Ordinance and related Ordinances and other traffic management plans and programs. It functions mainly as the Redemption Office of Ordinance Violation Receipts issued by the traffic enforcers and other enforcement units. It also has administrative supervision of overall enforcers of the different operation units – ASTF, ASEU, TRO, TEG and ASBU - and imposes disciplinary sanctions for improper or irregular apprehensions of enforcers.

Finally, the TPMO also has special operational function to combat colorum vehicles and other ordinance violations of public utility drivers and transport groups.

1. REDEMPTION PROCEDURE:

Office or Division:	CITY TRAFFIC AND PARKING MANAGEMENT DEPARTMENT (CTPMD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Traffic and Parking Violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Violation Receipt (OVR) – Original (White)				
2. Affidavit of Loss (If lost OVR)		Notary Public/City Legal Department		
3. Resolution (Optional: If Adjudicated)				
4. Authorization Letter (When a person apprehended would be unavailable, and then he/she may appoint someone on his/her behalf)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window #1 and present the OVR for assessment. "NO DISCOUNT POLICY" Note: Front of OVR: Valid as a temporary driver's license if issued by Metro Manila LGUs. See back portion for number of days validity. If issued by MMDA, this CANNOT be used as a temporary driver's license.				

Failure to appear and settle fines with Metro Manila LGUs within the prescribed period may result in the imposition of appropriate surcharges and/or action. See back portion for payment instructions and venues for redeeming your confiscated license or plate number. You may redeem your confiscated license or plate number after 24 hours from apprehension.				
2. OVR will be checked if: submitted and encoded already - Submitted - Encoded	2.1 You will be advised of the penalty to pay for corresponding violation(s).		5-8 minutes	Aileen B. Rodriguez "YEN" Window 1
	2.2 An Order of Payment (OP) will be issued to you.			
3. Proceed to the cashier at the Executive Building (ground floor, right side) for payment by present the Order of Payment (OP).	3.1 An Official Receipt (OR) will be issued to you.		5-10 minutes	Cash Division Cashier Window 1-10
	3.2 Issued Official Receipt (OR) will be presented to Window 2-3 of CTPMD.			

<div>4. RELEASING. WINDOW 2 or 3 Proceed to Window 2 or 3 and present the Official Receipt (OR) given by cashier and wait for your name to be called.</div> <div>Other cases:<ul style="list-style-type: none">• For Temporary License / OR/CR and Plate Number releasing must be present a valid ID with pictures• Impounding Case also must be present an OR/CR and valid ID. Claim the vehicle/ motorcycle to respective impounding area</div> <div>NOTE: Please print your name, date and signature at the back of blue copy of (OVR) to acknowledge receipt of item.</div>			3-5 minutes	Window 2 or 3 Leonardo S. Del Rosario “Nards” or Orlando B. Bien “Orly”
TOTAL			13-23 minutes	

2. TOWING PROCEDURE:

Office or Division:	CITY TRAFFIC AND PARKING MANAGEMENT DEPARTMENT (CTPMD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Traffic and Parking Violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Towing Apprehension Ticket (TAT)				
2. Photocopy of Driver's License or any Government valid ID's (with original for verification)				
3. Bring a Photocopy of your OR/CR				
4. Authorization Letter (When a person apprehended would be unavailable, and then he/she may appoint someone on his/her behalf)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get your Mandaluyong Ordinance Violation Receipt (OVR) • Together with the requirements • Encoding			2-3 minutes	Liza, Joy, Jovy and Ana
2. Window 1 for Order of Payment (OP)			1-2 minutes	Aileen B. Rodriguez "YEN" Window 1
3. Proceed to the cashier at the Executive Building (ground floor, right side) for payment by present the Order of Payment (OP). • An Official Receipt (OR) will be issued to you.			5-10 minutes	Cash Division Cashier Window 1-10
4. Proceed to Impounding Area.				
TOTAL			8-15 minutes	

3. ADJUDICATION PROCEDURE:

Office or Division:	CITY TRAFFIC AND PARKING MANAGEMENT DEPARTMENT (CTPMD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Traffic and Parking Violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Violation Receipt (OVR) – Original (White)				
2. Pro-forma Complaint Sheet				
3. Schedule of Summon Sheet with approval of CTPMD head				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to the complaint desk "NO DISCOUNT POLICY"</p> <ul style="list-style-type: none"> Evaluation of the OVR if it is still within the prescribe period to file a complaint, after which the complainant will be instructed to write down the complaint in a Pro-porma complaint sheet. Based on Ordinance No. 588, s-2014 Sect. 157 p.57 Procedure for Filing of Complaints by Apprehended Party <ul style="list-style-type: none"> a. A person apprehended for violation of this traffic ordinance and other related ordinances shall have a period of five (5) working days from date of apprehension within which to file his complaint 			2-3 minutes	<p>May vary how long the complainant written in a Pro-porma complaint sheet</p> <p>Liza, Joy, Jovy and Ana</p>

<p>before the Legal & Complaints Division of the Traffic and Parking Management Department (TPMD). Failure of the apprehended party to file his complaint within the period prescribed shall be deemed a waiver of his right to protest. It shall be incumbent upon the Hearing Officers to verify from the date indicated in the OVR whether or not the period has prescribed.</p>				
<p>b. The complaint shall be scheduled for hearing on a date where both parties are available. The hearing maybe reset twice, but in no case shall exceed fifteen days. Failure of one of the parties to attend the scheduled hearings shall be a waiver of his right to present evidence. The Hearing Officer shall decide based on the merits of the complaint and shall issue a Resolution. The complaint shall be decided immediately and shall in no case exceed fifteen (15) working days from the time the complaint was filed.</p>				

c. Any request for extension of time to redeem the OVR shall be granted for seven (7) calendar days, extendible to another seven (7) calendar days. After two (2) extensions, the OVR shall be immediately paid to the TPMD				
2. Your complaint will be filed and you will be advised for your schedule of adjudication.			Depends on Legal Department	
TOTAL			2-3 minutes	

Remarks:

1. The allotted time includes the writing of complaint (accomplishment of Pro-forma Complaint Sheet).
2. Scheduling is pursuant to the provision of Ordinance No. 588, S-2014.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Suggestion Box Tel. No. (02) 8533-8511 / 8532-5347 (02) 8532-5001 connecting to all Departments Email: tpmo@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. ALEX I. SANTOS
How to file a complaint	Write a letter of complaint letter address to: MR. ALEX I. SANTOS Head, City Traffic and Parking Management Department
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

OFFICE OF THE CITY TREASURER

ABOUT THE OFFICE

The Office of the City Treasurer takes custody of local government funds and such other funds entrusted by law.

The office is tasked with the proper management of public finance and the inspection of establishments within the jurisdiction of the city in relation to the implementation of tax ordinances apart from maintaining and updating the tax information system of the City.

The Taxes and Fees Division is entrusted to be the collector of the Office of the City Treasurer.

1. ISSUANCE OF COMMUNITY TAX CERTIFICATE

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Information Sheet at the lobby of the Executive Building. Fill out legibly.				Applicant
2. Immediately proceed to the pool of collectors located at the right alley beside the stairs and present your application form. Note: Tax to be collected, depending on your income.			60 seconds	Domingo Manalad; Merly Morales; Anselma Bayanin; Virginia Yambao; Teresita Santos; Mildred Eneran
3. Applicant will be issued a Community Tax Certificate by the collector.			5 minutes or less	Emily Araneta; Catherine Mahilum
TOTAL		None	6 minutes	

2. PAYMENTS OF OTHER DEPARTMENTS' SERVICES AND ISSUANCE OF CORPORATE RESIDENCE CERTIFICATES

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C); Government to Business (G2B)		
Who may avail:		Corporate Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare your pertinent documents before proceeding with the transaction				Applicant
2. Proceed to Collector's Window 1-9 located at the lobby's right wing of the Executive Building Note: Fees/Taxes will depend on your desired transaction.			5 minutes	Oliver Llaneta; Alexander Abad; Virgilio Recuenco Jr.; Virginia Sanchez; Josefina Rhona Autor; Raymond Garcia
3. Issuance of Official Receipt			1 minute	Krizia Aboy; Adora Eval; Salve Aguilar
TOTAL			6 minutes	

3. PAYMENT OF BUSINESS PERMITS, CIVIL REGISTRY CERIFICATES, MAYOR'S WORKING PERMIT, AMUSEMENT TAX AND BMBE

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Individual transacting said services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare your pertinent documents before proceeding with the transaction				Applicant
2. Proceed to Collector's Window 1-9 located at the lobby's right wing of the Executive Building. Note: Fees/Taxes will depend on your desired transaction.			5 minutes	Krizia Aboy; Oliver Llaneta; Salve Aguilar; Alexander Abad; Virgilio Recuenco Jr.; Virginia Sanchez; Josefina Rhona Autor; Raymond Garcia; Adora Eval
3. Issuance of Official Receipt			1 minute	
TOTAL		None	6 minutes	

4. PAYMENT OF REAL PROPERTY TAX

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Real Property Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from the Assessor's Office with your pertinent documents before proceeding with the transaction			5 minutes	Applicant/Tax Payer
2. Proceed to Collector's Window 14-21 located at the lobby's right wing of the Executive Building. Note: Tax to be collected, depending on the assessment.			5 minutes	Emily Jaldon; Josefina Medina; Maura Antonio; Marites Tesoro; Luisa Mansujeto; Liberty Dela Cruz; Celia Lorenzo; Marinelle Santos
3. Issuance of Official Receipt.			1 minute	
TOTAL		None	11 minutes	

5. PAYMENTS FOR TRAFFIC AND PARKING VIOLATIONS

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For quick access to the service, the City Treasurer's Office has assigned collectors directly to the Traffic and Parking Management Office.			less than 5 minutes	Francisco Sacdalan; Dondon Avila
TOTAL		None	5 minutes	

6. Payments for Mandaluyong Housing Development Board

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Housing Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For quick access to the service, the City Treasurer's Office has assigned collectors directly to the Office of the Mandaluyong Housing Development Board.			less than 5 minutes	Anselma Bayanin; Ernestina Del Pilar
TOTAL		None	5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8633-3414 (02) 8532-5001 connecting to all Departments Email: treasurer@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MS. CORAZON DE GUZMAN
How to file a complaint	Write a letter of complaint letter address to: MS. CORAZON DE GUZMAN Head, City Treasurer Department
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY BARANGAY AFFAIRS AND COMMUNITY SERVICES DEPARTMENT

ASSISTANCE FOR REGULAR BANTAY BAYAN MEMBERS

CITY BARANGAY AFFAIRS AND COMMUNITY SERVICES DEPARTMENT MR. ROMEO C. CRUZ

Officer-in-Charge
2nd Floor BOC Parking Building
Mandaluyong City
Telephone:
8532-50-01 to 28 loc. 558/559
8532-21-60 direct line

Office or Division:		City Barangay Affairs and Community Services Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Family of the Deceased Bantay Bayan Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and photocopy of death certificate of regular Bantay Bayan members.		City Barangay Affairs and Community Services Department		
2. Original and photocopy of Bantay Bayan ID card issued by the barangay.				
3. Barangay Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/secure the following documents: a) Death Certificate (original and photocopy) b) ID card of Regular Bantay Bayan member (original and photocopy)	1. Verification of the authenticity of the documents submitted	No fee/s	3 minutes	1. Ma. Victoria Pajalla (Admin Aide I) 2. Violeta E. Yalong (Admin Aide I)
2. Submit the above requirements (both original and photocopy) with the following additional requirements as applicable:	1.2. Issues certification signed by the Chief of the City Barangay Affairs Department			

a) Marriage contract, if claimant is the legal wife;				
b) Birth certificate, if claimant is/are the legitimate child/children				
c) Valid ID, if claimant is an immediate family member/relative				
3. Processing of submitted requirements at the Treasury Department, including the Office of the Treasurer the release of Check	1.3 Upon completion, submit the documents to the Accounting Dept. for voucher preparation		30 working days	Janet Bombita Treasury Dept. staff
TOTAL			3 minutes, & 30 working days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through our office E-mail at mandaluyongboc.gov.ph
How feedbacks are processed	Through an office to office E-mailing or Phone Communication.
How to file a complaint	Submit copy of the formal written complaint personally (either in handwriting or in type written form) in our office City Barangay Affairs and Community Services Department at the 2nd Flr. BOC Parking Building, Boni Avenue, Maysilo St., Mandaluyong Cityhall in 2 copies or send through our office E-mail at mandaluyongboc.gov.ph
How complaints are processed	Immediately upon receipt of the complaint, a notification from the complainant will be made. Assess/evaluate the complaint then endorse/recommend to proper authorities for solutions to problems coursed to us arising from barangay level, wherein this office acted as mediator as per request by the parties concerned.
Contact Information of CCB, PCC, ARTA	

CITY ENVIRONMENTAL MANAGEMENT DEPARTMENT

ABOUT THE OFFICE

The **City Environmental Management Department (CEMD)** is committed to the enhancement of Ecological Balance of the community through sustainable environmental management systems and facilities for the protection, preservation and conservation of environment and development of Solid Waste Management measures.

1. SPECIAL COLLECTION OF WASTE (EXCLUSIVE ONLY FOR DOMESTIC AND YARD WASTE), PURSUANT TO SECTION 44, CITY ORDINANCE NO. 668, S-2017

Office or Division:		City Environmental Management Department (CEMD)		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C); Government to Business (G2B)		
Who may avail:		Concerned Citizen/Commercial Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request letter or personal appearance to the office of the CEMD		Mr. Emmanuel P. Oblea, Jr. Officer in Charge CITY ENVIRONMENTAL MANAGEMENT DEPT. Boni Ave. cor. Lion's Road, Mandaluyong City Email: esc.mandaluyongcity@gmail.com Landline No. 029190478		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request letter or personally appear before the office of the CEMD	1.1. Conduct Ocular Inspection to determine the volume, classification, and types of the of waste for hauling.	None	Within the day	Officer of the day
	1.2 Coordinate with the City contracted waste hauler for the availability of hauling truck in relation to such special waste collection Should there be an accommodation for such request; the City waste hauler shall provide the schedule for collection.	None	Within the day	Officer of the day

	1.3 Prepare Order of Payment (based on C.O. # 668 S-2017 stipulations) as basis for payment for the City Treasury	None	Within the day	Officer of the day
2. Payment of Garbage Service Charge at City Treasurer's Department.	2.1 The City Treasury Department upon payment thereof, shall issue a corresponding Official Receipt	City Ordinance #668, S-2017 Garbage Service Charge Residential Wastes: Mini-Dumptruck P5,000.00 10 Wheeler Truck P7,000.00 Commercial Wastes: Mini-Dumptruck P7,000.00 10 Wheeler Truck P10,000.00 Condominium Wastes: Mini-Dumptruck P7,000.00 10 Wheeler Truck P10,000.00 Ind'l/Mfg Establishments Wastes: Mini-Dumptruck P7,000.00 10 Wheeler Truck P10,000.00		Cashier
		Bulky Wastes: Mini-Dumptruck P5,000.00 10 Wheeler Truck P7,000.00		

3. Present Official Receipt to CEMD	3.1 Provide the requesting party the necessary information regarding the collection date.	None	5-10 minutes	Garbage Truck Dispatch Officer to provide the required hauling truck on the given collection date
TOTAL			6-11 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8919-0478 / (02) 8533-7975 Email: esc.mandaluyongcity@gmail.com
How feedbacks are processed	Send to the Receiving Officer and forwarded MR. EMMANUEL P. OBLEA JR.
How to file a complaint	Write a letter of complaint letter address to: MR. EMMANUEL P. OBLEA JR. Head, City Environmental Management Department
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

SOLID WASTE MANAGEMENT OFFICE

ABOUT THE OFFICE

The **Solid Waste Management Office** was given the task to consolidate and monitor the barangays to conduct their Sabado Linis every week. Barangay secretaries/their duly representative shall fill up the clean-up form and submit it to the Solid Waste Management office to consolidate and the office will submit the summary report to the DILG office.

1. Submission of Clean-up Report

Office or Division:	Solid Waste Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Secretaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All items in the form must completely filled and accurate signed by the barangay Chairman.		Solid Waste Management office and DILG office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clean-up report given by the office with the Barangay Chairman's signature	1.1. Receiving of form	No fee/s	1 minute	Officer of the day
TOTAL			1 minute	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Call SWMD office-09175136342
How feedbacks are processed	Addressed to the OIC
How to file a complaint	Call the City's contact number/call 8888
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

CITY EDUCATIONAL SERVICES OFFICE

ABOUT THE OFFICE

The City Educational Program Executive Committee or the CEPEC was organized by Mayor Benjamin S. Abalos, Sr. in 1996 to handle and act as the policy making body for the City of Mandaluyong Collegiate Scholarship Program.

Mayor Benhur Abalos decided to accommodate the average students in order to help them in pursuing collegiate education. It was then when the category of “grantee” started. Unlike the scholars, the recipients under grantee category has no stipend or allowance but no grade requirement. The grantee needs only to pass all the subjects he/she has taken to renew the scholarship grant.

1. APPLICATION/ADMISSION FOR NEW SCHOLARS/GRANTEES

Successful students who passed or have been studying at Rizal Technological University (RTU) may avail scholarship grants from the City Educational Services Office.

Office or Division:	City Educational Scholarship Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming 1st year and 2nd year College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. High school Report Card		Previous Senior High School Went		
2. Results of RTU Entrance Examination and Interview		Rizal Technological University		
3. A Copy of First and Second Semester Grades (for 2nd years)		Rizal Technological University		
4. Latest Income Tax Return of your parents or Joint-Affidavit of Non-filing of ITR in case they are unemployed		Bureau of Internal Revenue (BIR)		
5. Medical Certificate		Government or Private Physician		
6. Certificate of Residency & Indigency		Barangay Captain		
7. Voter's ID (Parent)		COMELEC		
8. Two (2) pcs. 2" x 2" pictures		On your own accord		
9. Copy of Course Curriculum		Rizal Technological University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	1.1 The office will review and check all requirements	This service is FREE of charge	5 minutes	Annalyn Nery
2. Interview/Approval	2.1 The scholarship Officer will conduct interview and will decide client's admission for scholars/grantees	This service is FREE of charge	5 minutes	Engr. Melody Imelda "Pinky" Umali-Tubig
3. Issuance of Enrolment Slip	3.1 Successful students who passed the interviews and assessment will be provided Enrolment slip from the office	This service is FREE of charge	2 minutes	Mary Ann Polo
TOTAL		None	12 minutes	

2. RENEWAL OF SCHOLARSHIP GRANTS

Students who have been accepted as scholars/grantees of the City Educational Services Office must observed Scholarship Retention Guidelines (please see guide on the next page). Scholars must secure clearance for renewal every semester.

Office or Division:	City Educational Scholarship Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	City Educational Services Office Scholars and Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Renewal Form		Scholarship Office		
2. Grades for the Current Semester		Rizal Technological University		
3. Registration Form				
4. Course Curriculum				
5. Pre-enrolment Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	1.1 The office will review and check all requirements	This service is FREE of charge	2 minutes	Annalyn Nery
	1.2 Computation of General Weighted Average	This service is FREE of charge	3 minutes	Mary Ann Polo
	1.3 Evaluation and Approval	This service is FREE of charge	5 minutes	Engr. Melody Imelda “Pinky” Umali-Tubig
2. Issuance of Enrolment Slip	2.1 Scholars/ Grantees who passed the evaluation following the Scholarship Retention Guidelines will be issued Renewal Enrolment slip			Mary Ann Polo
TOTAL		None	10 minutes	

A. SCHOLARSHIP BENEFITS:

Scholars and Grantees are entitled of FREE TUITION FEE (FULL) at Rizal Technological University.

In compliance to City Ordinance 704, S-2018: An Ordinance Reprogramming the System of the Scholarship Grants of the City of Mandaluyong, scholars and grantees will receive the following monthly allowance:

SCHOLARS	Two Thousand Five Hundred Pesos per month (P2,500.00/month)
GRANTEES	Two Thousand Pesos per month (P2,000.00/month)

B. FOR SCHOLARSHIP RETENTION

a. Academic Load

- Full load per curriculum schedule each semester. Course must be finished within the number of years stated in the contract.
- Cross-enrolment requires RTU and City Scholarship Officer approval; expenses shall be on the account of the recipient.

b. Shifting of Course

- Requires approval of the Dean and City Scholarship Officer;
- Shifting is allowed only after the first year;
- Lacking subject(s) should be taken during summer; tuition and miscellaneous fees on the account of the recipient.

c. Dropping of Subjects: follow

- Dropping is accepted on a case-to-case basis.
- Lacking Subject(s) should be taken during summer; the tuition and miscellaneous fees on the account of the recipient.

d. Incomplete Grades:

- Three (3) incomplete grades, a ground for termination;
- Completed passing grade must be submitted within one (1) month from the renewal period.

e. Deferment:

Deferment of scholarship requires approval of the City Scholarship Officer. Acceptable reasons are as follows;

- Illness supported by medical certificate;
- Psychological/emotional problems certified by the school guidance counselor;
- Death of father and/or mother; or
- Others on a case-to-case basis.

f. Weighted Average:

- Scholar
 - Engineering & Technology-2.50 or better
 - Other Courses-2.25 or better
- Grantee- no required GWA, as long as all grades are passing.

C. STATUS OF SCHOLARSHIP/GRANTS

- Scholar
 - 1. Regular
 - CEIT – 2.5 and above GW
 - NON CEIT – 2.25 and above GWA
 - 2. Warning
 - CEIT – GWA is 2.5 & above but with combination grades of 2.75 and 3.0
 - NON CEIT – GWA is 2.25 & above but with combination grades of 2.50 & 2.75
- Grantee
 - 1. Approved – if no failing grades.
 - 2. Terminated if with failing grades
 - 3. Probationary

D. TERMINATION

- Scholar
 - Failing grades(s), 3 INC's, DROPPED, WITHDRAW, 4.0 and below GWA
- Grantee
 - Failing grades(s), 3 INC's, DROPPED, WITHDRAW, 4.0

CALENDAR OF ACTIVITIES

January – Releasing of First Allowance for the Second Semester

- Announcement of Scholarship Program through tarpaulins and school-to-school campaigns by current CMCSA officers.

February – Releasing of Second Allowance for the Second Semester

April – Releasing of Last Allowance for the Second Semester

- Application for Scholarship (April 1-14)
- Scholars' Recognition Day at RTU (2nd Week)
- Renewal of grant for summer enrollees
- Scholarship Examination (3rd Week)
- Releasing of Qualified Scholars (4th Week)

May – Submission of additional requirements of scholarship examination passers

- Renewal Period (until June)
- Brigada Eskuwela in the chosen public school in Mandaluyong City (3rd Week)
- Seminar - Orientation of all new recipients together with their Parents/ Guardians (4th Week)

June – Memorandum of Agreement Signing between new scholars & grantees and Mayor Benhur Abalos witnessed by Dr. Jesus Rodrigo Torres & Mr. Delfin M. Asistio. Monday Morning Program, Mandaluyong Executive Building. (1st Week)

- Oath taking of newly-elected officers
- Team Building-Seminar of newly-elected CMCSA Officers

July – Releasing of first Allowance for the First Semester

September – Releasing of Second Allowance for the First Semester

October – Renewal Period of Scholars & Grantees

November – Releasing of Last Allowance for the First Semester

December – Give-A-Gift Project of scholars and grantees

CMCSA PRESIDENTS, 1996- SY 2013-2014

In 1996 the City of Mandaluyong Collegiate Scholarship Association (CMCSA) was established by former Coun. Delfin M. Asistio, the CEPEC Chair, and Engr. Pinky Umali-Tubig, the Scholarship Officer. The purpose of which was to train the officers to become a good leader and to act as the mediator between the City Scholarship Office and CMCS scholars. The first president of the said scholars' association was Adrian Isidro who became the president for four consecutive years, 1996-2000. He graduated in year 2000 of BSE- Major in Gen. Science and now in Alaska, U.S.A and working as Physics Professor.

CMCSA Presidents

1996-2000 - Adrian Isidro, BSE- Gen. Science

2000-2001 - Mark Milane Jogno, BS Computer Eng'g

2001-2002 - Amalia Del Rosario- BS Industrial Psychology

2002-2004 - Alvin Joseph Migrino, BS Computer Eng'g

2004-2005 - Mary Joy C. Oreta, BSBA-Management

2005-2006 - Alvin Joseph Migrino, BS Computer Eng'g

2006-2007 - Joey Destreza, BS Instrumentation & Control Eng'g.

2007-2008 - Arlene Rosal, BS Electronics & Comm. Eng'g.

2008-2009 - Roxana Adricula, BS Political Science

2009-2010 - Sarah Jane Sanclaria, BS Sec. Education-English Major

2010-2011 - Johnvert Labos, BS Mechanical Eng'g.

2011-2012 - Genesis Espiritu, BS Electronics & Comm. Eng'g.

2012-2013 - Jazar Tungcod, BS Industrial & Tech. Eng'g.

2013-2014 - Jose Ramon Cruz, BS Electrical Eng'g

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The person can either (1) go directly to the Scholarship Office or (2) call the hotline.
How feedbacks are processed	The office will assess and evaluate all feedback through tools and forms provided by the government
How to file a complaint	The person can either (1) go directly to the Scholarship Office or (2) call the hotline with the provided contact information
How complaints are processed	The office will assess and evaluate all feedback through tools and forms provided by the government

Office	Address	Contact Information
City Educational Service Office	Mandaluyong City Hall	8531-0070

MANDALUYONG MANPOWER DEVELOPMENT CENTER

ABOUT THE OFFICE

The office provides a continuing, coordinated and fully-integrated technical education and skills development policies, plans, and programs for the constituents.

Awarded of the National Kabalikat Award by TESDA (back to back NCR Kabalikat Award) year 2013.

Office or Division:	Mandaluyong Manpower and Technical-Vocational Training Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	<p>Trainee Entry Requirements:</p> <ul style="list-style-type: none"> • At least 15 years old and above • can communicate effectively both orally and verbally • can perform basic mathematical computation, and, • physically, mentally emotionally fit <p>NOTE: Mandaluyong Residents are priority, still we cater clients from our neighboring cities who are willing to be trained</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate		Philippine Statistics Authority (PSA)		
2. Marriage Contract (for married female only)		Philippine Statistics Authority (PSA)		
3. Latest Barangay Clearance/Voter's ID		Barangay Hall/Comelec		
4. Any School Credential (diploma, TOR, permanent record, etc.)		School where they undergone		
5. X-ray Result (for Welding Course only)		Any certified/authorized medical laboratory		
6. College Graduate/High School Graduate Holding NC II Certificate under Tourism Sector (for Events Management Services Course only)		School where they graduated/Assessment Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show original documents with photocopies to Windows 1 or 2 and mention the course wanted to enroll	1.1 Acknowledge and entertain whether resident or non-resident	None	5 minutes	EDNA S. WATANABE Enrolment Staff (Window 1) DINAH B. BUARON Enrolment Staff (Window 2)
2. Fill-up the issued Enrolment Form and attached the photocopies of the required documents		None	3 minutes	EDNA S. WATANABE Enrolment Staff (Window 1) DINAH B. BUARON Enrolment Staff (Window 2)

3. Bring the enrolment form with all documents to Window 5 or Window 6 for payment of ID		Php 100.00	2 minutes	MA. BRENDA A. GALOPE (Window 5) THELMA P. HERRERA (Window 6)
4. Proceed to Computer Laboratory (Basic Computer Literacy Room) for On-line Registration and seek for assistance from the assigned Registration Staff	4.1 in case the client is not from the Hospital to issue them Death Certificate the office will be the one to provide the death Certificate and sign by the City Health Office and registered in City Civil Registrar	None	15 minutes	MANNY M. LORENZO Computer Trainer/ Operator MA. VANESSA L. LORENZO On-Line Registration Staff/ Data Encoder
5. Go to ID Room and present the enrolment form and wait for your turn for picture taking provided by the assigned photographer then write your signature in the electronic pen tablet. Wait for the release of your Admission Slip		None	5 minutes	ALFONSO G. SIAO Computer Operator/ Photographer JOSE RAMERO H. MONDEJAR Computer Operator/ Photographer JAKE BRIONES E. BELLO Computer Operator/ Photographer
TOTAL			30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8531-5159 Email: manpower@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MS. MERLITA TAMPINCO
How to file a complaint	Write a letter of complaint letter address to: MS. MERLITA TAMPINCO Head, Mandaluyong Manpower and Technical- Vocational Training Center
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

PUBLIC EMPLOYMENT SERVICES

ABOUT THE OFFICE

The Public Employment Service Office (PESO) is a non-fee charging multi-service provider established or accredited pursuant to Republic Act 8759 otherwise known as the PESO Act of 1999.

The office ensures the prompt, timely and efficient delivery of employment service and provision of information on other DOLE employment and self-employment programs in the city.

Provides employment and recruitment assistance, labor market information, career guidance and employment counseling and other DOLE programs.

1. AFFILIATION OF EMPLOYER

The Letter of Affiliation is issued to employers for partnership to PESO to fast-track the meeting of jobseeker/s and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants

Office or Division:	Public Employment Services Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All companies seeking to join the Mandaluyong PESO Job Fairs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit (1 photocopy)		Concerned Local Government Unit		
BIR 2303 (1 photocopy)		Bureau of Internal Revenue (BIR)		
SEC / DTI Registration (1 photocopy)		Securities and Exchange Commission (SEC) or Department of Trade and Industry (DTI)		
Certificate of No Pending Case (1 photocopy)		Department of Labor and Employment (DOLE)		
Additional Requirement:				
DO 174 (if Manpower Agency) (1 photocopy)		Department of Labor and Employment (DOLE)		
CDA (if Cooperative) (1 photocopy)		Cooperative Development Authority (CDA)		
PEZA (if Call Center Agency) (1 photocopy)		Philippine Economic Zone Authority (PEZA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Employer’s Registration Form (ER Form) and the list of requirements from the PESO Officer	1.1 Provide Employer’s Registration Form and the list of required documents	None	3 minutes	Documentation Clerk PESO

<p>2. Submit the accomplished ER Form with required documents as DOLE compliance for PESO affiliation</p>	<p>2.1 Check the completeness of the Application Form and all documentary requirements.</p> <p>2.1.1 For complete requirements, receive the application, with all supporting documents.</p> <ul style="list-style-type: none"> • For incomplete documents, return the Application Form and documents to the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed. 			<p>Documentation Clerk</p>
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	2.2 Approve/disapprove affiliation 2.2.1 Prepare Letter of Affiliation <ul style="list-style-type: none"> Letter of Affiliation signed by PESO Manager 2.3 Database encoding of Employer's details and job vacancies in the PhilJobNet and PEIS 2.4 Conduct Orientation and Interview with the employer or authorized representative 2.5 Release the Letter of Affiliation 2.6 Inform employer the schedule of their In-House Interview	None	10 minutes	LMI Clerk Department Head LMI Clerk PESO
3. Attend orientation on rules and regulation in the conduct of job fair and other information		None	10 minutes	Department Head PESO
4. Claim the Letter of Affiliation		None	1 minutes	Action Officer PESO
5. Request schedule for In-House interview (optional)		None	2 minutes	Referral & Placement Officer PESO
TOTAL		None	26 minutes	

2. REFERRAL AND PLACEMENT

Under RA 8759 otherwise known as PESO Act of 1999, the Public Employment Service Office is mandated to carry out full and equal employment opportunities for all. Referral is a process of directing pre-screened jobseekers to employers with vacancies matching their qualifications.

Office or Division:	Public Employment Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume / Credentials (1 original copy / 1 photocopy)		Applicant		
2. Barangay Clearance (1 photocopy)		Concerned Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1 Provide Employer's Registration Form and the list of required documents	None	1 minute	Placement & Referral Officer PESO
2. Accomplish National Skills Registration (NSRP) form	2.1 Provide NSRP form	None	5 minutes	Documentation Clerk PESO
3. Submit duly accomplished NSRP Form	3.1 Receive the duly accomplished NSRP Form 2.1. Validate the applicant's NSRP form	None	3 minutes	Documentation Clerk PESO Placement & Referral Officer PESO
	3.2 Endorse to the Referral and Placement Officer • Check job vacancies for proper endorsement to employer			

4. Check the list of job vacancies posted on the PESO Bulletin Board	4.1 Endorse applicant to employer for interview based on the qualifications of applicant	None	5 minutes	Placement & Referral Officer PESO LMI Staff PESO Manager PESO
	4.2 Prepare referral letter if necessary • Referral Letter sign by PESO Manager			
5. Receive Referral Letter	5.1 Issuance of referral letter • Orientation of applicant by Placement Staff	None	2 minutes	Placement & Referral Officer PESO
TOTAL		None	16 minutes	

*** for Jobseekers who are NOT occupationally set, refer for Training/Employability or Self-Employment Program

3. CAREER GUIDANCE AND EMPLOYMENT COACHING TO SCHOOLS

It aims to inform students and jobseekers with possible education and career paths. The establishment of Networks of Guidance Counselors (NGCs), on the other hand, is a measure to augment the very few number of Registered Guidance Counselors (RGCs) in the country providing education, personal/motivational, and career guidance counseling to students and jobseekers.

Office or Division:		Public Employment Services Department		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2B – Government to Business Entity		
Who may avail:		Schools (Public & Private)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 original copy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent requesting for the facilitation of Career Guidance and Employment Coaching to be conducted in your school, addressed to: HON. CARMELITAA. ABALOS City Mayor Thru: EMMA L. JAVIER PESO Manager	1.1 Receive the original Letter of Intent	None	1 minute	Career and Employment Coaching Officer PESO
2. Meet PESO Manager prior to the conduct of Career Guidance & Employment Coaching Activity and Labor Education for Graduating Students	2.1 Conduct the planning of the activity	None	10 minutes	Department Head PESO
3. Scheduling of Career Guidance & Employment Coaching Activity and Labor Education for Graduating Students	3.1 Inform the school authorized representative regarding the schedule of the activity	None	3 minutes	Career and Employment Coaching Officer PESO

4. LABOR MARKET INFORMATION (LABOR SUPPLY-DEMAND)

Labor Market Information (LMI) describes the interaction between the supply of and demand for labor in the market. Furthermore it presents and interprets how a labor market is functioning, and identifies available labor resources, employment opportunities, and other related information such as wage rates, qualifications, employment conditions, etc. It issues various regular LMI publications such as Labor Market Monitor, Labor Market Updates and Job Ads; and special publications such as Labor Market Trends, Career Pamphlets, and Industry Career Guides.

Office or Division:	Public Employment Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	Students, Employers, labor organizations, workers, government agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For G2G				
1. Receive Labor-Supply Demand Profile	1.1 Every 1st week of the month, LMI Officer forward the system generated City Labor Supply Demand profile to Department of Labor and Employment-NCR-PAPAM-AMARISAN Field Office which consists of <ul style="list-style-type: none"> • Applicants Registered • Job vacancies solicited • Applicants referred for training • Applicants referred for placement • Applicants placed 	None	3 minutes	LMI Officer PESO

	<ul style="list-style-type: none"> • Number of Individuals reached (Youth/ Non-youth) • Number of Institutions reached • Employment and Career Guidance applicants coached • And other data for PESO and DOLE Special Programs 			
For G2C / G2B 1. Review the Labor Market Information profile	1.1 Information dissemination consist of: <ul style="list-style-type: none"> • Labor Force Statistics • Labor Supply and Demand profile based on Philippine Standard Occupational Classification (PSOC) • Labor Market Analysis • Employment and Economic Activities 	None	-	LMI Officer / Department Head PESO
TOTAL		None	3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	
How feedbacks are processed	<p>Accomplish the feedback form available in PESO office/main entrance of City Government of Mandaluyong and drop in the drop box.</p> <p>Send your feedback thru email at pesomandaluyong@gmail.com</p> <p>Call PESO office 8532-5001 loc 570 / 8532-2606.</p> <p>Visit and talk to the PESO Officer of the day.</p>
How to file a complaint	<ul style="list-style-type: none"> • Accomplish the feedback form available in offices/main entrances of City Government of Mandaluyong building and drop in the drop box. • Email at pesomandaluyong@gmail.com. • Call the PESO office 8532-5001 loc 570 / 8532 2606.
How complaints are processed	<p>Complaints received are forwarded to the relevant person for appropriate action.</p> <p>The office will be required to submit a reply within 3 working days upon receipt of the complaint.</p> <p>The designated employees will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

OFFICE FOR SENIOR CITIZENS AFFAIRS

ABOUT THE OFFICE

The office serves as the focal point of needs of the senior citizens in the city. The office also plans, implements, and monitors programs and activities as directed in the Republic Act 9994.

AGENCY PROFILE

I. Mandate:

The Office for Senior Citizens Affairs (OSCA) is mandated to plan, implement and monitor yearly work programs in pursuance to the objectives of Republic Act No. 7432 otherwise known as the Senior Citizens Act as amended by Republic Act 9994 better known the Expanded Senior Citizens Act of 2010, all of which are geared to protect and facilitate the welfare of the elderly sector.

II. Vision:

We aim to become a caring, responsive, progressive, and empathetic organization that will cater to the needs of the senior citizens of this City which shall give them the true sense of security and confidence at their place in society even after retirement.

III. Mission:

To provide the opportunity for Senior Citizens to remain active, independent, healthy, and involve in the community, enriching their lives through well-designed social programs that shall make them play an important role in society at this golden stage of their lives.

IV. Service Pledge:

It is the duty of OSCA to serve all senior citizens to the best of its ability equally without fear or favor as far it is within the limits of the law. It is our desire to satisfy all the reasonable needs of its members to ensure that our senior citizens are happy in their golden years.

Office for Senior Citizens Affairs

The office serves as the focal point of needs of the senior citizens in the City. OSCA also takes the lead in the planning, implementing, and monitoring of programs and activities in line with the directives of Republic Act 9994 also known as the Expanded Senior Citizens Act of 2010.

Office or Division:	Office for Senior Citizens Affairs	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	All Senior Citizens of the City of Mandaluyong	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For NEW applicant <ul style="list-style-type: none">- Barangay Clearance (Proof of Residency)- 2pcs 1x1 Picture if none OSCA will take the applicants picture for free- 2 Government Issued Identification Card (Birth Cert. Driver's License Passport, Philhealth MDR, GSIS, SSS, Postal and Voters ID)		- Barangay Hall to where the Applicant is residing

B. For Mortuary Assistance <ul style="list-style-type: none"> - Claimant to surrender the Original Senior citizens ID of the deceased. - Photocopy of Official Death Cert, and - Photocopy of Marriage Contract Birth Cert. of claimant to prove the relationship to the deceased and or Affidavit of Guardianship. - Ordinance No. 460,S-2011 	-in the possession of the Senior Citizen Civil Registry 2nd Flr.Exec. Blue Bldg.Cityhall Grounds
C. For Loss Senior Citizens ID <ul style="list-style-type: none"> - 2pcs 1x1 Picture if none OSCA will take the applicants picture for free - Duly Accomplished Affidavit of Loss to be fill up at OSCA. and Fees Php 100.00 for lost ID, Guidelines on the issuance of the nationally uniform IDs of senior citizens as per R.A. 7432 	Office for Senior Citizens Affairs (OSCA)
D. For Social Pension <ul style="list-style-type: none"> 1 Photocopy of Senior ID (back to back) 2 approach OSCA staff for Social pension Interview 	OSCA can provide photocopy for free Social Pension Interviewer at OSCA
E. For Birthday Gift <ul style="list-style-type: none"> - After application of the Senior Citizens ID OSCA will automatically encode the applicant for inclusion on the Birthday Payroll, Ordinance No. 658,S-2017 	OSCA will encode the data automatically
F. For the use of Senior Citizens Center <ul style="list-style-type: none"> - provide a Request letter of activities of senior citizens addressed to OSCA Head, and receive to OSCA Office for accommodation and checking of existing schedule as well as approval of the OSCA Head 	Neptali A. Gonzales (NAG) Senior Citizens Integrated Center located at Welfareville Compound, Acacia Lane Extension Barangay Addition Hills, beside DOH near ABIS School,
G. For Mandaleño Centenarians Incentives <ul style="list-style-type: none"> - Senior Citizens ID Card issued by OSCA Mandaluyong City - Other Philippine-government issued identification cards showing Filipino citizenship and year of birth as a reference point for the centenarian's eligibility for awards and incentives. Ordinance No. 681,S-2017 	Office for Senior Citizens Affairs (OSCA)

H. Free Theater Card for Senior Citizens Mandaleño - Senior Citizens ID Card issued by OSCA Mandaluyong City (issued on the 1st week of February).Resolution No. 122, S-1989		Office for Senior Citizens Affairs (OSCA)		
I. Granting Monthly Allowance to Senior Citizens Association of every Barangay - Ordinance No. 637,S-2016 - Ordinance No. 737,S-2019		Office for Senior Citizens Affairs (OSCA)		
J. Issuance of Certification needed to Registered senior citizens in the City - Senior Citizens Permanent ID Card issued by OSCA Mandaluyong City - Other Documents related to their needs.		Office for Senior Citizens Affairs (OSCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all of the requirements in acquiring Senior Citizens ID for NEW applicant	1.1 Accepts and verify the requirements given by the NEW Applicant before making the senior ID	None	3-5 Minutes	Sonie Bayanin; Aira Gail Reyes; Criselda Santiago; Edith Santos; Marion Espinosa
2. fill-up Mortuary form- submit all the requirements in acquiring Mortuary Assistance	2.1 Accepts and Verify the given requirements / advice the applicant of what to do next	None	3-5 Minutes	Sonie Bayanin; Criselda Santiago; Cristina Conde
3. Fill up Affidavit of Loss provided by OSCA	3.1 Accepts and verify the correct information in replacing the loss Senior ID	Php 100.00	3-5 Minutes	Bebot Lorico; Sonie Bayanin; Aira Gail Reyes; Edith Santos
4. Approach OSCA staff Social Pension Interviewer	4.1 Initial Interview for DSWD Social Pension for indigent seniors.	None	10-15 Minutes	Rosalie Dela Vega; Kathy Macaspac; Jun Lim; Tess Manlapao; Rosalinda Mira; Rosalinda Nudo

5. reach out with OSCA or with Barangay Senior President for the updates in regards with the Birthday Gift	5.1 Provide Senior Presidents print out of the Birthday Gift Payroll number for an easy transaction of our senior citizens	None	3-5 Minutes	Bebot Lorico; Criselda Santiago; Judge Jimenez; Jethro Rambano; Jun Lim 27 Barangay Presidents
6. approach OSCA or NAG Staff at the front desk to be assisted in checking the existing event schedule	6.1 Check the request letter as well as the date of event for proper assistance	None	5-7 Minutes	Bebot Lorico; Engene Torres; Pinky Santos; Aira Gail Reyes; Francis Javier; Camil Carreon; Chito Dumas; Aracelli Cabrera; Felisa Banta
7. Approach OSCA Staff for the list of requirements needed to apply for Mandaleño Centenarian.	7.1 Check the request letter as well as the date for proper assistance	None	3-5 Minutes	Rosalie Dela Vega; Marion Espinosa; 27 Barangay President
8. Provide the Permanent Senior Citizens Mandaleño ID for acquiring Theater Card	8.1 Accepts and verify if the Senior Citizens\ ID is New or not. If not, the old ID will be replaced on the spot.	None	3-5 Minutes	Bebot Lorico; Edith Santos; Sonie Bayanin; Rosalinda Nudo; Rosalie Dela Vega
9. Accomplishment Report for every Barangay Senior Citizens Association	9.1 Assist Senior Citizens Association in every Barangay	None	3-5 Minutes	Bebot Lorico; Engene Torres; Pinky Santos; Marion Espinosa
10. Provide the Permanent Senior Citizens Mandaleño ID and any documents needs for Certification	10.1 Accepts and verify if the Senior Citizens ID and other documents.	None	5-7 Minutes	Bebot Lorico; Criselda Santiago
TOTAL			41-64 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and have it received at OSCA:</p> <p>Tel. No. (02) 8654-7028 / 8363-8741 (02) 8532-5001 connecting to all Departments</p> <p>Email: osca@mandaluyong.gov.ph</p>
How feedbacks are processed	<p>Feedback requiring answers are forwarded to OSCA HEAD MR. LUISITO E. ESPINOSA.</p>
How to file a complaint	<p>Answer the client Complaint Form to be submitted to OSCA. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence
How complaints are processed	<p>Complaints requiring answers are immediately processed</p>

PERSON WITH DISABILITIES AFFAIRS DIVISION

ABOUT THE OFFICE

The Persons With Disabilities Affairs Division (PDAD) was established in 1998 under City Ordinance 193 S. 1998. PDAD is the FIRST Local Government Office in the entire Philippines created that caters to the need of Persons With Disabilities (PWDs) and in accordance with the basic principle of the Magna Carta for Persons with Disabilities (Republic Act 9442), that the PWDs' right must not be perceived as welfare services of the government. Our mission is to work with and for Persons With Disabilities addressing their rights to EDUCATION, HABILITATION and REHABILITATION, PLAY and LEISURE, FAMILY SUPPORT, HEALTH EQUAL OPPORTUNITY, and ACCESSIBILITY.

1. ISSUANCE OF THE NATIONAL PWD IDENTIFICATION CARD

(Pursuant to RA 9442, 20% Discount to Transportation, Medicine and Prime Commodities)

Office or Division:	Person with Disabilities Affairs Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Persons With Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Apparent Disability , Medical Certificate indicating the Disability; or School Assessment from Licensed Special Education Teacher duly signed by the Principal. For Non Apparent Disability (i.e., Autism, Mental Disorder, etc), Medical Certificate from a Licensed Private or Government Physician that can diagnose such conditions; or Clinical Abstract or Medical Evaluation.		Licensed Private or Government Physician		
2. 3 pieces 2x2 and 2 pieces 1x1 Recent ID pictures				
3. Blood Type Result		City Health Laboratory		
4. Voter's ID or Voter's Registration (Proof of Residency) If the client/applicant is NOT of voting age, it will be the Voter's ID of his/her parents or caregiver		Local Comelec		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for Evaluation.		This service is FREE of charge	2 minutes	Ms. Wennah Marquez; Ms. Myrna Orayan
2. Fill out application Form		In case wherein the client could not provide for the cost of ID pictures and blood typing, the city government will provide them for FREE. The service includes FREE lamination of the Identification Card.	5-15 minutes	Client/Applicant

<p>3. Processing of application Typing of information details in the ID card and writing details in the medicine and prime commodities booklets, and lamination of ID Card</p> <p>If client does not know his/her blood type, he/she will be accompanied to the City Health Laboratory for FREE blood typing.</p> <p>If client is of voting age and have not registered with COMELEC and the Voter's Registration is available, he/she will be accompanied to the COMELEC Office for registration.</p> <p>If client's financial capability could not afford to have copies of ID pictures, PDAD will provide for it FREE of charge.</p>			5-15 minutes	Leandro Salvador; Myrna Orayan; Antonina Sotto; Johnny Buncio; Alex Lago
			15-20 minutes	Alex Lago; Norma Pasion; Johnny Buncio
			30-45 minutes	Alex Lago; Norma Pasion; Lito Orayan
			5 minutes	Dennis Balan; Leandro Salvador
<p>4. Issuance or release of the Identification card and booklets The governing law on the usage of the ID Card as well as its booklet will be explained to the applicant</p>			5 minutes	Antonina Sotto; Myrna Orayan
TOTAL		None	30 minutes	

2. REQUEST FOR ASSISTIVE DEVICES

(Standard and intermediate Wheelchairs, Crutches, Canes, White Canes and Walkers)

Office or Division:		Person with Disabilities Affairs Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		PWD in need		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 piece 3R Whole Body picture				
2. Certificate of Community Service (40 hours for Wheelchairs and 10 hours for other devices)		Barangay Hall, Civil Organization or Agency where service was rendered		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referral and Appointment Those in need of wheelchairs usually self-refer or be referred by Health Centers, Barangay workers, Rehabilitation workers and Non Government Agencies		This service is FREE of charge	2 minutes	Ariel Allorde; Referring person
2. Assessment Each user requires an individual assessment, taking into account their lifestyle, home environment, and physical condition. Certified Wheelchair Assessors either go to their house or user will be brought to our office for assessment.			(depending on client's cooperation and deformity)	Angelito Orayan; Norma Pasion; Ariel Allorde; (Standard Wheelchairs & Other Assistive devices)
3. Prescription Using the information gained from the assessment, a wheelchair prescription is developed. The prescription details the selected wheelchair type, size, and modifications (if any)			5-15 minutes	Wennah Marquez; Angelito Orayan

4. Funding and Ordering Funding source is identified and wheelchair is ordered from supplier or from stock			30 minutes	Ms. Wennah Marquez
5. Product Preparation PDAD will pick up ordered wheelchairs from donors (Latter Day Saints Charities) or from the Office of the Mayor and prepare the wheelchair for the initial fitting. Adjustment and modifications will be made.			30 minutes – 1 hour (depending on modifications)	Wennah Marquez Leandro Salvador Angelito Orayan Ariel Allorde
6. Fitting The Certified Wheelchair Technician who assessed the user fits them in the wheelchair. Final adjustments are made to ensure the wheelchair is correctly assembled and set up. If postural support or modifications are required, additional fitting will be necessary.			15 minutes (Standard Wheelchair) 2 – 4 hours (Intermediate Wheelchair)	Wennah Marquez Intermediate Wheelchair Angelito Orayan Standard Wheelchair
7. User Training The Wheelchair Technician instructs the User and their caregivers on how to safely and effectively use and maintain the wheelchair.			15 minutes	Wennah Marquez Angelito Orayan
8. The Wheelchair Technician will schedule with the User dates for follow up. This would also provide opportunity to check wheelchair fit and provide further training and support.			15 minutes - 1 hour	Wennah Marquez Angelito Orayan

3. REFERRALS

REQUEST FOR AUDIOLOGICAL OR HEARING TEST AND PSYCHOLOGICAL ASSESSMENT

Office or Division:	Person with Disabilities Affairs Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	PWD in need			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement or request for evaluation		This service is FREE of charge	2 minutes	Myrna Orayan Ariel Allorde Leandro Salvador
2. Fill out request form			5 minutes	Client / Applicant
3. Prepare Endorsement Letter			5 – 10 minutes	Myrna Orayan Ariel Allorde
4. PDAD Staff will call Assessment center for schedule of clients			5 minutes	PDAD Staff
5. Give instructions to client re schedule of assessment and directions			5 – 10 minutes	Myrna Orayan Leandro Salvador Ariel Allorde

4. REQUEST FOR HEARING AID AND PROSTHESIS/ORTHOSIS

Office or Division:		Person with Disabilities Affairs Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		PWD in need		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement or request for evaluation		This service is FREE of charge	2 minutes	Myrna Orayan Ariel Allorde Leandro Salvador
2. Fill out request form			5 minutes	Client / Applicant
3. Prepare Endorsement / Referral Letter Endorsement Letter to PGH Spine and Rehab or UERM Philippine School of Prosthetics and Orthotics. For Hearing Aid, ensure that client have 3 Hearing Test with quotation from different Audiological Centers			5 – 10 minutes	Myrna Orayan Ariel Allorde
4. Endorse/Assist clients in securing Social Case Study from CSWD			5 minutes	Alex Lago Antonina Sotto
5. Explain other requirements of tie up organization. Give instructions to client re schedule of assessment and directions in going to assessment venue.			5 – 10 minutes	Myrna Orayan Leandro Salvador Ariel Allorde

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 connecting to all Departments Email: dpad@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MS. WENNAH MARQUEZ
How to file a complaint	Write a letter of complaint letter address to: MS. WENNAH MARQUEZ Head, Person with Disabilities Affairs Division
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

PROJECT T.E.A.C.H.

ABOUT THE OFFICE

The local government of Mandaluyong City spearheaded the conceptualization and implementation of Project Therapy, Education and Assimilation of Children with Handicap (TEACH). This is a community-based rehabilitation program that directly benefits youth with disabilities residing in depressed areas. It is a joint project with the Rehabilitation and Empowerment of Adults and Children with Handicap (REACH) Foundation Inc., a non-stock non-profit organization based in Mandaluyong City.

Mandaluyong CARES is a THERAPY and SPED TUTORIAL services for children with special needs rendered for FREE. This is staffed by licensed professionals, as well as interns from top universities in the Philippines. The center also provides FREE diagnostic services from the developmental pediatricians. The project emphasizes empowerment and transfer of knowledge by recruiting experts to teach essential competencies to lay people. Community Rehabilitation and Education Workers (CREW) and volunteer parents undergo rigorous training activities to enable them to assist in the implementation of therapy and educational programs. To ensure the quality of services, they work under the close supervision of licensed therapists and special education teachers.

1. HOW TO AVAIL PROJECT T.E.A.C.H. SERVICES

Project T.E.A.C.H. offers free diagnostic, therapy and SPED tutorial services to eligible indigent CWDs residing in Mandaluyong City

Office or Division:		Project TEACH (Office of the Mayor)		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen (G2C);		
Who may avail:		Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) One copy of FORM A		Your local Barangay Health Center		
2. (1) One copy of FORM B/ Certificate of Residency		Your local Barangay Hall		
3. (1) One copy of FORM C		City Social Welfare and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit your local Barangay Health Center for an initial Medical Check-up	1.1 Doctor-in-charge will perform Medical Check-up and will provide FORM A	None	Within the day	Barangay Health Doctor
2. Visit your local Barangay Hall to secure a copy of FORM B	2.1 Barangay Personnel will provide FORM B/ Certificate of Residency	Php 50.00	Within the day	Barangay Personnel
3. Present your copy of FORM A and FORM B at the CSWD	3.1 CSWD personnel will schedule a home visit for eligibility CWSD will provide Form C after the visit	None	1 week to 1 month depending on the personnel's schedule	Miss Melinda Sumaylo (CSWD)
4. Pass the ORIGINAL COPY of FORM C at Project TEACH office	4.1 Person-in-charge will list the name of client in the waitlist for Developmental Pediatrician/ Therapy	None	5 minutes	Miss Jeanne Marie Angelica T. Nahial (Mandaluyong CARES -Project T.E.A.C.H.)

5. Consultation with visiting Developmental Pediatrician	5.1 Client will receive a message containing the schedule of their consultation with the doctor. Client must confirm if they will be able to make it to the scheduled consultation	None	<p>Scheduled consultation lasts for 1 hour</p> <p>Waiting time is from 3 to 6 months depending on the availability of slot</p> <p>Note: Clients who will not show on their scheduled consultation will be put at the bottom of the waitlist</p>	Miss Jeanne Marie Angelica T. Nahial (Mandaluyong CARES -Project T.E.A.C.H.)
	5.2 Developmental Pediatrician will diagnose the client and will advise what type of intervention and other procedures client will undergo			
	5.3 After the evaluation, person-in-charge will list the client on the prescribed services			

6. Therapy/ Tutorial Evaluation	6.1 Client will receive a message containing the schedule of their initial evaluation with the therapist intern-in-charge. Client must confirm if they will be able to make it to the scheduled evaluation	None	<p>Scheduled evaluation lasts for 1 hour</p> <p>Waiting time is from 3 to 8 months depending on the availability of slot</p> <p>Note: Clients who will not show on their scheduled consultation will be put at the bottom of the waitlist</p>	Miss Jeanne Marie Angelica T. Nahial (Mandaluyong CARES -Project T.E.A.C.H.)
	6.2 Therapist intern-in-charge will perform evaluation and will advise client when the next session will be			
7. Therapy/Tutorial Sessions/Classes	<p>7.1 Client will receive a message containing the schedule of their therapy/ tutorial session. Client must confirm if they will be able to make it to the scheduled session.</p> <p>Note: In case of conflicts or adjustment of schedule, kindly contact the center right away</p>	<p>None</p> <p>Note: Parents must accomplish at least 1 session of COMMUNITY SERVICE in the center as return service</p>	1-2 months depending on the availability of slot	Miss Jeanne Marie Angelica T. Nahial (Mandaluyong CARES -Project T.E.A.C.H.)
TOTAL				

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8710-7190 (+63) 943-668-6918 connecting to all Departments Email: projectteach@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to PROF. ABELARDO DAVID
How to file a complaint	Write a letter of complaint letter address to: PROF. ABELARDO DAVID Head, Project TEACH
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

MANDALUYONG ANTI-DRUG ABUSE COUNCIL

ABOUT THE OFFICE

The Mandaluyong Anti-Drug Abuse Council (MADAC) was created under City Ordinance No. 293, S-2004 wherein it was mandated to serve as the highest governing body relative to drug problems, plans, programs and various operations.

OBJECTIVE:

- To serve as a focal point through which various organizations and individuals work together cooperatively in the planning, implementation, and evaluation of programs.
- To implement education and prevention campaigns, as well as specific programs for the rehabilitation and after care of clients.
- To monitor and evaluate all existing plans, program and various anti illegal drug operation, recommend measures necessary to improve and/or revamp the same.
- Formulate and implement new policies that are needed to improve and further enhance the performance of MADAC operations and programs implementation

1. REHABILITATION AND REFERRAL OF PERSONS WHO USED DRUGS (PWUDs)

Office or Division:	Mandaluyong Anti-Drug Abuse Council
Classification:	Complex
Type of Transaction:	Highly Technical
Who may avail:	PWUDs (Persons Who Used Drugs)

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

For Rehab MADAC Office

1. Drug Test
2. 2x2 Pictures
3. X-ray
4. Urinalysis & CBC
5. ECG for 35 y/o & above
6. Fecalalysis
7. Pregnancy test for female
8. Voluntary submission for notary
9. Non-forum shopping notary
10. Fiscal Clearance
11. MTC Clearance
12. RTC Clearance
13. Police Clearance
14. If indigent, secure certificate of indigence in his/her respective barangay.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intake Interview/ ASSIST B.I.	1.1 MADAC	N/A	15 – 30 minutes	MADAC Staff
2. Case Evaluation	2.1 DOH	N/A	15 – 30 minutes	DOH Accredited Physician
a. For further case evaluation				
b. For outpatient counseling program with client and the family – MADAC Office				
c. For outpatient/ community based and rehabilitation program – MADAC Office				

d. For confinement and treatment in any Rehab facility. (DOH-TRC) e. For confinement to mental institution				
3. Processing of Documents for Rehab	3.1 MADAC	N/A	1 – 3 Days	MADAC Staff
4. Orientation of the Family upon the receiver of Court order.	4.1 MADAC	N/A		
Classification :				
DOH-TRC BICUTAN	P15,000 pesos Monthly (for evaluation of social worker)			
DOH-TRC TAGAYTAY	P3,100 pesos Admission P2,200 pesos Monthly			
DOH-TRC BATAAN	Classification F – Php 8,000 P1 – Php 6,000 P2 – Php 4,000 P3 – Php 2,000 P4 – Php 800 I – Full Social Service (indigent)			
DOH-MEGA DATRC NUEVA ECIJA	Full Social Services (indigent)			
<u>NON-GOVERNMENT ORG.</u>	FREE			
H.O.P.E. House of Prayers Nampicuan, Nueva Ecija				

<u>PRIVATE REHABILITATION</u> CLDRC Magalang Pampanga Good Voyage Treatment Rehabilitation Center, Antipolo City				
EDUCATION AND PREVENTION				
1. Identify barangays and schools that need immediate enhancement of the efficacy of the law on dangerous drugs. 2. Conduct initial survey of the "Target Recipients" 3. Information dissemination.		N/A	As per Schedule	Fernando S. Satorre Head, Education and Prevention John Rae Dominguez, RN Nurse SHAINA MARIE YAMZON, RPm Psychometricial Chryza Mae Paguirigan, RPm Psychometrician

1. Immersion – involves clients in relapse prevention program to find triggering problems through spiritual formation, socialization, sports activity and family day. 2. Evaluation – 2nd last stage – inter office referrals for trainings/income generating projects in coordination with CSWD, PESO, DepEd Mandaluyong, Don Bosco Technical College, Manpower Development Center, and Information Sector Office. 3. Urine Collection – for follow-up drug test monitoring.		This service is FREE of charge	As per Schedule	Faustino O. Cruz Jr. Head, Rehab and Aftercare Michelle Santiago, Evelyn Corcuera, Neil Canonizado John Rae Dominguez, RN Nurse Shaina Marie Yamzon, RPm Psychometricial Chryza Mae Paguirigan, RPm Psychometrician
TOTAL			30-60 minutes, & 1-3 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 connecting to all Departments Email: mandaluyongmadac@gmail.com
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. TRACY RHOY R. DOMINGO
How to file a complaint	Write a letter of complaint letter address to: MR. TRACY RHOY R. DOMINGO Head, Mandaluyong Anti-Drug Abuse Council
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY GARDEN OF LIFE PARK MEMORIAL PARK DEPARTMENT

ABOUT THE OFFICE

The **Garden of Life Park**, as envisioned by the City Government, through its local Chief Executive, Honorable Mayor Benjamin C. Abalos Jr., has conceptualized a Master plan for the redevelopment of the cemetery which adopted for implementation by the Sangguniang Panlungsod through the City Ordinance No 391, S-2008; No 445 S-2010 and No 476 S-2011 with the following objectives 1) to develop a spatial strategy to address the apparent need for the space of internment facilities and services; 2) to provide sufficient space where relatives of the deceased can offer a prayer and memorial services 3) to give dignity to the deceased through a decent burial in affordable services.

This idea will ultimately benefit the underprivileged resident of the city by its “one stop shop” concept project under 7- C approach (City Funeral Service, City Chapel, Cemetery Niches, Crematorium, columbarium, Candelarium and City Adoration.

Services offered:

1. Burial Services (Apartment Niches and Exclusive Lots)
2. Cremation Service (Fresh remains and Bones)
3. Chapel for wake
4. Burial of ash in Columbarium
5. Exhumation
6. Bone Crypt Storage
7. Candelarium and adoration

1. FUNERAL AND BURIAL SERVICES

- a. Burial Services (Apartment Niches and Exclusive Lots)
- b. Cremation Service (Fresh remains and Bones)
- c. Chapel for wake
- d. Burial of Ash in Columbarium
- e. Exhumation
- f. Bone Crypt Storage
- g. Candelarium and Adoration

Office or Division:		Cemetery Administration		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Resident of Mandaluyong and Non Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any identification showing the address that proves the residency of the person died				
2. Registered Death Certificate		Civil Registry Department		
3. Documents to avail the discount of the services (Certificate of Indigency)		Barangay CDSWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire to the GLP administration office thru phone calls or personally transact in the office for the details of the service	1.1 Acknowledge and entertain whether resident or non-resident		2-3 minutes	Fermin Vasquez; Jinky Villagera; Joyce Ann Bautista; Ma. Edelinda Estacio; Corazon Ligayo
2. Securing order of payment for services and signing waiver upon needed at the cemetery admin office	2.1 Issuance of Order of Payment upon presentation of requirements and waiver upon needed		2-3 minutes	Fermin Vasquez; Jinky Villagera; Joyce Ann Bautista; Ma. Edelinda Estacio; Corazon Ligayo

A. Locating apartment niches or Exclusive Niches	Securing the availability of Apartment Niches, Exclusive Lots, and cremation schedule		10 minutes	Grave Digger; Enrique De Leon; Joel Rille Misa; Leonardo Lozada; Danilo Romero; Jacinto Noche Cremator: Danilo Chua; Ernesto Razon; Ruben Dela Cruz
B. Schedule of cremation either fresh or bones				
C. Chapel for wake				
D. Burial of ash in Columbarium				
E. Exhumation				
4. Submit order of payment to CSWD office for assessment and issuance of certificate of indigency			Depends to the office	CSWD employee
5. Approval of discounts from office of the City Mayor			Depends to the office	Office of the City Mayor employee
6. Payment to the cashier treasury department			Depends to the office	Treasury cashier
7. Return to the GLP Admin office for final schedule and file the photocopy of the paid receipt	1.1 Final assessment of the services rendered		10 minutes	Employee
TOTAL			24-26 minutes	

Basic fees		
	Exhumation/ restus for infants	Php 400.00
	Burial/ transfer fee	500.00
	Entrance	1,000.00
Niches	Apartment	No renewal
	Residents of the city	5,000.00
	Indigent(secured indigency)	3,500.00
	Exclusive niches (renewable annually)	Lots area x 400.00/ m2
Cremation	Fresh	

	Long time Residents	7,000.00
	Indigent	3,500.00
	Non Resident	12,000.00
	Bones	
	Long time Residents	4,000.00
	Indigent	2,000.00
	Non Resident	7,000.00
columbarium	Level 1,2,3, and 7,8,9 (renewable annually)	1,500.00
	Level 4,5,6 eye level (renewable annually)	2,000.00
Chapel	Rental for viewing	1,000.00

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8534-316 Email: gardenoflife@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. LEANDRO NATIVIDAD
How to file a complaint	Write a letter of complaint letter address to: MR. LEANDRO NATIVIDAD Head, Garden of Life Park
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

LINGAP KARUNUNGAN CENTER SERVICES

ABOUT THE OFFICE

Lingap Karunungan Center caters to the underprivileged sector of the city. Services included are therapy for persons with disabilities and special needs, facilities for children to play and have viewing sessions and computer services for research.

1. COMPUTER ROOM RESEARCH & ENCODING, FREE PRINTING

Office or Division:	Lingap Karunungan Center Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and Internet Access		This service is FREE of charge.	Maximum of 1 hour per student	Giovani Yasul / Ma. Consuelo Ventura / Joseph Jaramillo
TOTAL		None	1 hour	

3. LIBRARY & KIDDIE PLAYROOM

Office or Division:	Lingap Karunungan Center Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students and Children ages 3-4 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No requirements needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in		This service is FREE of charge.	30 seconds	Elizabeth Dela Cruz / Alicia Nonong
TOTAL		None	30 seconds	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Suggestion Box Tel. No. (02) 8535-4104
How feedbacks are processed	Send to the Receiving Officer and forwarded to the Administrator of the Lingap Karunungan Center
How to file a complaint	Write a letter of complaint letter address to: MR. PAOLO TRINIDAD Administrator, Lingap Karunungan Center
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

WELFAREVILLE COMMISSION (WELCOMM)

ABOUT THE OFFICE

The office Welfareville Commission (WELCOMM) was created on the year 2001 under the Administration of Mayor Benjamin C. Abalos Jr. The purpose of which is to secure the WELFAREVILLE Compound from the incoming and outgoing of the informal settlers. The Prime functions of this office are as follows:

1. Conduct census from time to time with in the perimeter wall of Welfareville Compound.
2. Relocate informal settlers which were affected by the various project of the City Government of Mandaluyong with in Welfareville Compound.
3. Verify the construction/ repairs of residential dwelling if said construction/ repair activities has a necessary permit approved by this office.
4. Monitor the approved construction/repair permit of the informal settlers if approved permit is being followed as per request plan.
5. Acts as mediator if needed between the conflicting party, majority of which is overlapping dispute and overhang.

1. ISSUES HOUSE REPAIR PERMIT

Office or Division:		Welfareville Commission (WELCOMM)		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Residents of Welfareville Compound		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form from the office (2 copies)		1. From applicant		
2. Letter of Request (3 copies) addressed to Officer In-Charge				
3. Certification of Membership from Blk Leader/ Organization (2 copies)				
4. Notarized Deed of Undertaking (3 copies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form		None	1 minute	Person-in-Charge Front Desk
2. Submit all requirements to the office	2.1 Receive the Letter of Request	None	30 seconds	Person-in-Charge Field operations and Technical
	2.2 Interview the applicant what portion of the structure to be repair	None	20 minutes	Person-in- Charge Field operations and Technical
	2.3 Verified the status of the applicant of the 2003 census	None	30 minute	Person-in-Charge Field operations and Technical
	2.4 Pre-ocular inspection report by the field Inspector and DSWD guard	None	1 hour	Person-in-Charge Field operations and Technical & DSWD guard
	2.5 Submit the application form to the Officer-in-Charge for the approval of permit	None	15 minutes	Person-in-Charge Officer -in- Charge

	2.6 Released the approved permits	None	15 minutes	Person-in-Charge Administrative and Records
TOTAL		None	2 hours, 1 minute and 30 seconds	

2. HANDLES THE COMPLAINTS OF INFORMAL SETTLERS ON HOUSE CONFLICT

Office or Division:	Welfareville Commission (WELCOMM)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Residents of Welfareville Compound			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complain (2 copies) addressed to the Officer In-Charge		1. From applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of complain with the picture of the affected portion of the house	1.1 Receive the Letter of Complain	None	1 minute	Person-in-Charge Front Desk
	1.2 Send the Paanyaya letter to both arguing parties	None	1 hour	Person-in-Charge Administrative and Records
	1.3 Hears the arguments of both parties	None	1 hour	Person-in-Charge Field operations and Technical & Legal
	1.4 Person-in-charge will recommend a win win solution to the parties	None	1 hour	Person-in-Charge Field operations and Technical & Legal
TOTAL			3 hours and 1 minute	

3. ISSUES CERTIFICATION OF USE

Office or Division:		Welfareville Commission (WELCOMM)		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Residents of Welfareville Compound		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form from the office (1 copy)		From applicant		
2. Business Locational Clearance (1 copy)				
3. Previous Business permit (1 copy)				
4. Voter's Id/Comelec certification (1 copy)				
5. Cedula (1 copy)				
6. Picture of the store showing the owner and good selling				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application form	1.1 Receive all requirements	None	1 minute	Person-in-Charge Front Desk
	1.2 Ocular the Business of the applicant report by the Person-in-charge	None	1 hour	Person-in-Charge Field operations and Technical
	1.3 submit the application and other requirements to the Officer -in- charge for the approval	None	15 minutes	Person-in-Charge Officer-in-Charge
	1.4 Released the approved permit	None	1 minute	Person-in-Charge Administrative and Records
2. Submit all requirements				
TOTAL			1 hour and 17 minutes	

4. ASSIGNING OF LOTS FOR FIRE VICTIMS

Office or Division:	Welfareville Commission (WELCOMM)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Residents of Welfareville Compound			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 After the fire Incident, determines the legitimacy of the owners, sharers and renters	None		Person-in-Charge
	1.2 Verified the list of the fire victims submitted by the UPAO and DSWD of 2003 census	None		Person-in-Charge Field operations and Technical
	1.3 The lot will be equally divided based from the number of legitimate house owner	None		Person-in-Charge
TOTAL			None	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Suggestion Box Tel. No. (02) 8535-5184
How feedbacks are processed	Send to the Receiving Officer and forwarded to the Office of Welfareville Commission
How to file a complaint	Write a letter of complaint letter address to: MR. JOJO BLANCO Head, Welfareville Commission
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

URBAN POOR AFFAIRS OFFICE

ABOUT THE OFFICE

The Urban Poor Affairs Office coordinates the speedy and smooth implementation of all programs, projects and various services of the Government and Non- Government Organizations for the city informal settlers and poorest of the poor. Undertakes action program that will establish a community that will promote a high level of family moral and structure values, productivity and self-reliance.

The office establishes a community culture among urban poor communities/ depressed areas in order to promote a high level of family values, productivity and self reliance through access to employment, livelihood and job opportunities, Skill Trainings, Alternative Education and Social Protection.

1. CERTIFICATION/ACCREDITATION OF ASSOCIATION

Office or Division:		Urban Poor Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Informal Settlers Sector and Local Organization in Mandaluyong City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to Mr. Gerundio A. Blanco (2 copies)		1. From Applicant		
2. Barangay Clearance, indicate purpose for Manila Water or Meralco or any legal purposes (1 copy)		2. From Barangay where you live		
3. Certification from Association and List of Association Officers (1 copy)		3. From Association President		
4. Photocopy of valid ID (1 copy)		4. From Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of request containing the specific details of service needed such as: accreditation as legal community organization for HLURB and Presidential Commission for the Urban Poor (PCUP) registration. Securing New Manila Water and Meralco connections submit to the UPAO office.	1.1 Received and stamped letter of request and give date and time for releasing. 1.2 Check if all the documents are complete. 1.3 Check office records, validate and verify.	None	3 minutes	Remedios S. Espiritu Admin Section
2. Obtain a copy of submitted letter of request with a received stamped and comeback on the date of release for certificate.	2.1 Issue Certificate	None	1 minute	Remedios S. Espiritu Admin Section
TOTAL		None	1-3 minutes	

2. REQUEST FOR LIVELIHOOD ASSISTANCE

Office or Division:		Urban Poor Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Informal Settlers Sector and Local Organization in Mandaluyong City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent addressed to Mr. Gerundio A. Blanco (2 copies)		1. From Association President		
2. Barangay Clearance		2. From Barangay where you live		
3. Must be a Member of the Organizations				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of intent containing the specific details of service needed such as: assistance for livelihood trainings and seminar assistance, social protection and alternative learning system and submit to the UPAO office.	1.1 Received, stamped and dated by the officer of the day 1.2 invite and coordinates with the facilitator or speaker for the service like DOLE.	None	1 minute	Remedios S. Espiritu Admin Section
2. Obtain a copy of submitted letter of intent with a received stamped and wait for the call of UPAO staff	2.1 Invite and mobilize participants for the said services 2.2 Contact the person and give the scheduled date and time of service. 2.3 Issue Certification	None	As per schedule	Salvador B. Condes Livelihood Section Head
TOTAL		None	1 minute - As Per schedule	

3. REQUEST FOR CENSUS AND SURVEY AND VERIFICATION AND ORRGANIZING OF INFORMAL SETTLERS

Office or Division:		Urban Poor Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Informal Settlers Sector and Local Organization in Mandaluyong City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to Mr. Gerundio A. Blanco (2 copies)		1. From applicant		
2. Barangay Clearance (1 copy)		2. From Barangay where you live		
3. List of Officers of Association (1 copy)		3. From Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of request containing the specific details of service needed such as Census/ Validation and Verification of informal settlers and and Organizing submit to the UPAO office.	1.1 Received, stamped and dated letter of request.	None	1 minute	Remedios S. Espiritu Admin Section
2. Obtain a copy of submitted letter of request with a received stamped and wait for the call of UPAO staff.	2.1 Contact the organization and scheduled the date and time of appointment for ocular inspection and validation. 2.2 Send communication letter and ask the Brgy. Chairman for the assistance needed in going to the area.	None	As per schedule	Leo F. Marcos Census and Survey
TOTAL		None	1 minute - As Per schedule	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 connecting to all Departments Email: urbanpoor@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. GERUNDO A. BLANCO
How to file a complaint	Write a letter of complaint letter address to: MR. GERUNDO A. BLANCO Head, Urban Poor Affairs Office
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CONGRESSIONAL LIBRARY SERVICES

ABOUT THE OFFICE

The City Congressional Library archives the city's most important documents ranging from historical, political, social and economic aspect of the City of Mandaluyong. It also houses updated periodicals, and other up-to-date chronicles of knowledge and informative data via the traditional reference cataloguing and cyber information facility.

1. Books and Reference Materials

Office or Division:		Congressional Library Services		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All except preschoolers to Grade 3		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register 2. Fill up and give borrower's form to the person-in-charge per section and wait for your name to be called 3. Return the book and get your tag number after using it.		This service is FREE of charge	30 seconds to 1 minutes	Marian Regencia
TOTAL		None	30 seconds to 1 minutes	

2. Internet Access

Office or Division:		Congressional Library Services		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All except preschoolers to Grade 3		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card				
2. Tag number issued by the POS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for time in and out		This service is FREE of charge	60 seconds	Maria Rizalina Pangilinan; Lorna B. Bulos; Christopher Valladolid
TOTAL		None	60 seconds	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8748-0047 (02) 8532-5001 connecting to all Departments Email: kabanngghiyaslibrary@yahoo.com
How feedbacks are processed	Send to the Receiving Officer and forwarded to MS. LORNA B. BULOS
How to file a complaint	Write a letter of complaint letter address to: MS. LORNA B. BULOS Head, Congressional Library Services
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

AIR POLLUTION MANAGEMENT SECTION ANTI-SMOKE BELCHING UNIT (ASBU)

ABOUT THE OFFICE

The **Air Pollution Management Section-Anti-Smoke Belching Unit (ASBU)** shall enforce the vehicle emission control standards fixed in the Ordinance No. 396,S-2008. The Air Pollution Management Section-Anti-Smoke Belching Unit (ASBU) and its authorized deputies may conduct mobile emission testing anywhere in the City of Mandaluyong.

Any vehicle within the jurisdiction of Mandaluyong City which, in the opinion of the authorized deputies of the Office, is not compliant with the emission standards set in the Ordinance may be apprehended and subjected to emission control test.

1. Release of Smoke Belching Vehicle Confiscated Plate/License of Driver

The confiscated plate or drivers license is being released if the apprehended vehicle is being tested and passed at the Emission Control Test of Anti Smoke Belching Unit Mandaluyong based on City Ordinance No. 396, S-2008 with a Republic act No. 8749 (Clean Air Act).

Office or Division:	Air Pollution Management Section – Anti-Smoke Belching Unit (ASBU)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Drivers/Operators/Owners of Apprehended Vehicles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Apprehended Vehicle		1. Mandaluyong Compliance Testing Center		
2. Copy of Vehicle OR/CR (xerox)		2. ASBU Office		
3. Ordinance Violation Receipt OVR (original)		3. TPMO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment at Traffic Parking Management Office (TPMO).	1.1 Issuance of Order of Payment	None	3 minutes	Officer of the Day
2. Payment of Penalty at Treasurer's office.	2.1 Accept payment and issuance of Official Receipt.	PENALTY (Php) + Emission Testing 1 st Offense 1,000 2 nd Offense 2,000 3 rd Offense 3,000 + Emission Testing Fee Php 450	3-5 minutes	Cashier
3. Go to Mandaluyong Compliance Testing Center (ASBU).	3.1 Test the apprehended vehicle.	None	5-10 minutes	Compliance Officer
4. Releasing of Confiscated plate with Certificate Of Compliance (COC).	4.1 Released the Confiscated plate and COC. If apprehended vehicle passed the Emission control standard.	None	3 minutes	Ms. Eleanor R. Socorro Ms. Susan M. Samar
TOTAL		Php 3,450	14-21 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send Feedback	Send your feedback at asbumandaluyong@yahoo.com through phone call, or visit us at ASBU office.
How feedbacks are processed	Feedbacks are being discussed with the head of office.
How to file a complaint	Send your complaint through email or phone call with name, address and contact number of complainant and the person being complaint.
How complaints are processed	Complaint is being processed by investigating of head of office to the person being complaint and witnesses as needed.
Contact Information of ASBU	8532-50-01 local 580 or 8535-72-59 asbumandaluyong@yahoo.com

MARKET OPERATION DIVISION

ABOUT THE OFFICE

The office govern the administration, operation and maintenance of the Mandaluyong Public Market and the imposition and collection of Market rental fees for occupancy thereof.

1. MARKET STALL OCCUPANCY

Office or Division:		Market Operation Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Interested applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarization of application form		Notary Public		
2. Mayor's permit and fire fee payment		Business Permit & Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and get application		Notarization of application form P100.00	3 minutes	Collector of the day
2. Fill-up Application Forms			5-7 minutes	Applicant
3. Submit application form with requirements for verification at the Market Operation Div. as to whether applicant has previously registered business with arrear, whether lessor has Mayor's Permit when applicable.			3 minutes	M.O.D Collectors
4. Nortarization of Application form			5 minutes	Notary Public Personnel
5. Have application assessed by Collector for regulatory fees.			5-10 minutes	M.O.D Collectors
6. Stall Owner submit the application and requirements to Office of the Day for assessment and review.			5 minutes	Office of the Day
7. Signing approval by the Market Administrator			3 minutes	Joseph Randy A. Garcia
8. Proceed to Barangay Hall for Barangay Clearance/ Permit			10 minutes	Barangay Captain/ Staff

9. Stall Owner present OR of fire fees at EDP Sec. for printing of Mayor's Permit			3 minutes	Encoders: Carlo Santos, Luzviminda Lagamayo, Belinda Casayuran, Catalina Tagayon, Mariel Owete
10. Signing approval of Mayor's Permit			3 minutes	Chief-Catherine DL. Arce
11. Releasing of Mayor's Permit and issuance of License Plate and Sticker			2 minutes	Brigida Rodriguez, Belen Del Prado
TOTAL			47-54 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8534-1735 (02) 8531-4118 connecting to all Departments Email: market@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. JOSEPH RANDY A. GARCIA
How to file a complaint	Write a letter of complaint letter address to: MR. JOSEPH RANDY A. GARCIA Market Administrator, Market Operation Division
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

TASK FORCE ANTI-ILLEGAL VENDING

ABOUT THE OFFICE

The office was created to intensify apprehension and enforcement of the City Ordinances pertaining and related to violations committed by illegal vendors, sidewalk and street obstructions and other similar activities.

1. Submission of the Updated Citizen's via electronic mail

Office or Division:		Task Force Anti-Illegal Vending		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C);		
Who may avail:		Violators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		ARTA task force of the agency availing the service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present the Ordinance Violation Receipt (OVR).		1st Offense P 500.00	5-10 minutes	Edgardo Francisco, Tomasito Cruzado, Florante Sandoval
		2nd Offense P 1,000.00		
2 Secure Order of Payment at the City Ordinance Enforcement Division.		3rd Offense P 2,000.00		
3 Payment of penalties at the City treasurer's office.				
4 Zerox of official receipt for copy of COED.				
5. To claim's the confiscated item(s) please present your official receipt. To be recorded /blottered/ photo.				
TOTAL		P 3,500.00	10-20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8535-3847 (02) 8532-5001 connecting to all Departments
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. WILFREDO REYES
How to file a complaint	Write a letter of complaint letter address to: MR. WILFREDO REYES Head, Task Force Anti-Illegal Vending
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

TASK FORCE ANTI-VICE

ABOUT THE OFFICE

The Task Force Anti-Vice is authorized to execute and enforce all existing laws and ordinances affecting the city, pursuant to EXECUTIVE ORDER NO. 96-02-01 of Mayor BENJAMIN C. ABALOS, JR.

1. PROCESSING INDIVIDUAL MAYOR'S PERMIT FOR OCCUPATION

Service Information:

Obtaining STAMP for Approval for Individual Mayor's permit are issued to qualified individuals who meet the requirements set by the Business Permit and License Department and Health Department who wish to work in the city of Mandaluyong.

Office or Division:	Task Force Anti-Vice			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All employees/workers in any entertainment establishments such as night clubs, pubs, restaurant with beer, bars, to include SPA, massage parlors and Health Wellness establishments.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 pc. 2X2 photos		Applicant		
2. Copy of Health Certificate		City Health Department		
3. Copy of Community Tax Certificate		Taxes and Fees Division (Treasury Department)		
4. Copy of Police Clearance		Mandaluyong City Police Clearance		
5. Certification from Department Of Health (DOH) for Therapists (Original and Photocopy)		Department Of Health (DOH)		
6. Certification from TESDA (NC2) for Therapists (Original and Photocopy)		Technical Education and Skills Development Authority (TESDA)		
7. Duly Accomplished Mayor's Permit application form (Original and Photocopy)		Business Permit and License Office (BPLD)		
8. Blue Card (Original and Photocopy)		City Health Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Individual Mayor's permit application form together with required documents	1.1 Duly assigned Desk Officer and Officer of the Day ensures that all requirements are complied and submits the same to the Chief or his duly representatives for approval.	None	5 minutes	Ms. Imelda P. Bijasa (Desk Officer) Mr. Warlito N. Bejec Team Leader 2nd Shift

	1.2 The Chief or his duly representatives approves and stamps the application for Individual Mayors Permit.	None	5 minutes	Ms. Imelda P. Bijasa (Desk Officer) Mr. Warlito N. Bejec Team Leader 2nd Shift
	1.3 Record the name of the applicant in the appropriate logbook and electronic database together with the establishment he is working with.	None	5 minutes	Ms. Imelda P. Bijasa (Desk Officer) Mr. Warlito N. Bejec Team Leader 2nd Shift
2. Receive the duly stamped copy and sign in the logbook and proceed to Business Permit and License Department (BPLD) to submit the application for Individual permit to complete the process.			3 minutes	Ms. Imelda P. Bijasa (Desk Officer) Mr. Warlito N. Bejec Team Leader 2nd Shift
TOTAL		None	18 minutes	

2. FOR TRAFFIC VIOLATIONS:

TO ALL INDIVIDUALS WHO WERE APPREHENDED FOR TRAFFIC VIOLATIONS AND WERE ISSUED TRAFFIC OVRs PLEASE PROCEED TO TRAFFIC AND PARKING MANAGEMENT OFFICE (TPMO) LOCATED AT GROUND FLOOR,BOC BUILDING.

3. FOR ORDINANCE VIOLATIONS :

TO ALL INDIVIDUALS WHO WERE APPREHENDED FOR VIOLATION OF CITY ORDINANCES AND WERE ISSUED CORRESPONDING OVRs KINDLY PROCEED TO CITY ORDINANCE ENFORCEMENT DIVISION (COED) OFFICE LOCATED AT GROUND FLOOR,BOC BUILDING.

FEEDBACK AND COMPLAINTS MECHANISM			
A. FEEDBACK	CONTACT INFORMATION	AGENCY ACTION	PERSON RESPONSIBLE
How to send feedback?			
Accomplish the clients feedback form at the front desk			Arlene L. Caringal Administrative Officer
Drop the accomplished feedback Form into the designated drop box at the front desk		Compiles feedback for submission to the Head of Office	
How feedbacks are processed?			
		Submit the compiled feedback form to the Head of Office for appropriate action	Arlene L. Caringal Administrative Officer
How to file a complaint			
Report the complaint in writing/verbal with the following information Full name, address and contact details of the complainant Details of complaints Evidence, if any	Contact the following Chief of Staff, Mandaluyong City Chief, Task Force, Anti Vice Presidential Complaints Center-8888	Receive and record complaints.	Arlene L. Caringal Administrative Officer
How complaints are processed			
		Evaluate the complaint	Arlene L. Caringal Administrative Officer
		Summon the responsible person if necessary for explanation	
		Submit the report to the Chief of Staff for proper disposition	
		Send the feedback of the Head of Office to the complainant	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8531-6886 (02) 8532-5001 connecting to all Departments Email: anti.vice@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. RIZALDY M. SALVADOR
How to file a complaint	Write a letter of complaint letter address to: MR. RIZALDY M. SALVADOR Head, Task Force Anti-Vice
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

BUREAU OF FIRE PROTECTION (BFP)

1. FIRE SAFETY EVALUATION CLEARANCE (FSEC)

Office or Division:	Bureau of Fire Protection (BFP)			
Classification:	1. SIMPLE TRANSACTION 2. COMPLEX TRANSACTION			
Type of Transaction:	1. GOVERNMENT TO CITIZEN (G2C) 2. GOVERNMENT TO BUSINESS ENTITY (G2B)			
Who may avail:	OWNER, CONTRACTOR OR BUSINESS ENTITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for FSEC/Unified Application Form (UAF)				
2. Three (3) complete sets of the following (Proposed Plan): a. a. Architectural Documents; b. Civil Documents; c. Electrical Documents; d. Mechanical Documents; e. Plumbing Documents; f. Electronics Documents; g. Sanitary Documents; and h. Fire Protection Documents.				
3. Three (3) sets of Fire Safety Compliance Report (FSCR), if necessary				
4. One (1) set of Cost Estimates of the building including labor cost signed and sealed by the Designer/ Contractor duly notarized by the owner				
5. Management Certificate for Hot Works Operations (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSEC/UAF	1. Receive and record application documents	Application Fee: Php 200	maximum of ten (10) minutes	Customer Relations Officer (CRO)

2. Proceed to FCA for Fire Code Fees (FCF) assessment	2. Assess the Fire Code Fees to be paid by the client and issue OPS	One-tenth of one per centum (0.1%) of the verified estimated value of the buildings but not more than Php 50,000 FORMULA Verified estimated value X 0.001 Payment should be < Php 50,000.00	maximum of ten (10) minutes	Customer Relations Officer (CRO)
3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS).	3. Collect the payment and issue Official Receipt (OR)		maximum of ten (10) minutes	Fire Code Collecting Agent (FCCA)
4. Proceed to CRO for the release of Claim Stub	4. Release the Claim Stub		max of five (5) minutes	CRO
	5. Evaluate and issue appropriate documents		Maximum of three (3) days for the following type of building whose floor area not exceed 1500 square meter mentioned below Plan Evaluator Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal 1. Single dwelling residential building not more than 3 storey	

			<p>2. Commercial buildings not more than 2 storey</p> <p>3. Renovation to a mall with issued building permit</p> <p>4. Warehouse storing non-hazardous Maximum seven (7) days - for those buildings/ establishment not mentioned above</p>	<p>Plan Evaluator Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal</p>
5. Claim the FSEC and Fire Safety Checklist/ Notice of Disapproval (NOD)	6. Release FSEC and Fire Safety Checklist /NOD		maximum of ten (10) minutes	CRO
TOTAL			minutes	

2. FIRE SAFETY INSPECTION CERTIFICATE FOR OCCUPANCY (FSIC)

Office or Division:	Bureau of Fire Protection (BFP)			
Classification:	1. SIMPLE TRANSACTION 2. COMPLEX TRANSACTION			
Type of Transaction:	1. GOVERNMENT TO CITIZEN (G2C) 2. GOVERNMENT TO BUSINESS ENTITY (G2B)			
Who may avail:	OWNER, CONTRACTOR OR BUSINESS ENTITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for FSIC/Unified Application Form (UAF)				
2. Endorsement from Office of the Building Official (OBO)				
2. Certificate of Completion				
3. Certified true copy of assessment fee for securing Occupancy Permit from OBO				
4. As-Built Plan, if necessary				
5. Fire Safety Compliance and Commissioning Report (FSCCR), if necessary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSIC/UAF	2.1 Receive and record the application documents	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P 500 FORMULA All fees charged by the LGU X 0.15 Payment should be > P 500..00	maximum of ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	2.1 Assess the Fire Code Fees to be paid by the client and issue OPS		maximum of ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS).	3.1 Collect FCF and issue Official Receipt (OR)		maximum of ten (10) minutes	Fire Code Collecting Agent (FCCA)

4. Proceed to CRO for the release of Claim Stub	4.1 Release the Claim Stub		maximum of five (5) minutes	CRO
	4.2 Conduct Inspection and issue appropriate documents		<p>Maximum three (3) days for the following type of building whose floor area not exceed 1500 square meter</p> <p>1. Single dwelling residential building not more than 3 storey</p> <p>2. Commercial buildings not more than 2 storey</p> <p>3. Renovation to a mall with issued building permit</p> <p>4. Warehouse storing non-hazardous</p> <p>Maximum seven (7) days - for those buildings/ establishment not mentioned above</p>	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal
5. Claim the FSIC/Notice of Disapproval (NOD)/ Notice to Comply (NTC), if occupied	5.1 Release FSIC/ NOD/NTC, if occupied		maximum of ten (10) minutes	CRO
TOTAL			minutes	

3. FIRE SAFETY INSPECTION CERTIFICATE FOR NEW BUSINESS (FSIC)

Office or Division:	Bureau of Fire Protection (BFP)			
Classification:	1. SIMPLE TRANSACTION 2. COMPLEX TRANSACTION			
Type of Transaction:	1. GOVERNMENT TO CITIZEN (G2C) 2. GOVERNMENT TO BUSINESS ENTITY (G2B)			
Who may avail:	OWNER, CONTRACTOR OR BUSINESS ENTITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for FSIC/Unified Application Form (UAF)				
2. Certified true copy of valid Occupancy Permit				
3. Assessment of Business Permit Fee/ Tax Assessment Bill from BPLO				
4. Affidavit of Undertaking that there was no substantial changes made on building/ establishment				
5. Copy of Fire Insurance, if necessary				
6. Fire Safety Maintenance Report (FSMR) if necessary				
7. Management Certificate for Hot Works, if necessary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSIC/UAF	1.1 Receive and record the application documents	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P 500 FORMULA All fees charged by the LGU X 0.15 Payment should be > P 500.00	maximum of ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	2.1 Assess the FCF to be paid by the client and issue OPS		maximum of ten (10) minutes	Fire Code Assessor (FCA)

3. Pay the assessed FCF amount reflected in the Order Of Payment Slip (OPS)	3.1 Collect the FCF and issue Official Receipt (OR)		maximum of ten (10) minutes	Fire Code Collecting Agent (FCCA)
4. Proceed to Customer Relations Officer (CRO) for the released of Claim Stub	4.1 Release the claim stub		maximum of five (5) minutes	CRO
	4.2 Conduct of inspection and issue appropriate documents		Maximum one (1) day-with valid FSIC for occupancy Maximum three (3) days-with-out val-id FSIC for occupancy	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal
5. Claim the FSIC/Notice to Comply (NTC)	5.1 Release FSIC/ NTC		maximum of ten (10) minutes	CRO
TOTAL			minutes	

4. FIRE SAFETY INSPECTION CERTIFICATE FOR BUSINESS RENEWAL (FSIC)

Office or Division:	Bureau of Fire Protection (BFP)			
Classification:	1. SIMPLE TRANSACTION 2. COMPLEX TRANSACTION			
Type of Transaction:	1. GOVERNMENT TO CITIZEN (G2C) 2. GOVERNMENT TO BUSINESS ENTITY (G2B)			
Who may avail:	OWNER, CONTRACTOR OR BUSINESS ENTITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for FSIC/Unified Application Form (UAF)				
2. Assessment of the Business Permit Fee/ Tax Assessment Bill				
3. Copy of Fire Insurance, if necessary				
4. Fire Safety Maintenance Report (FSMR), if necessary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the Application form for FSIC/UAF	1.1 Receive and record the documents	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P 500 FORMULA All fees charged by the LGU X 0.15 Payment should be > P 500.00	maximum of ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	2.1 Assess the FCF to be paid by the client and issue OPS		maximum of ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment (OPS)	3.1 Collect the fire code fees.		maximum of ten (10) minutes	Fire Code Collecting Agent (FCCA)
4. Proceed to CRO for the release of Claim Stub	4.1 Release the claim stub		maximum of five (5) minutes	CRO

	4.2 Conduct inspection and issue appropriate documents		Maximum 1 day Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal Maximum three (3) days - for establishment with expired FSIC or with noted violations included in the negative list	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal
5. Claim the FSIC/Notice to Comply (NTC)	5.1 Release FSIC/ NTC		maximum of ten (10) minutes	CRO
TOTAL			minutes	

HIGHLY TECHNICAL: i. Cases elevated to the National Office and Regional Offices that requires technical knowledge and expertise ii. Appeals iii. New Technologies, and iv. Special Structures

Fire Safety Compliance Report (FSCR) - A written report composed of plans, specifications and design analysis per building prepared by its Engineer/Architect-of-Record and Fire Safety Practitioner.

Fire Safety Compliance and Commissioning Report (FSCCR) - A compilation report of all approved submittals, test and acceptance forms of all fire protection and life safety features, which shall form part of the “as-built” documents turned over by the contractor to the building owner.

Fire Safety Maintenance Report (FSMR) - A written report prepared by the building owner, his/her fire safety practitioner or authorized representative. This is a compilation of the maintenance and testing records kept by the building’s engineering and maintenance department, as a prerequisite for the issuance of FSIC for Business or Mayor’s Permit renewal, Certificate of Annual Inspection , Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits or licenses being issued by other government agencies.

PAALALA: “MAHIGPIT NA IPINAGBABAWAL NG PAMUNUAN NG BUREAU OF FIRE PROTECTION SA MGA KAWANI NITO ANG MAGBENTA O MAGREKOMENDA NG ANUMANG BRAND NG FIRE EXTINGUISHER”

CITY ORDINANCE ENFORCEMENT DIVISION

1. ISSUANCE OF ORDER OF PAYMENT / OVR

Office or Division:	City Ordinance Enforcement Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Government			
Who may avail:	Citizen Government Enforcers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Ordinance Violation Receipt		From Violator/s		
1. New 1.1 Original Copy of Letter Request from Brgy Chairman/Immediate Supervisor 1.2 Certificate Seminar/Workshop Compliant re: Implementation of City Ordinances		From Government Enforcers		
1. Renewal 1.1 Accomplished OVR booklet 1.2 Apprehension Report		From Government Enforcers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Availment of No Contest Provision 1.1 Present the OVR (Original copy in Window 2 (Regular Lane) or in Window 1 (Special Lane for Senior Citizens, Pregnant women and person with disabilities). 1.2 Go to the cashier (Treasury Department) For payment 1.3 Go back to COED office for proper documentation.	1.1 Issuance of Order of Payment (OP) stating therein the amount to be paid.	None	1 Minute	Ma. Rowena T. Armada Front Desk Staff Support Services Section COED Cashier (Treasury Department) Shirly May Rebong Front Desk Staff Support Services Section COED
	1.2 Received payments for penalty / Issuance of Original Receipt		1 Minute	
	1.3 Receiving of O.R. copy		1 Minute	

Present 1.1 Original Copy of Letter Request from Brgy Chairman Immediate Supervisor and Certificate Seminar Workshop Compliant re: Implementation of City Ordinances 1.2 Filling up of Information Sheet	1.1 Issuance of Information Sheet form	None		Realine Vallejera Front Desk Staff Support Services Section COED
	1.2 Issuance of Apprehension Report Form and OVR Booklet			
Present 1.1 Accomplished OVR booklet 1.2 Apprehension Report	1.1 Issuance of Apprehension Report Form and OVR Booklet	None		Nimfa S. Masilungan Front Desk Staff Support Services Section COED
TOTAL		None	3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 connecting to all Departments Email: @mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. ROSELLER STA. MARIA
How to file a complaint	Write a letter of complaint letter address to: MR. ROSELLER STA. MARIA Head, City Ordinance Enforcement Division
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

TRICYCLE REGULATIONS DIVISION

ABOUT THE OFFICE

The office process application for Motorized Tricycle Operator's Permit (MTOP) prior to its submission, with proper recommendation, to the Office of the Mayor for appropriate action. Provided, however, that for motorized tricycle-for-hire, the Certificate of Public Convenience (CPC) shall have been secured first.

The office also process all applications for Certificate of Public Convenience (CPC) and forward the same, together with all the requirements for its issuance to the City Tricycle Franchising Board and for appropriate action.

To strictly implement and enforce the provisions of this and other laws and ordinances relative to the operation of motorized tricycles in the City.

1. ISSUANCE OF FRANCHISE

Motorized Tricycle Operator's Permit (MTOP) is a document granting a permit or license to operate issued by the City Mayor to a person, natural or juridical, allowing him/ it to operate a tricycle within the territorial jurisdiction of the City of Mandaluyong

Office or Division:	Tricycle and Pedicab Regulations Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Tricycle Operator and Driver Association (TODA), Tricycle Operator Permit doing business within the city and for out-of-line services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest MTOP (original copy)		Franchise Owner		
2. Official Receipt (OR) – 1 xerox copy		Land Transportation Office (LTO)		
3. Certificate of Registration (CR) – 1 xerox copy		Land Transportation Office (LTO)		
4. Barangay Business Clearance (latest) – original copy		Barangay Hall		
5. Comelec Certification – 1 xerox copy		Commission on Election Office (COMELEC)		
6. Residence Certificate (cedula) – 1 xerox copy		Barangay Hall / City Hall		
7. Motorcycle unit (for inspection)		Franchise Owner		
8. Legal Size Folder – 1 pc.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements for Verification	1.1 TPRD	Free of charge	same day 10 – 12 minutes	Mariano G. Leray Jr. (Traffic Aide III) Gina L. Reyes (Traffic Aide III) Gemma S. Mangubat (Serv. Cont.)
2. Inspection of units.	2.1 TPRD	Free of charge	same day 4 – 6 minutes	Francis Sta. Ana II (Job Order) Francisco R. Bañares Jr. (Admin. Aide III)

3. Issuance of Order of payment (Registration/ Application)	3.1 TPRD	Php 150.00 (if late filing, penalty of Php 50.00/ yr)	same day 30 seconds	Mariano G. Leray Jr. (Traffic Aide III) Gina L. Reyes (Traffic Aide III) Gemma S. Mangubat (Serv. Cont.)
4. Issuance of CLP Sticker	4.1 TPRD	Php 60.00/ yearly (if failed to comply a 50% penalty will be charge, per City Ordinance no. 588, S-2014, Sec. 86)		Mariano G. Leray Jr. (Traffic Aide III) Gina L. Reyes (Traffic Aide III) Gemma S. Mangubat (Serv. Cont.) Maria Ana T. Pabillano (Job Order)
5. Issuance of License Plate	5.1 TPRD	Php 425.00 (one time payment)		Mariano G. Leray Jr. (Traffic Aide III) Gina L. Reyes (Traffic Aide III) Gemma S. Mangubat (Serv. Cont.) Maria Ana T. Pabillano (Job Order)
6. Proceed to Cashier's Window at Treasury	6.1 Cash Division	Free of charge	same day 15 – 20 minutes	Cash Division

7. Release of Application	7.1 TPRD	Free of charge	same day 5 minutes	Mariano G. Leray Jr. (Traffic Aide III) Gina L. Reyes (Traffic Aide III) Gemma S. Mangubat (Serv. Cont.)
8. Review and Checking the requirements	8.1 TPRD	Free of charge	1 week (depends on no. of applicants to review/ check)	Gemma S. Mangubat (Serv. Cont.) Maria Ana T. Pabillano (Job Order)
9. Encoding the list of applicants for Public Hearing	9.1 TPRD	Free of charge	2 – 3 days	Gemma S. Mangubat (Serv. Cont.) Maria Ana T. Pabillano (Job Order)
10. Submittal of Application at Tricycle Franchising Board (TFB)	10.1 TPRD 10.2 Sanggunian Panlungsod	Free of charge	20 minutes	Gemma S. Mangubat (Serv. Cont.) Maria Ana T. Pabillano (Job Order)
11. Scheduled for Hearing	11.1 TPRD	Free of charge	2 – 3 hours	Sanggunian Session Hall
12. Waiting for Resolution with Tricycle Franchising Board Member's Approval	12.1 TPRD 12.2 Sanggunian Panlungsod	Free of charge	1 week (depends upon the availability of the signatory)	Sanggunian Office
13. Encoding and Printing the Approved Franchise	13.1 TPRD	Free of charge	1 week	Gemma S. Mangubat (Serv. Cont.)
14. For signature of TPRD Chief	14.1 TPRD	Free of charge	15 minutes	Samson C. Digma (Chief)
15. Forwarded to Mayor's Office for Signature of the City Mayor	15.1 TPRD 15.2 Office of the City Mayor	Free of charge	1 week	Office of the City Mayor

16. Issued notice to every TODA's to inform that the Franchise is approved	16.1 TPRD	Free of charge	1 day	Joselito Paguio (Serv. Cont.)
17. Releasing of approved Franchise	17.1 TPRD	Php 200.00	same day 10 – 12 minutes	Mariano G. Leray Jr. (Traffic Aide III) Gina L. Reyes (Traffic Aide III) Gemma S. Mangubat (Serv. Cont.) Maria Ana T. Pabillano (Job Order)
TOTAL			0-0 minutes, 0-0 hours, days, & 1 weeks	

2. ISSUANCE OF UTILITY PLATE

An applicant for Utility Tricycle (UT) Permit must be an owner or a bona fide operator doing business within the City of Mandaluyong and/or his business should be in the City of Mandaluyong and must have been issued a Business Permit by the Business Permit and License Department (BPLD).

Office or Division:	Tricycle and Pedicab Regulations Division		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C);		
Who may avail:	Tricycle Operator and Driver Association (TODA), Tricycle Operator Permit doing business within the city and for out-of-line services.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Official Receipt (OR) – 1 xerox copy		Land Transportation office (LTO)	
2. Certificate of Registration (CR) – 1 xerox copy		Land Transportation Office (LTO)	
3. Barangay Business Clearance (latest) – 1 xerox copy		Barangay Hall	
4. Mayor’s Permit (latest) – 1 xerox copy		Business Permit and License Department (BPLD)	
5. Picture of Utility Tricycle (front & back)			
6. Utility Tricycle Unit (for inspection)			
7. Legal Size Folder – 1 pc.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements for Verification	1.1 TPRD	Free of charge	3 – 5 minutes	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
2. Inspection of Units	2.1 TPRD	Free of charge	same day 4 – 6 minutes	Francis Sta. Ana II (Job Order) Francisco R. Bañares Jr. (Admin. Aide III)
3. Issuance of Order of Payment for Utility Tricycle Application	3.1 TPRD	Php 500.00	1 minute	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
4. Issuance of Order of Payment for Utility Tricycle Sticker (CLP)	4.1 TPRD	Php 60.00/ yearly (if failed to comply a 50% penalty will be charge, per City Ordinance no. 588, S-2014, Sec. 86)	1 minute	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
5. Issuance of Order of Payment for Utility Plate	5.1 TPRD	Php 150.00	1 minute	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
6. Proceed to Cashier's Window for payment	6.1 Cashier's Division	Free of charge	15 – 20 minutes	Cashier's Division
7. Issuance of Utility Tricycle Sticker and Plate	7.1 TPRD	Free of charge	1 minute	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
TOTAL			26-35 minutes	

3. ISSUANCE OF SPECIAL PERMIT FOR OUT-OF-LINE TRICYCLE

Utility tricycles that are passing through or in transit within the territorial domain of the City shall secure a Special Permit. Otherwise, they will be apprehended for violating this Ordinance (out-of-line).

Office or Division:	Tricycle and Pedicab Regulations Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C);			
Who may avail:	Tricycle Operator and Driver Association (TODA), Tricycle Operator Permit doing business within the city and for out-of-line services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Special Permit Form – for Renewal				
2. Official Receipt (OR) – 1pc. xerox copy		Land Transportation Office (LTO)		
3. Certificate of Registration (CR) – 1pc. xerox copy		Land Transportation Office (LTO)		
4. Mayor's Permit (latest) – 1pc. xerox copy		Business Permit and License Department (BPLD)		
5. DTI Permit – 1pc. xerox copy				
6. Picture of Utility Tricycle (front & back)				
7. Legal Size Folder – 1 pc.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements for Verification	1.1 TPRD	Free of charge	5 minutes	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
2. Typing the application form	2.1 TPRD	Free of charge	3 – 5 minutes	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
3. Recommending approval of Special Permit	3.1 TPRD	Free of charge	3 minutes	Samson C. Digma Chief
4. Signing approval of Special Permit	4.1 Office of Coun. Fernando Ocampo (TFB Chairman)	Free of charge	1 – 2 days (depends on the availability of the signatory)	Coun. Fernando Ocampo (TFB Chairman)
5. Notarization of Special Permit	5.1 Notary Public	Depends on Notary Public	same day	Notary Public

6. Issuance of Order of Payment for Special Permit	6.1 TPRD	Php 500.00	1 minute	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
7. Proceed to Cashier's Window at Cash Division for payment	7.1 Cash Division	Free of charge	5 minutes	Cash Division
8. Releasing of Special Permit	8.1 TPRD	Free of charge	3 minutes	Gina L. Reyes (Traffic Aide III) Ariel Merilos (Admin. Aide I)
TOTAL			20-22 minutes & 1-2 days	

4. ISSUANCE OF RELEASING OF IMPOUNDED TRICYCLE

To strictly implement and enforce the provisions of this and other laws and ordinances Relative to the operation of Motorized Tricycles in the City. We establish a uniform, Orderly and effective system, regulating and monitoring of all motorized tricycles Operating within the territorial jurisdiction of the City of Mandaluyong.

Office or Division:	Tricycle and Pedicab Regulations Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C);			
Who may avail:	Tricycle Operator and Driver Association (TODA), Tricycle Operator Permit doing business within the city and for out-of-line services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR) – original copy		Cash Division		
2. Violator		Violator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Redeem or Reclaim	1.1 Traffic and Parking Management Office (TPMO)	Free of charge	5 – 20 minutes	Traffic and Parking Management Office (TPMO)
	1.2 Cashier's Division			Cashier's Division

2. Release Order and Signing of Person Who Violate	2.1 TPRD	Free of charge	3 minutes	Mariano Leray Jr. (Traffic Aide III) Francisco R. Bañares Jr. (Admin. Aide III)
3. Release of Impounded Tricyce	3.1 TPRD Impounding Area	Free of charge	5 – 10 minutes	Rosalie Mendiola (Job Order)
TOTAL			13-33 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-6736 (02) 8532-5001 connecting to all Departments Email: tro@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. SAMSON C. DIGMA
How to file a complaint	Write a letter of complaint letter address to: MR. SAMSON C. DIGMA Head, Tricycle Regulations Division
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY HUMAN RESOURCE MANAGEMENT SERVICES

ABOUT THE OFFICE

The Human Resource Management Department is the implementing arm of the Civil Service Commission in the execution of policies, standards, rules and regulations governing employees of the local government in the field of personnel management to ensure the effective implementation of the civil service laws. The office undertakes in behalf of the Local Chief Executive a comprehensive and balanced personnel program which is primarily designed to raise the level of efficiency, effectiveness and morale of the local civil servants in the agency.

WORKLOAD OF HR STAFF

HR PERSONNEL IN CHARGE	OFFICES ASSIGNED
CLAIRE A. CRUZ	HRMD/BUDGET/PDAD/MAYOR'S OFFICE/MAND. CITY SPORTS DEVT. OFC. (All Permanent)
NERIZZA M. JIMENEZ	CITY CONSULTANTS
ELENA R. JAVIER	MCMC-Permanent/MEDICAL CONTRACTUAL CITY ENGINEERING DEPT.-(Permanent & Casual) CITY GARDEN OF LIFE MEMORIAL PARK-(Permanent & Casual) PUBLIC INFORMATION OFFICE-(Permanent) GENDER & DEVT. OFFICE-(Casual) FISCAL CONTROL OFFICE-(Casual) INFORMATION TECHNOLOGY DEPT. (ITD)-(Permanent & Casual) MANDALUYONG YOUTH DEVT. OFFICE-(Casual)
HELEN T. BARON	DSWD STAFF/DSWD DAYCARE/CITY FIRE DEPT./TASK FORCE AN-TI-VENDOR/TASK FORCE ANTI-VICE-(All Casual)
MELANY P. CRUZ	MCMC Nurses/CITY CIVILIAN AFFAIRS & SECURITY DEPT./SCHOOL GUARD/MAC-(Casual)
MA. CONCEPCION M. MANZANO	CITY HEALTH DEPT. (ORGANIC & DEVOLVED)-(Permanent & Casual) BNS-(Casual)/ PROJECT TEACH-(Permanent & Casual) SCHOOL BOARD-(Casual)
MARJORIE SANTIAGO	CITY ASSESSOR'S DEPT./BPLD/CITY CULTURAL AFF. & TOURISM DEPT./CITY GENERAL SERVICES DEPT./CITY LEGAL DEPT./MTC-RTC/ CITY PROSECUTOR'S OFFICE/PLEB-(All Casual)
LOUIE O. LIPARDO	CITY GENERAL SERVICES DEPT. (ADMIN. DIV. & REPAIR & MAINT. DIV.)-(Permanent & Casual) ASBU-(Permanent & Casual)/CESO/SCHOOL JANITOR-(Casual) CITY ACCOUNTING DEPT./CITY BUDGET DEPT./COOPERATIVES DEVT. DEPT./CITY CULTURAL AFF. DEPT./HRMD/MADAC/MAND. SPORTS DEVT. DIV./MANPOWER/MARKET OPERATION DIV./MHDB/ PESO/PIO/PDAD-(All Casual)
MARISOL T. CRUZ	CITY ADMINISTRATOR'S DEPT. ADMIN. DIV./CITY ADMINISTRATOR'S DEPT. POLICE DEPT./CITY ADMINISTRATOR'S DEPT. (PSG)/CITY ADMINISTRATOR'S DEPT. MACOSPA/CITY TREASURER'S DEPT./MAY-OR'S OFFICE/WELLCOM-(Casual)
CHERRY GONZALES	ESC-(Permanent and Casual)
LILIAN B. LILOW	CITY TRAFFIC AND MANAGEMENT DEPT. (Casual)

BEVERLY KAY THOMPSON	BOC–(Permanent & Casual)/CTPMD–(Permanent & Casual) CITY DISASTER RISK REDUCTION (C3)–(Permanent and Casual) CITY PLANNING & DEVT. DEPT.–(Permanent and Casual) CITY CIVIL REGISTRY DEPT. (Permanent and Casual) OSCA–(Permanent & Casual)/UPAO–(Casual)/LABOR–(Casual) TRICYCLE AND PEDICAB REGULATION DIV.–(Permanent) PESO–(Permanent)/CSWD–(Permanent)/MHDB–(Permanent) TPMO–(Permanent)/CULTURAL–(Permanent)/ASSESSOR'S DEPT.– (Permanent)/CITY ADMINISTRATOR'S DEPT. COOP–(Permanent)/TASK FORCE ANTI-VICE–(Permanent) MANPOWER–(Permanent)/BPLD–(Permanent)/ACCOUNTING DEPT.– (Permanent) SANGGUNIAN–(Permanent)/CITY LEGAL DEPT.–(Permanent)/CITY TREASURER'S DEPT.–(Permanent)/MARKET–(Permanent)/CITY AD- MINISTRATOR'S DEPT. ADMIN. DIV.–(Permanent)/CITY CIVILIAN AFF. & SECURITY DEPT.–(Permanent)/ TASK FORCE ANTI-VICE–(Permanent)/AGRICULTURE–(Permanent)
EMILIA LINDA R. SAPINIT	SERVICE CONTRACTORS
MINALYN M. NARRAL	JOB ORDER

Services Offered:

- LEAVE APPLICATION
- SERVICE RECORD / CERTIFICATE OF EMPLOYMENT (COE) / CERTIFICATE OF LEAVE CREDITS
- TERMINAL LEAVE CLAIM
- COMPLAINTS RECEIVED THROUGH 8888

1. LEAVE APPLICATION

Office or Division:	City Human Resource Management Department			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G).			
Who may avail:	City Hall Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No requirement needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the HR Department with the Approval Slip signed by their Head of Office.	Assigned personnel in charge will prepare the Leave Form.	This service is FREE of charge	30 seconds	Please refer to the HR Personnel in charge
	The Head of Office will have to sign the Accomplished Leave Form attached with the approval slip and for subsequent process.	None	5 minutes	
2. Return the signed Leave Form to the HR Department.	Assigned personnel in charge will file and process the leave application.	None	20 to 30 minutes	
TOTAL		None	25-30 minutes	

2. SERVICE RECORD / CERTIFICATE OF EMPLOYMENT (COE) / CERTIFICATE OF LEAVE CREDITS

Office or Division:	City Human Resource Management Department			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G).			
Who may avail:	City Hall Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No requirement needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the HR Department to request for any of these documents.	Assigned personnel in charge will prepare the requested document/s.	None	5 minutes	Please refer to the HR Personnel in charge
	The HR Head will sign the document/s and will be released on the same day.	None	2-3 minutes	
TOTAL		None	7-8 minutes	

3. TERMINAL LEAVE CLAIM

Office or Division:	City Human Resource Management Department			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G).			
Who may avail:	City Hall Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements will depend on Type of Terminal Leave Claim				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the HR Department				
For COMPULSORY RETIREMENT / TERMINATION Employee to receive the Memo of Compulsory Retirement/ Termination (Memo of compulsory retirement to be acquired by the employee a day prior to the retirement age)	Personnel in charge to prepare the additional supporting documents: a. Certification from HR b. Clearance Form (Civil Service Commission) c. Service Records d. Computation of Money Value e. Application for Leave f. Certified True Copy of Appointment and Plantilla and Notice of Salary Adjustment (NOSA) g. Photocopy of Last Payslip and I.D. h. Leave Ledger i. Allotment and Obligation Slip (AL OBS) and Voucher	None	2-3 minutes	Please refer to the HR Personnel in charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For RESIGNATION Employee will write the Resignation Letter addressed to the Mayor and have it received at the Mayor's Office.	<p>Upon receipt of the signed Resignation Letter, the HR personnel in charge will prepare the Acceptance of Resignation to be signed by the Mayor and prepare the additional supporting documents:</p> <ul style="list-style-type: none"> a. Certification from HR b. Clearance Form (Civil Service Commission) c. Service Records d. Computation of Money Value e. Application for Leave f. Certified True Copy of Appointment and Plantilla and Notice of Salary Adjustment (NOSA) g. Photocopy of Last Payslip and I.D. h. Leave Ledger i. Allotment and Obligation Slip (AL OBS) and Voucher 	None	5-10 minutes	Please refer to the HR Personnel in charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FOR DEATH CLAIM</p> <p>The authorized claimant should bring the PSA-registered Death Certificate to the HR Department. If the deceased employee is married, husband/wife should also bring the Marriage Contract; if single, the immediate member of the family should bring their birth certificate.</p>	<p>Personnel in charge to prepare the additional supporting documents:</p> <ul style="list-style-type: none"> a. Certification from HR b. Clearance Form (Civil Service Commission) c. Service Records d. Computation of Money Value e. Application for Leave f. Certified True Copy of Appointment and Plantilla and Notice of Salary Adjustment (NOSA) g. Photocopy of Last Payslip and I.D. h. Leave Ledger i. Allotment and Obligation Slip (ALOBS) and Voucher 	None	5 to 10 minutes	Please refer to the HR Personnel in charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Employee to have the Clearance Form (provided by the HR Department) signed by the respective authorized signatories then return the signed form to the HR Department.	Authorized signatories to sign the form.		The clearance form provided by the HR Dept. has nine (9) authorized signatories and it takes almost a week for the clearance to be signed by all the authorized signatories depending on their availability	
3. Have the ALOBS, Voucher, Leave Application Form, signed by the respective Head of Offices concerned.	Once completed, the employee will be notified by the HR Department to get all documents.		2-3 minutes	
4. Once the process is completed, the employee can claim his/her check at the Treasury Department.			Releasing/ Claiming of check depends on the Treasury Department	
TOTAL		None		

4. COMPLAINTS RECEIVED THROUGH 8888

Office or Division:	City Human Resource Management Department			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G).			
Who may avail:	City Hall Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complaints received through 8888 Citizen's Complaint Center email or phone call	Person in charge keenly reviews, assesses, and sorts information	None	1 minute per complaint	Jayson Mangilit Mariel Toriaga
	Prepares three copies of an endorsement letter addressed to the concerned barangay or office together with a printed copy of the concern from 8888 Citizen's Complaint Center Malacañang (One office receiving copy, one copy for the Mayor's Office, one copy for the concerned office or barangay) to be signed by the HR Head with dry seal of the office.	None	5 minutes per complaint	
	The endorsement letter is sent to the Mayor's Office ensuring it is well received through receiving copy before it is forwarded to the concerned office through a receiving copy stamped with their seal.	None	5-10 minutes if the office concerned is within the city hall. 10-20 minutes if the office concerned is outside the city hall.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The receiving copy will be scanned and sent to the 8888 agency's inbox as proof of receipt that was endorsed to the concerned agencies, department or barangays.	None	1 minute	
	As per E.O. No. 6 of the 8888 Citizens Complaint Guidelines, waiting time is 72 hours for a response on the concern is to be received. However, the day before it lapses, a heads up is given as the reminder.		72 hours	
	Once response is received, it is reviewed, monitored, and ensured that concerns are acted upon accordingly and correctly. If the concerned office or barangay has acted upon, then the response sent is forwarded to the 8888 agency's inbox for closing of the concern. However, assessment and decision is relied upon on 8888 Citizen's Complaint Center if the concern will be closed based on the response, if acceptable on their end or further follow ups for appropriate action is still necessary, if insufficient or lack of appropriate action has been found.	None	<p>Sending the response is 5 minutes</p> <p>For closing, it depends on the 8888 Citizen's Complaint Center. However, for simple complaints particularly those which are anonymous, the ticket complaint is immediately closed upon prompt reply by the HR officer.</p>	

CITY CUSTOMER SERVICE & COMPLAINT DESK

ABOUT THE OFFICE

This desk serves as a channel to entertain and/or address the public's inquiries, concerns and grievance with the objectives to provide accurate information, proper guidance and assistance, prompt coordination and appropriate solution.


1. CITY GOVERNMENT SERVICE INQUIRIES

Office or Division:	City Customer Service & Complaint Desk			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No requirement needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries may be received through phone-in, walk-in and/or written manner. 2. Needed general information will be given immediately. (Information which may require more time to verify will be given ASAP.)		This service is FREE of charge	30 seconds	Leo Urmeneta
TOTAL		None	30 seconds	

2. COMPLAINTS HANDLING

Office or Division:		City Customer Service & Complaint Desk		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C); Government to Business (G2B); and Government to Government (G2G).		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Complaint				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complaints may be received through phone-in, walk-in and/or written manner. 2. Preliminary table discussion for data gathering / fact finding, if necessary. 3. For simple cases, the desk may suggest solutions to address the complaints. 4. For complex cases, parties involved will be referred / forwarded to the central complaints handling body of the LGU, the HRMD, for proper investigation and appropriate action.		This service is FREE of charge	Time may vary depending on the nature of the complaint. Simple cases may take less than 30 minutes. Complex cases will depend on the cooperation of the parties involved and other related legal parameters, if applicable.	Leo Urmeneta; Vibsy Castillo
TOTAL		None	less than 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Suggestion Box, Customer Feedback Form; and online: https://s.surveyplanet.com/3v28o0w7</p>  <p>Tel. No. (02) 8534-1662 (02) 8532-5001 connecting to all Departments Email: feedback@mandaluyong.gov.ph</p>
How feedbacks are processed	Send to the Receiving Officer and forwarded to the Head, Feedback and Management Committee MARVIN CAPCO
How to file a complaint	Write a letter of complaint letter address to: MR. MARVIN CAPCO Head, Feedback and Management Committee
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

CITY GOVERNMENT OF MANDALUYONG CUSTOMER FEEDBACK FORM



Salamat sa inyong pagdalaw sa Pamahalaang Lungsod Mandaluyong. Kami ay higit na nasisiyahan na laging makapaglingkod sa inyo. Sa aming pagbibigay ng pinakamahusay na serbisyo publikong nararapat ninyong matanggap, nais pa namin malaman kung may mga bahagi at aspeto pa na maaaring baguhin para sa inyong higit na kasiyahan.

Thank you very much for visiting the City Hall of Mandaluyong. We are always more than willing to serve you. While we provide you with the best public service you truly deserve, please let us know if there are still areas and aspects that you want us to improve for greater public satisfaction.

LAGYAN NG TSEK (I) ANG INYONG SAGOT NA NAAAYON SA NUMERO, 1 PINAKAMABABA (HINDI KASIYA-SIYA) AT 5 PINAKAMATAAS (SOBRANG KASIYA-SIYA)

Provide rating by placing check in the corresponding square 1 lowest (Very Poor) and 5 highest (Very Good).

	Very Good (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	KARAGDAGANG MGA KOMENTO/MUNGKAHI (COMMENTS/SUGGESTIONS):
1. DALOY NG PROSESO (Flow of Procedure)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. KALIDAD NG SERBISYONG IBINIGAY (Service Quality provided)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. MAAGAP NA PAGBIBIGAY NG SERBISYO (Timeliness of the service availed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. PROPESYONALISMO AT PAGKAMAGALANG (Employee Professionalism and courtesy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. KALINISAN SA TANGGAPAN (Cleanliness of the office)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

CONTROL NO.: **000001**

PANLUNGSOD NA KAGAWARAN/TANGGAPAN NA
PINUNTAHAN (Department/Office Visited):

SERBISYONG KINAILANGAN/DAHILAN
(Services Availed/Purpose):

PETSA (Date):

PANGALAN (Name):

NUMERO NA MAAARI KAYONG
MATAWAGAN (Contact Number/s):

EMAIL (Opsyonal):