



CITY OF MANDALUYONG

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

2024 (12TH EDITION)

MANDALUYONG: THE TIGER CITY

CITIZEN'S CHARTER

A Guidebook on Key Government Services

12th Edition
2024

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Mandaluyong City Citizen's Charter

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Republic of the Philippines
CITY OF MANDALUYONG
Office of the Mayor



MESSAGE

The promotion of integrity, accountability and proper management of all public service providers has always been considered our core values as public servant. This is our way to embattle graft and corruption at all levels in the government.

The inception of the Citizen's Charter is truly unprecedented. A service standard that communicates simple terms and procedures on the services provided by the government for its citizens. This is an offshoot of the policy governing the implementation of Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007, as amended by Republic Act No. 11032 or the East of Doing Business and Efficient Government Service Delivery Act of 2018. The charter shows the various key services of the city government for the greater use and benefit of our customers.

As perfectly considered, this publication empowers the entire citizenry in promoting transparency and accountability in service delivery and designed to further promote good governance as a mission. This has catalogued all the services available in the City Government of Mandaluyong. Suffice to speak, the initiative of reviving the accessibility of public service from this endeavor is a living proof that we are earnestly contributing to the attainment of nation building, not only in terms of revenue development but in the entire status of giving public service a noble vocation.

Again, my sincerest congratulations to the proponent of this undertaking and may the God Almighty bless us all richly.


BENJAMIN S. ABALOS SR.
City Mayor

A Humble Beginning

There are different stories on the origin of the ancient name “Mandaluyong”. One tells of the early days when the place abounded with a kind of tree called luyong from which beautiful canes and home furniture were made. Another claimed that the Spaniards named the place Mandaluyong based on the report of what a navigator named Acapulco saw that the rolling hills were frequently lashed at by daluyong (“big waves from the sea”). This seems to give credence to traditional stories before the coming of the Spaniards that giant waves from the sea lashed at the adjoining hills of the vast lowland, referred to as “Salpukan ng Alon”. Father Felix dela Huerta, a Franciscan Historian, observed that the rolling topography of this land resembled giant waves of the sea. Hence, natives replying to the question of strangers as to what the place was called, used to answer Madaluyong, later hispanized by Spanish writers into Mandaluyong by affixing the consonant “n” to the first syllable.

Romantic residents, however, peddled the story of a Maharlika named Luyong who fell in love with Manda, the lovely daughter of a barangay chieftain. The chieftain had no personal liking for Luyong and forbade his daughter's marriage to him. Luyong overcame



Manda and Luyong preparing to plunge into the ranging waves. In watercolor 28” x 21” by J. A. Martinez

the objection of Manda's father by winning a series of tribal contests which was custom at the time. The couple settled thereafter in a place which was later called “Mandaluyong” literally named after “Manda” and “Luyong”.

In the 1800's, Mandaluyong was first known as a barrio of Sta. Ana de Sapa which was part of District of Paco, Province of Tondo. Named San Felipe Neri by the Spaniards in honor of the Patron Saint of Rome, it was separated civilly from Sta. Ana de Sapa in 1841.

During the American regime in 1900's, San Felipe Neri was raised to a first class municipality

with five (5) barrios, namely: Poblacion, Barangka, Hagdang Bato, Namayan and Hulo. Under Presidential Act No. 942, it was consolidated with the municipality of San Juan del Monte and became the seat of government. For several months in 1904, San Felipe Neri became the capital of the province of Rizal.

municipalities, it has undergone significant physical and economic transformation. From a forestal town to a progressive municipality, Mandaluyong is now a highly urbanized city known to host most of the country's best companies and corporations, shopping malls and hotels which are certainly world class in status.

During World War II, Mandaluyong lost many of her people, among them were Catholic priests and civilians. Destruction was felt all over, but with the timely arrival of the American Liberation Forces on February 9, 1945, the municipality was saved from further damages. That day became a red calendar day for Mandaluyong marking its liberation from the Japanese Imperial forces by the Americans.

Mandaluyong and the municipality of San Juan used to be represented in congress by a single Congressman. As it entered cityhood in 1994, Mandaluyong became a lone district with its own Representative in Congress.

In the 60's, Mandaluyong became a component municipality of Metropolitan Manila. Together with other component cities and

Mandaluyong at the turn of the century was proclaimed by the city's grand dads as the Millennium City, having come a long way from being a forested rolling hill to a bustling city of vibrant economic activities. In 2003, Mandaluyong was named the new tiger city of Metro Manila, among other accomplishments.



Reproduction photo which shows ancient terrain or topography of Mandaluyong.

Demographics

Mandaluyong has a total land area of 1,126 hectares. This constitutes 1.77 % of the 636 sq. km. total land area of Metro Manila which is composed of 16 cities and 1 municipality. It is bounded on the north by the City of San Juan, on the Northeast by Quezon City, on the east by the Pasig City on the south by Pasig River and Makati City, on the west by San Juan and the City of Manila.

Mandaluyong today is composed of 27 barangays divided into two political districts mainly by Boni Avenue and G. Aglipay Street. The city has a total population of 425,758 (PSA Census) in 2020. Following the 2.07% growth rate of the city, estimated population for 2022 is 443,567 with a total 106,440 households. Mandaluyong's prime advantage among other cities in Metro Manila is its location, being exactly at the center of urban

growth in the metropolis.

Visitors and investors in Metro Manila opt to stay and invest in Mandaluyong due to its accessibility, good road networks, excellent peace and order situation, and generally a business friendly local government. It has excellent transport networks with a total of 31 entry and exit points that connect Mandaluyong to its neighboring cities and municipalities, reinforcing its potential for business and development. EDSA, Ortigas Ave., and Shaw Boulevard provide intercity links while Boni Ave. and C-3 road serve as alternate routes. There are three stations of the MRT along EDSA in the city.

Mandaluyong continues to be a lucrative and profitable business location. The city has a well-mixed/diverse market owing to its accessibility not only to the posh subdivisions but as well as the poor communities of the area.

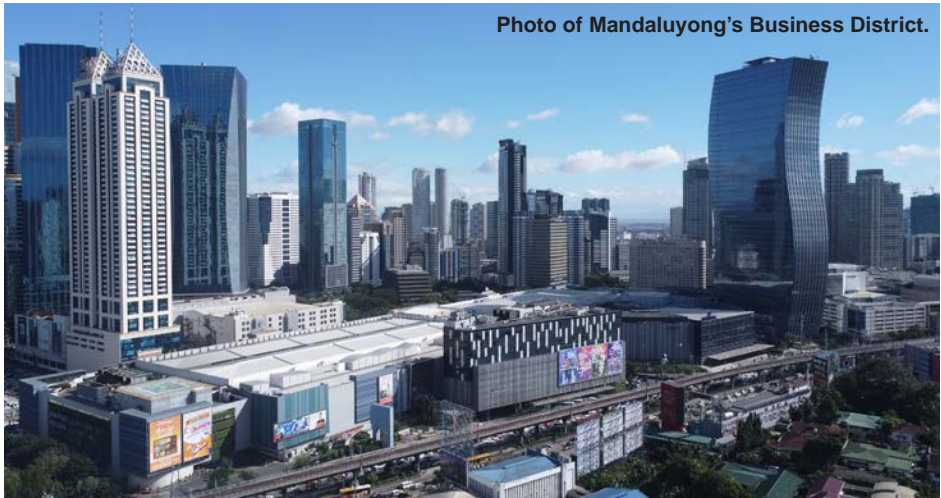


Photo of Mandaluyong's Business District.

Economic Development

On the facet of development, and despite the fact that the city did not increase its tax rates for business and real property for the last 6 years, it still managed to increase its collection.

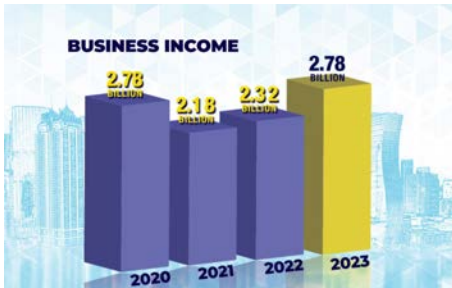
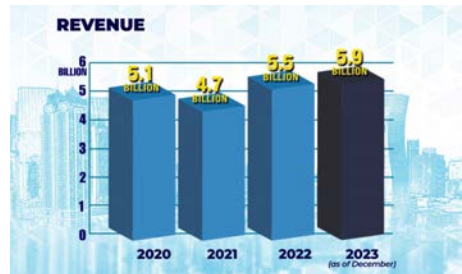
Despite its size, Mandaluyong recorded an all-time high of P5.9 billion in revenue in 2023 from a mere P4.7 billion income in 2021.

Likewise, income from business registration has reached P2.78 billion in 2023, while income from real property taxes amounted to P2.53 billion in 2023.

Biggest contributors to the city's robust growth are the big corporations and investors finding

lucrative business in the area.

Investments reached to 233.86B worth of investments from the 74 giants companies with a projected income for the city of more or less 500M in the next 3 years. With the influx of these businesses, Mandaluyong is confidently assured of a stable financial standing which can sustain its progress and continuous delivery of services for its constituency.



MAJOR INVESTMENTS
2009-2023

246.56B
TOTAL INVESTMENTS

81 GIANT COMPANIES

YEAR	PROJECT COST	NO. OF COMPANIES	YEAR	PROJECT COST	NO. OF COMPANIES
2009	42.25 BILLION	13 COMPANIES	2017	20.17 BILLION	8 COMPANIES
2010	40 BILLION	7 COMPANIES	2018	10.4 BILLION	4 COMPANIES
2011	8.2 BILLION	3 COMPANIES	2019	12.5 BILLION	3 COMPANIES
2012	22.12 BILLION	12 COMPANIES	2020	5.4 BILLION	4 COMPANIES
2013	19.02 BILLION	5 COMPANIES	2021	5.5 BILLION	2 COMPANIES
2014	23.4 BILLION	7 COMPANIES	2022	4.6 BILLION	3 COMPANIES
2015	10.4 BILLION	3 COMPANIES	2023	8.10 BILLION	4 COMPANIES
2016	14.5 BILLION	3 COMPANIES			



VISION

“A premier city performing effectively in administering its social, economic, and environmental programs in an atmosphere of harmony, equity and peace.”

MISSION

“It is the mission of the city government of Mandaluyong to continuously perform efficiently in the areas of governance, administration, social services, economic development, and environmental management, instilling among its citizenry the values of collective action and maintaining competence towards self-reliance and sustainable development.”

Mandaluyong City Citizen's Charter
CITY OFFICIALS



BENJAMIN S. ABALOS
City Mayor



NEPTALI M. GONZALES II
Congressman



CARMELITA A. ABALOS
City Vice Mayor

Mandaluyong City Citizen's Charter
DISTRICT I COUNCILORS



COUN. ANTONIO DLS. SUVA, JR

Chairperson: Transportation, Traffic, Communications, Information Technology and Tricycle Franchising Board

Vice-Chairperson: Special Projects & Activities, Tourism and People's Participation; Health and Sanitation

Member: Trade, Commerce, Appropriations, Environmental Protection, Disaster Preparedness and Games & Amusement; Public Works, Senior Citizens & Marginalized Sector; and Landed Estates and Housing



COUN. ANJELO ELTON PAPA YAP

Chairperson: Labor Employment & Manpower Development

Vice-Chairperson: Ways and Means

Member: Urban Planning, Zoning and Community Development, Education, Arts and Culture; Special Projects & Activities, Tourism and People's Participation; and Human Rights



COUN. DANILO LUNA DE GUZMAN

Chairperson: Laws, Rules, Government Affairs, Ethics and Accountability

Vice-Chairperson: Labor Employment & Manpower Dev't.

Members: Peace and Order, Public Safety, Fire Protection and Dangerous Drugs; Trade, Commerce, Appropriations, Environmental Protection, Disaster Preparedness and Games & Amusements; Public Works, Senior Citizens & Marginalized Sector; and Women & Children, Family Relations & Social Services, Livelihood and Cooperatives.



COUN. RODOLFO MORALES POSADAS

Chairperson: Landed Estates and Housing

Vice-Chairperson: Public Works, Senior Citizens & Marginalized Sector,

Members: Ways and Means, Transportation, Traffic, Communications, Information Technology and Tricycle Franchising Board.



COUN. CARISSA MARIZ S. MANALO

Chairperson: Human Rights

Vice-Chairperson: Urban Planning, Zoning and Community Development, Education Arts & Culture

Members: Labor Employment & Manpower Development, Women & Children, Family Relations & Social Services, Livelihood and Cooperatives, and Youth & Sports Development



COUN. ESTANISLAO VILLARAZA ALIM III

Chairperson: Peace and Order, Public Safety and Fire Protection

Vice-Chairperson: Human Rights

Member: Barangay Affairs, Landed Estates, Public Works, Transportation, Telecommunication & Civil Service, and Tricycle Franchising Board, Livelihood & Cooperatives

Mandaluyong City Citizen's Charter
DISTRICT II COUNCILORS



COUN. BENJAMIN "BENJIE" AGUILAR ABALOS III
Chairperson: Trade, Commerce, Appropriations, Environmental Protection, Disaster Preparedness and Games & Amusements.
Vice-Chairperson: Women & Children, Family Relations & Social Services, Livelihood and Cooperatives.
Members: Health and Sanitation; Landed Estates and Housing; Peace and Order, Public Safety, Fire Protection and Dangerous Drugs; and Special Projects & Activities, Tourism and People's Participation.



COUN. ALEXANDER C. STA. MARIA
Chairperson: Health and Sanitation
Vice-Chairperson: Trade, Commerce, Appropriations, Environmental Protection, Disaster Preparedness and Games & Amusements
Members: Human Rights; Barangay Affairs; and Laws, Rules, Government Affairs, and Ethics and Accountability



COUN. REGINALD S. ANTIOJO
Chairperson: Ways and Means
Vice-Chairperson: Laws, Rules, Government Affairs, Ethics and Accountability
Members: Peace and Order, Public Safety, Fire Protection and Dangerous Drugs; Women & Children, Family Relations & Social. Livelihood and Cooperatives; and Youth and Sports Development.



COUN. LESLIE F. CRUZ
Chairperson: Women & Children, Family Relations & Social. Livelihood and Cooperatives.
Vice-Chairperson: Youth & Sports Development
Members: Public Works, Senior Citizens & Marginalized Sector; Special Projects & Activities, Tourism and People's Participation; Urban Planning, Zoning and Community Development, Education Arts & Culture; and Youth & Sports Development.



COUN. MICHAEL R. OCAMPO
Chairperson: Public Works, Senior Citizens & Marginalized Sector
Vice-Chairperson: Transportation, Traffic, Communications, Information Technology and Tricycle Franchising Board.
Members: Humans Rights; Landed Estates and Housing; and Trade, Commerce, Appropriations, Environmental Protection, Disaster Preparedness and Games & Amusements



COUN. MICHAEL ERIC GONZALES CUEJILLO
Chairperson: Urban Planning, Zoning and Community Development, Education Arts & Culture
Vice-Chairperson: Landed Estates and Housing
Members: Labor Employment & Manpower Development; and Transportation, Traffic, Communications, Information Technology and Tricycle Franchising Board.

EX-OFFICIO COUNCILORS



LNB PRESIDENT DARWIN ATIENZA FERNANDEZ

Chairperson: Barangay Affairs

Vice-Chairperson: Peace and Order, Public Safety, Fire Protection and Dangerous Drugs

Members: Laws, Rules, Government Affairs, Ethics and Accountability; Urban Planning, Zoning and Community Development, Education, Arts and Culture; and Ways and Means.



SK PRESIDENT CHERILYN V. MINA

Chairperson: Youth & Sports Development

Vice-Chairperson: Human Rights

Members: Barangay Affairs; Health and Sanitation; and Laws, Rules, Government Affairs, Ethics and Accountability

Mandaluyong City Citizen's Charter
MANDALUYONG DIRECTORY

Trunkline 8532-5001 Connecting all Departments

CITY OFFICIALS	DIRECT LINE	LOCAL
Office of the Congressman HON. NEPTALI M. GONZALES	8534-9907 8533-1340 8534-2601 8534-7634	552 553 554
Office of the Mayor HON. BENJAMIN S. ABALOS MS. CHARISSE MARIE ABALOS-VARGAS Chief of Staff MR. VICTOR E. VICTORIA Executive Secretary	8532-4492 8531-0194 8532-2224 8532-2332	501 502 503
Office of the Vice-Mayor HON. CARMELITA A. ABALOS	8534-1299	617
City Councilors – District I		
HON. ANTONIO DLS. SUVA JR.	8532-1411	618
HON. ANJELO ELTON P. YAP	8532-4438	625
HON. DANILO L. DE GUZMAN	8534-0503	628
HON. RODOLFO M. POSADAS	8997-3612	629
HON. CARISSA MARIZ S. MANALO	8641-1834	627
HON. ESTANISLAO V. ALIM, III	8534-0983	621
City Councilors – District II		
HON. BENJAMIN A, ABALOS, III	8534-8927	577 / 578
HON. ALEXANDER C. STA MARIA	8532-4362	623
HON. REGINALD S. ANTIOJO	8533-3126	622
HON. LESLIE F. CRUZ	8534-0982	626
HON. MICHAEL R. OCAMPO	8535-3483	630
HON. MICHAEL ERIC G. CUEJILO	8535-3603	631
Liga ng mga Barangay President HON. DARWIN ATIENZA FERNANDEZ	8532-2160	559
SK Federation President HON. CHERILYN V. MINA	skfedmanda2023@ gmail.com	

Mandaluyong City Citizen's Charter

Barangay Officials

BARANGAY	BARANGAY CAPTAIN	DIRECT LINE
Addition Hills	CARLITO TOLIBAS CERNAL	8534-0503 8706-1738
Bagong Silang	KRISTOFER IMPERIO DOMINGUEZ	8995-3354
Barangka Drive	DARWIN ATIENZA FERNANDEZ	8531-6544
Barangka Ibaba	EDWIN BACARAC STA. MARIA	8420-7457 8637-9343
Barangka Ilaya	JOSELITO CABUNGCAL PANGILINAN	8531-0647
Barangka Itaas	RONALDO CARLOS CAMACHO	8533-7141
Buayang Bato	REYNALDO DE JOSEP NOBELA	8516-4308
Burol	DAN CARL ESPERANZATE DE GUZMAN	8356-4619 8535-2641
Daang Bakal	RICHARD BARRETO BASSIG	8535-3992
Hagdang Bato Itaas	MERLYN SOLANO ESPIRITU	8534-0345
Hagdang Bato Libis	DANILO SANTOS TORRES	8252-3681
Harapin Ang Bukas	FEDERICO YAPTUANGCO OGBAC	8533-6611
Highway Hills	MARIA CORAZON "G" DE CASTRO ABALOS	8782-8909 8533-6298
Hulo	JOSEPH PARONG JOSE	8533-2505 7798-2024
Mabini - J. Rizal	ANTONIO LAYGO CASTAÑEDA	7728-9847 8531-0643
Malamig	CYNTHIA MAGSISI CALUYA	8477-7955 8533-1319
Mauway	FROILO ACHILLES LABADOR EVANGELISTA	8429-9386
Namayan	VICTOR EMMANUEL SANTIAGO FRANCISCO, JR.	7255-9886 7006-0086
New Zaniga	ELIZABETH PALER CRUZ	7276-2363
Old Zaniga	ALEX ADRIAS LACSON	8518-5441 8713-7582
Pag-Asa	CONRADO UAJE ANGGA, JR.	8551-0592
Plainview	NERISSA YUMANG GARCIA	8534-1874
Pleasant Hills	MARC RENNIEL VICENCIO EVANGELISTA	8533-4794 8535-5431
Poblacion	ELMER JOSE MENDOZA MALABANAN	8535-0917
San Jose	JOAN BATAN PINTANG	8962-4251 09055358191
Vergara	ERNESTO CRUZ MENDIOLA	8531-9900
Wack-Wack	MARGARITA ONGSIAKO TAN-CLIMACO	8370-3512 8722-4258

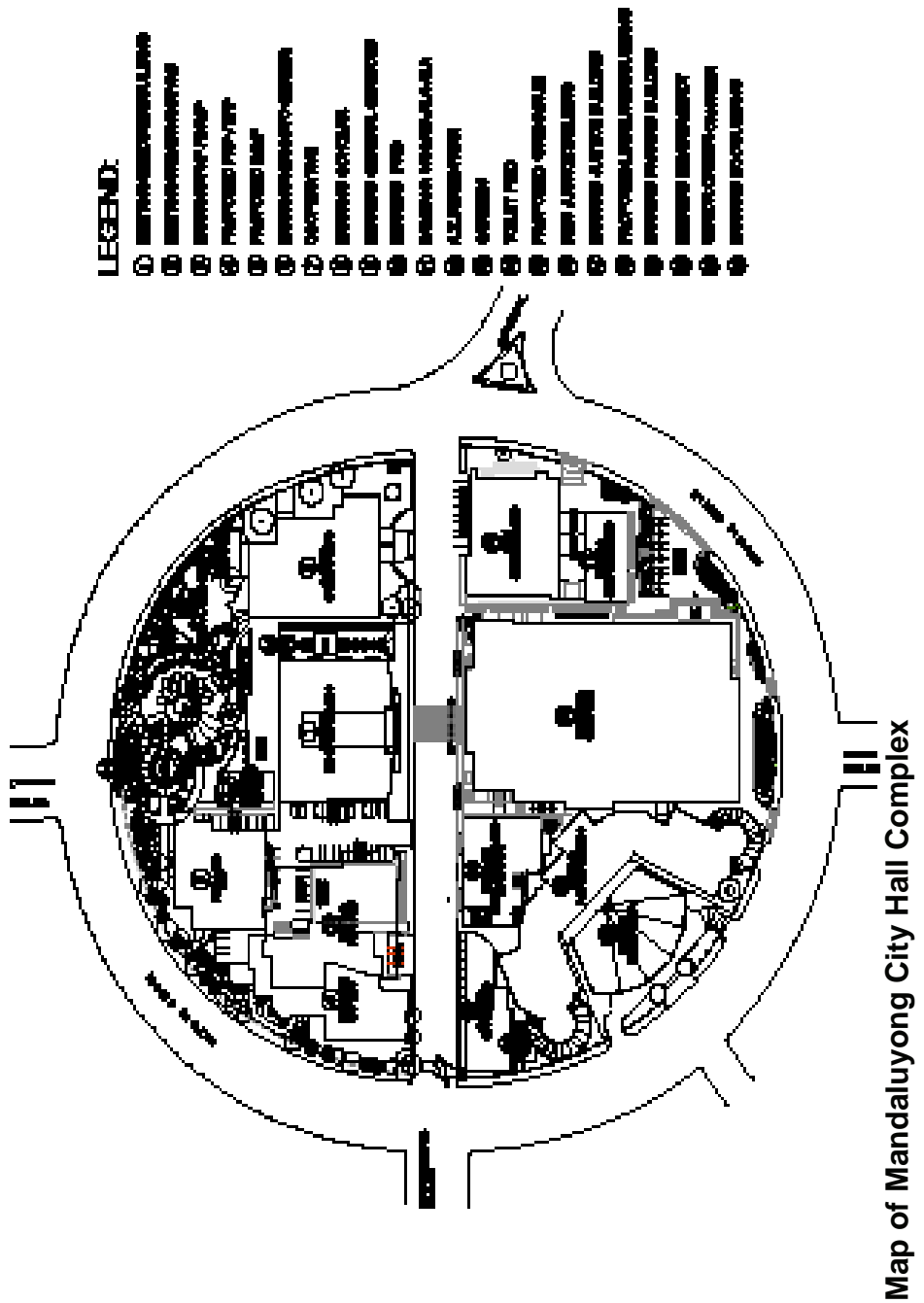
Mandaluyong City Citizen's Charter

Trunkline 8532-5001 Connecting all Departments

DEPARTMENT	HEAD	DIRECT LINE	LOCAL
City Traffic and Parking Management Department	ALEX I. SANTOS	8532-53-47 8533-85-11	620 619
City General Services Department	ALFREDO B. VICTORIA JR.	8534-29-27 8531-98-80	611/613 605
City Planning & Development Department	ARMANDO T. COMANDAO	8532-50-29 8477-85-65	512 513
City Health Department	DR. ARNOLD DC. ABALOS	8534-01-63	519
City Business Permit and Licensing Department	CATHERINE JANE D. ARCE	8535-73-57 8532-44-37	509 510
Mandaluyong City Medical Center	CESAR ANTONIO J. TUTAAN	8539-55-00	
City Accounting Department	CHARITO J. MAGPANTAY	8531-12-18 8534-08-13	537 538
City Barangay Affairs and Community Services Department	ATTY. CHERRY LYNN PABLO-SANTOS	8532-21-60	558 559
City Information and Communication's Technology Department	CLARISSA A. UMALI	8533-53-04	514 530
City Engineering and Building Officials Department	CRISANTO W. ROXAS	8535-03-51 8532-41-98	515 516
City Administrator's Department	ERNESTO E. VICTORINO	8534-89-70	555
City Human Resource Management Department	FLORDELIZA D. BONADOR	8533-91-34	526/525 527
City Civil Registry Department	ATTY. GABRIEL P. CORTON	8533-28-21	511
City Assessor's Department	GENER R. SISON	8532-44-40 8535-28-32	505 506
City Legal Department	ATTY. JERUSHA O. VILLANUEVA	8535-71-12	533
Office of the Vice Mayor-City Government of Mandaluyong	JIMMY M. ISIDRO	8534-12-99	617
Treasury Department	MA. CORAZON DG. RODRIGO	8532-76-27 8534-95-71	542 544
City Council Secretariat, Sangguniang Panlungsod	MA. TERESA S. MIRANDA	941-99-22	602
City Public Information Department	MARVIN E. CAPCO	8534-16-62	529
Gender and Development Department	MELODY IMELDA C. UMALI	8531-00-70	573

Mandaluyong City Citizen's Charter

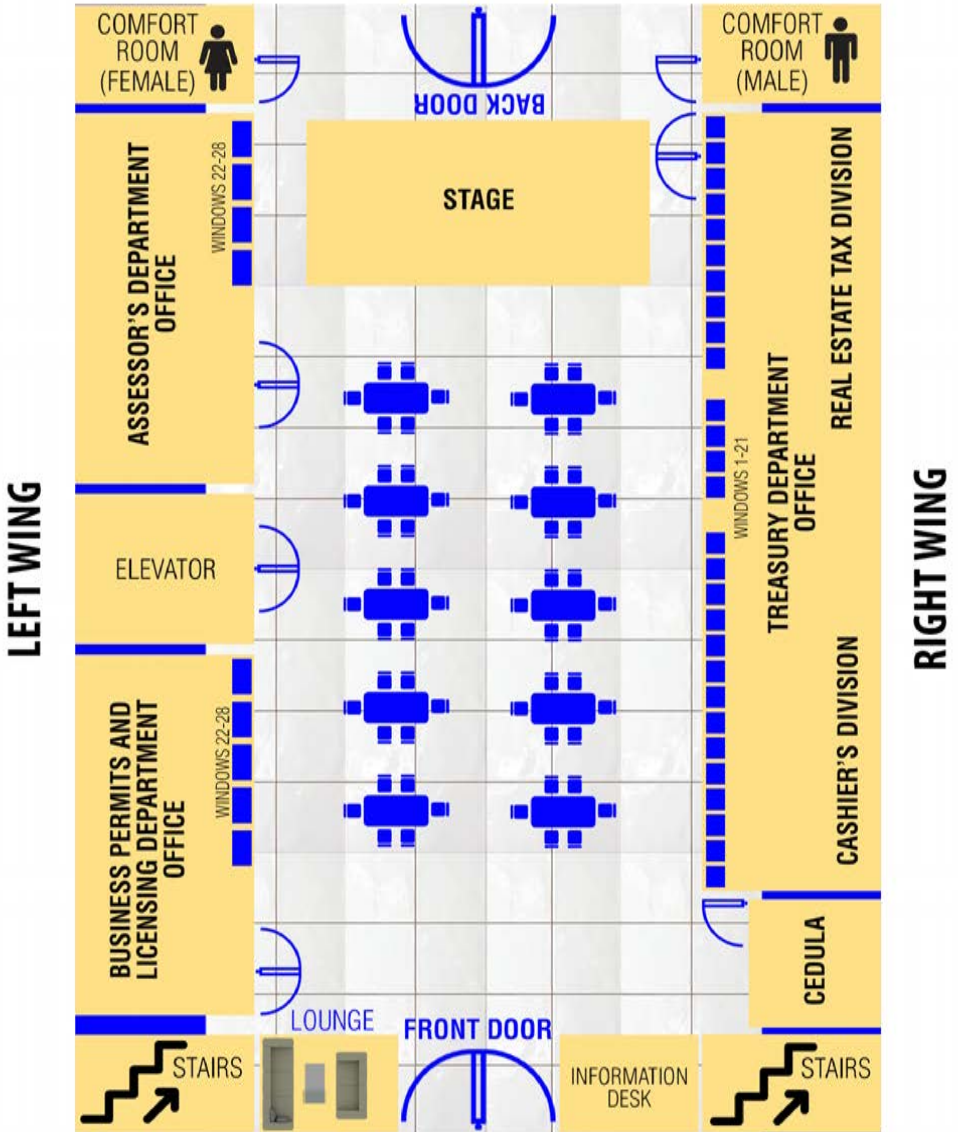
DEPARTMENT	HEAD	DIRECT LINE	LOCAL
City Cultural Affairs, Tourism & Sports Dev't Department	NOLAN V. ANGELES	8533-91-07	504
City Budget Department	ORLANDO F. FUMERA, JR.	8532-54-45	508 507
City Civilian Affairs and Security Department	RIZALDY M. SALVADOR	8534-00-45/8531-01-82/8532-51-97	586
Mandaluyong City Disaster Risk Reduction and Management Office	ROALD R. ARCANGEL	8533-18-97	635
Mandaluyong Housing and Development Department	ATTY. SHERWIN SJ. ENRIQUEZ	8535-43-80	536 535
Executive Secretary, Office of the Mayor	VICTOR E. VICTORIA	8531-01-94	
City Social Services and Development Department	ARLENE GAMPAL (OIC)	8535-71-27	610
OFFICE	HEAD	DIRECT LINE	LOCAL
Mandaluyong Manpower Technical-Vocational Training Center	MARIA MAJELLA G. TAMPINCO	8533-08-70 8533-20-98	
Garden of Life Park & Mandaluyong Youth Development Office	JENNILYN V. MARANAN (OIC)	8534-31-65 8361-68-89	
Office of Senior Citizens Affairs (OSCA)	FRANCISCO O. ESTEBAN (OIC)	8654-70-28 8363-87-41	
City Internal Audit Services Department	MICHAELA PAULINE G. DELA CRUZ	8533-28-27	444 532
Mandaluyong City Sports Development Office	MR. NOEL E. BERNARDO	8532-50-01	659
Urban Poor Affairs Office/ Labor Affairs Office / Welfareville Commission	MR. GERUNDIO A. BLANCO	8956-86-34	606
Mandaluyong Anti-Drug Abuse Council	MR. TRACY RHOY R. DOMINGO	8532-50-01	615
Local Council for the Protection of Children	MR. LEO P. URMENETA		
Persons with Disabilities Affairs Division (PDAD)	MS. WENNAH G. MARQUEZ	8532-50-01	596
Day Care Services	MS. MERLINDA M. IBUSAG	8528-43-86	
Data Protection Office	ATTY. JEFFREY P. OMADTO	8532-71-12	533
Mandaluyong Multi-Purpose Cooperative	MR. CRISPIN A. MALICDEM	8532-63-88	565
Market Operations Division	MR. JOSEPH RANDY A. GARCIA	8534-17-35 8531-41-18	



Executive Building Directory of Offices

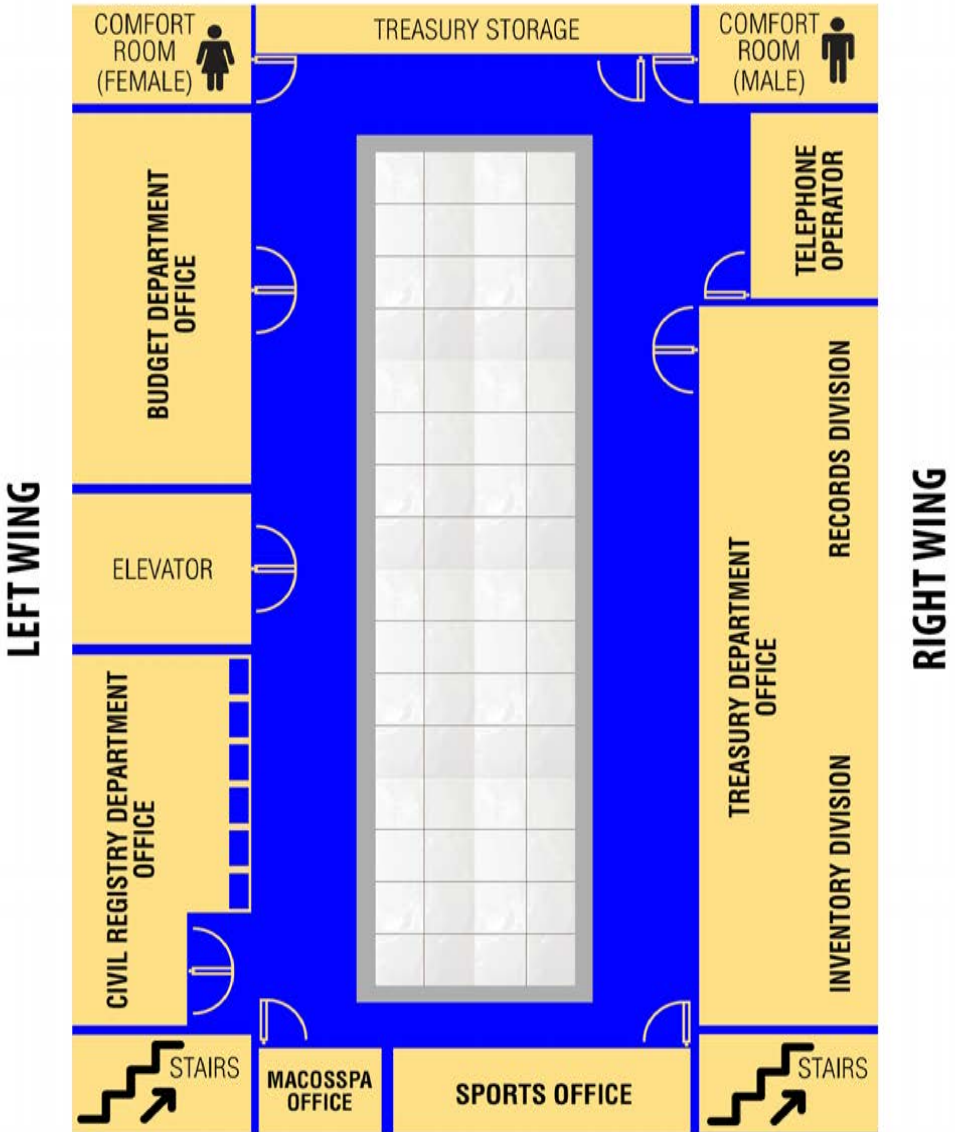
LEFT WING	RIGHT WING
LOBBY	
BUSINESS PERMITS AND LICENSING DEPARTMENT	TREASURY DEPARTMENT CEDULA CASHIER DIVISION REAL ESTATE TAX DIVISION
ASSESSOR'S DEPARTMENT	
LOUNGE	INFORMATION DESK
2ND FLOOR	
CIVIL REGISTRY DEPARTMENT	TREASURY DEPARTMENT RECORDS DIVISION INVENTORY DIVISION
BUDGET DEPARTMENT	
MACOSSPA OFFICE SPORTS OFFICE (CENTER WING 1)	TREASURY STOCK ROOM (CENTER WING 2)
3RD FLOOR	
INFORMATION TECHNOLOGY DEPARTMENT	HEALTH DEPARTMENT SANITATION DIVISION BREASTFEEDING STATION
ACCOUNTING DEPARTMENT	
	FISCAL CONTROL DIVISION
NUTRITION DIVISION (CENTER WING 1)	EMPLOYEES CLINIC (CENTER WING 2)
4TH FLOOR	
PUBLIC INFORMATION DEPARTMENT	OFFICE OF THE CITY MAYOR
LEGAL DEPARTMENT	
HUMAN RESOURCE MANAGEMENT DEPARTMENT	LCPC OFFICE (CENTER WING 2)
OFFICE OF THE EXECUTIVE SECRETARY (CENTER WING 1)	
5TH FLOOR	
CITY PLANNING AND DEVELOPMENT DEPARTMENT	CITY ADMINISTRATOR'S DEPARTMENT
MANDALUYONG HOUSING AND DEVELOPMENT DEPARTMENT	ENGINEERING DEPARTMENT
GREEN BUILDING OFFICE (CENTER WING 1)	CONSTRUCTION PERMIT OFFICE (CENTER WING 2)
ROOF DECK	
CESU DIVISION	

Mandaluyong City Citizen's Charter
Ground Floor



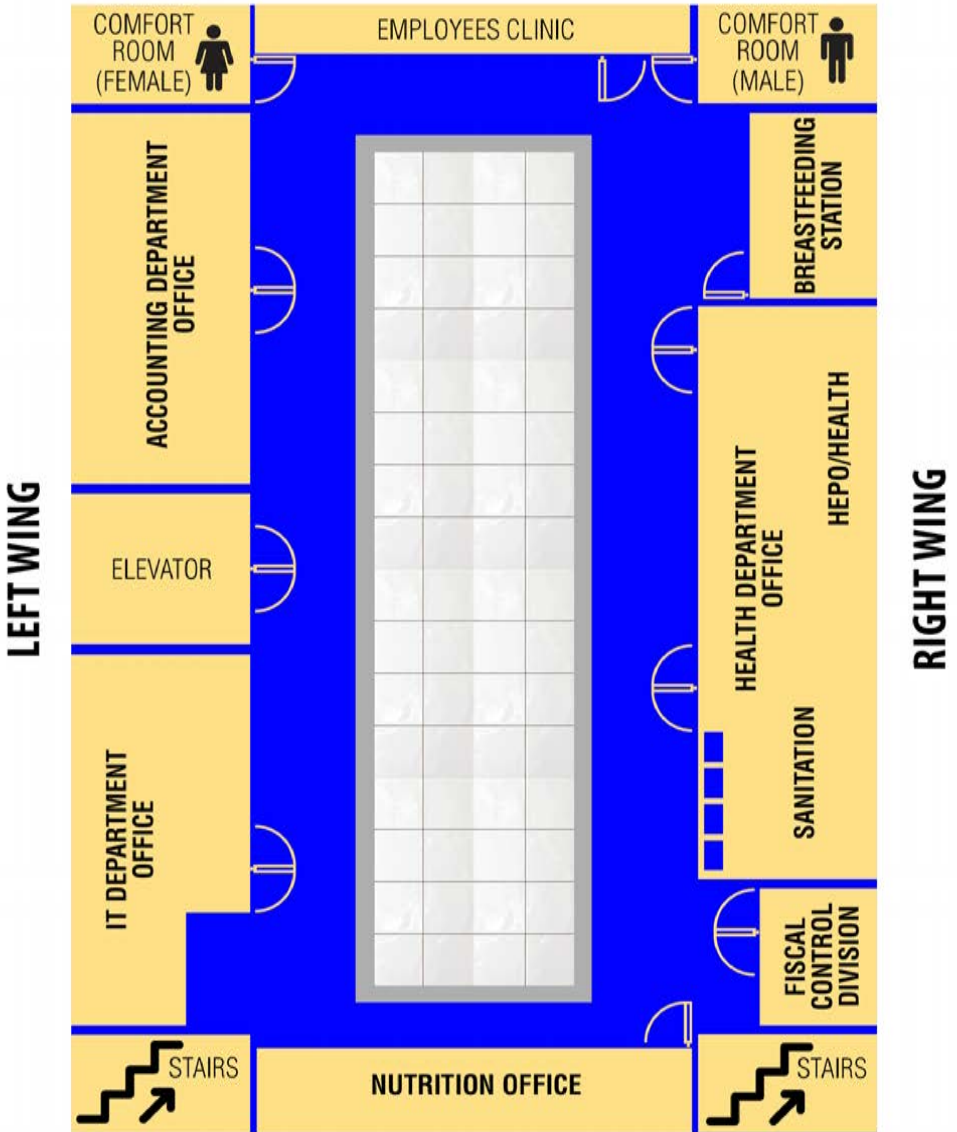
Mandaluyong City Citizen's Charter
Second Floor

CENTER WING 2



CENTER WING 1

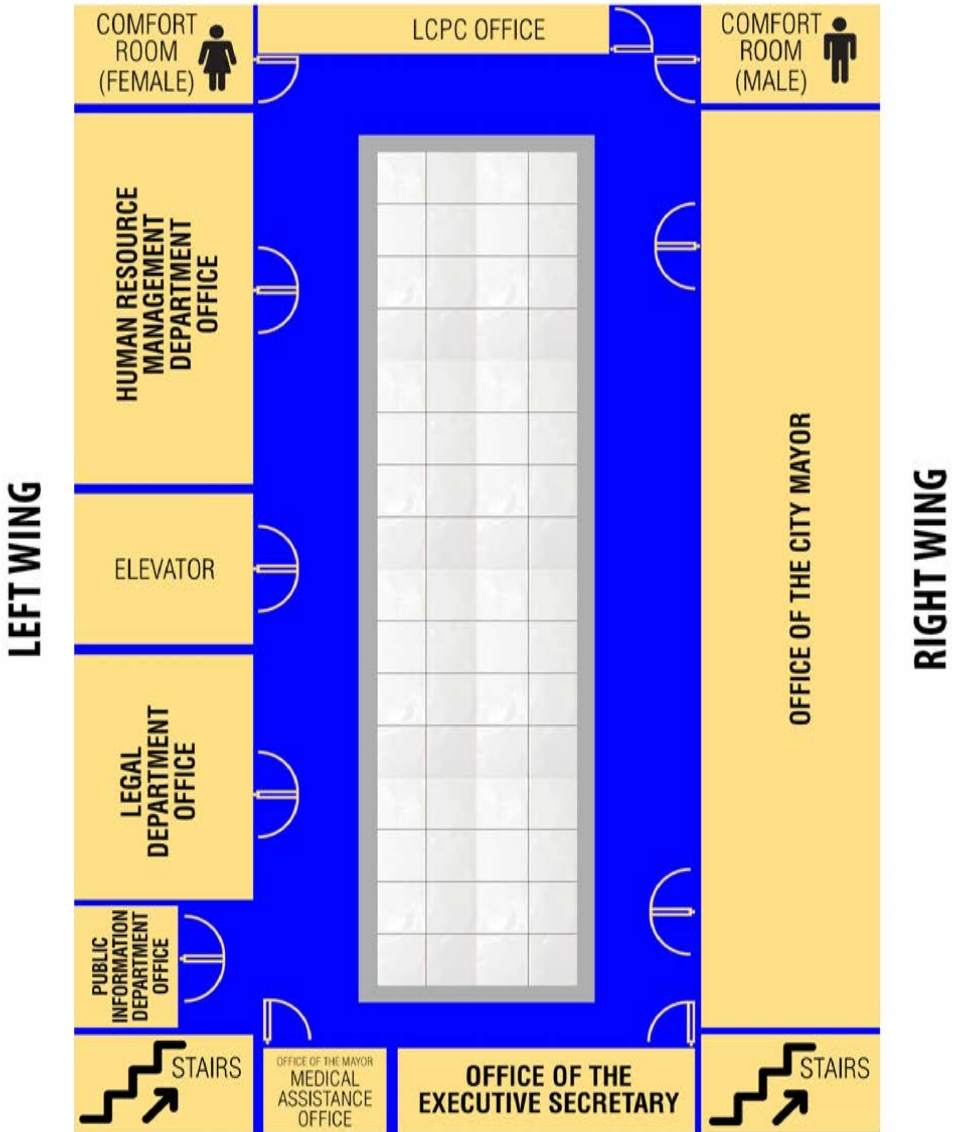
CENTER WING 2



CENTER WING 1

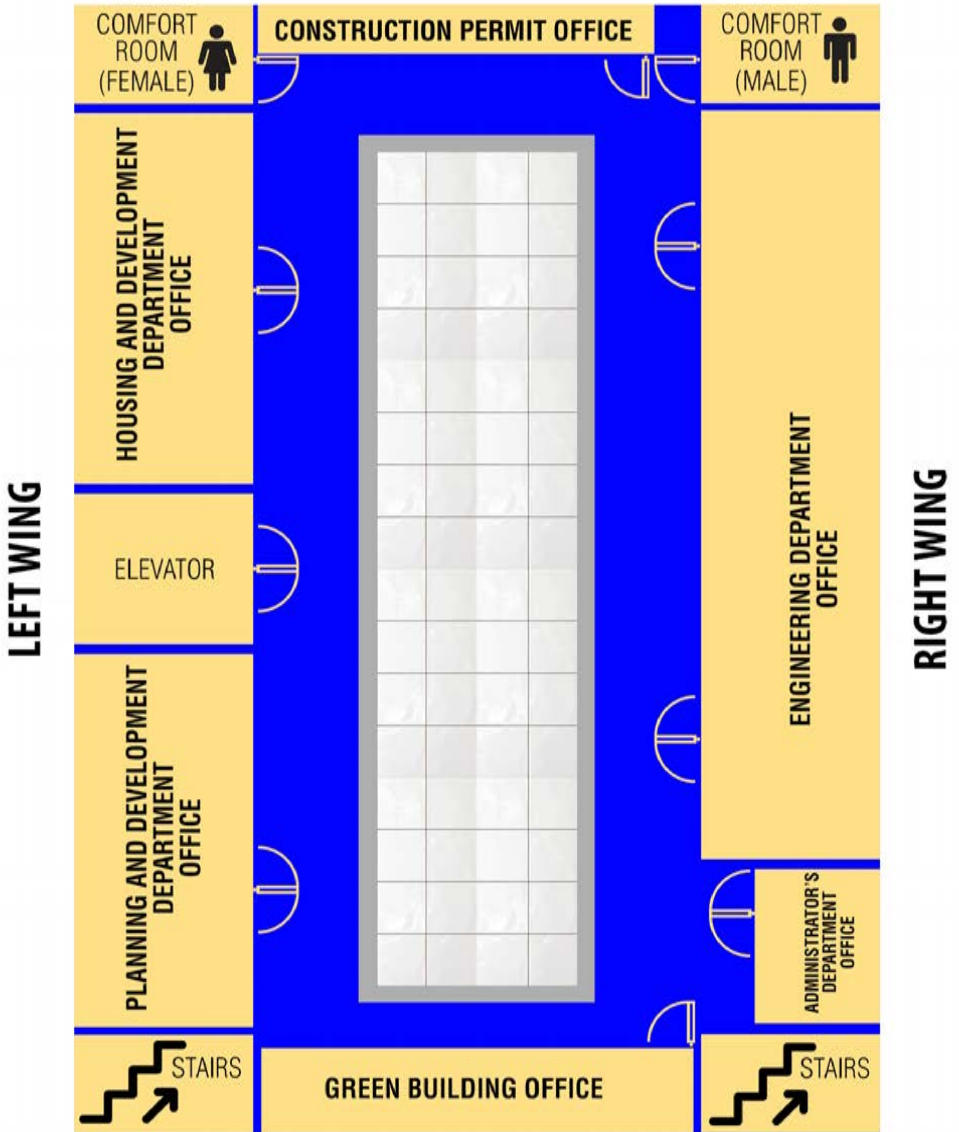
Mandaluyong City Citizen's Charter
Fourth Floor

CENTER WING 2



CENTER WING 1

CENTER WING 2



CENTER WING 1

Easy Access Users Guidebook

The City of Mandaluyong Citizens Charter Guidebook is provided to aid our constituents and wide range of clientele of the essential information to fully maximize the services being offered. This enables users to have a full grasp of the various public services providers and elements contained in a user-friendly and simple format without compromising the needed facts and information available to all. It has always been the vision of the city government and its people to satisfy the needs of quality living through optimum utilization of local resources.

“Mandaluyong is envisioned to become a city with self-reliant economy, where people have equal access to basic services, infrastructure and facilities, livelihood and employment opportunities, in a healthy and well-maintained natural environment.”

Corollary, as knowledge broadens across various political, economic, and environmental crises being experienced globally, development direction must take its impetus not just from what the local government unit can offer but also to what the community, as the eventual beneficiary, can contribute for the overall progress of the constituents. As stated:

“An empowered community, competent government sector human resource, and benevolent private sector working in an atmosphere of mutual assistance shaping Mandaluyong into a sustainable and globally competitive city and an effective partner in nation-building.”

This user’s guidebook is not just an ordinary handbook of information about the services of the City of Mandaluyong. More so, in our desire to promote transparency, efficiency and effectiveness in government service, we will be supplying other updated information about the city government including other matters relevant to all.

A. Information Guide

For quick understanding of the charter, we have provided a sample page of the office services as your guide.

Assistance for Community Affairs

Request for assistance for various activities, affairs and or occasion.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		Community Affairs		
Who may avail:		Residents of the city, Non-Government Organizations and Civic/Community Organizations.		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent				
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. Assist client in preparing the letter.	This service is FREE of charge	5-10 minutes	Mr. Ferdinand Candalaria; Mr. Ernest Del Fiero; Mr. Marvin Aboy; Ms. Leonida B. Mina
2. Have the letter received, stamped and dated at the office of the City Mayor. Said letter is subject for approval	2. The letter will be received by the Officer-of-the-day.	This service is FREE of charge	2 minutes	Mr. Ferdinand Candalaria; Mr. Ernest Del Fiero; Mr. Marvin Aboy; Ms. Leonida B. Mina
	3. 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	Mr. Ferdinand Candalaria; Mr. Ernest Del Fiero; Mr. Marvin Aboy; Ms. Leonida B. Mina

B. Table of Contents

Shows preview of information regarding the various services extended by the city government including other relevant information about the city, such as but not limited to various programs, projects, landmarks and essential data about Mandaluyong and the great people behind its progress.

"Passing Government Service Excellence"

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• Signage Permit	
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• Mechanical Permit	
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C. Customer Feedback Form


For our further improvement, we humble ourselves to encourage our customers express their views and sentiments on matters pertaining to our performance as public servants. An interactive avenue between the City Government service providers and our valued customers. The Customer Feedback Form will serve as our testament to innovate, improve and enhance our potentials in the realms of public service.

FORM NUMBER: 001

**CITY GOVERNMENT OF MANDALUYONG
CUSTOMER FEEDBACK FORM**

FORM NUMBER: 001

QUALITY MANAGEMENT SYSTEM
CE-017-01-10
10/10/00



MANALINGGOD NA KAGAWARAN/TANGGAPAN NA PINUNTAHAN (Department/Office Name): _____

SERBIHYONG KINAILANGAN/DAHILAN (Service Awaiting/Purpose): _____

PETBA (Date): _____

PANGALAN (Name): _____

NUMERO NA MAAAFI KAYONG MATUPAGHAN (Contact Number): _____

EMAIL (Optional): _____

Salamat sa inyong pagtutulong sa Pambansang Lungsod Mandaluyong. Kami ay higit na masasapuhan na lagay madapagtinghod sa inyo. Sa aming pagbibigay ng pambansang serbisyo na serbisyo publikong nasaapog ninyong madungog, natin pa natin malaman kung may mga kaibag at aspeto pa na masaring baguhin para sa inyong higit na kasapuhan.

Thank you very much for helping the City Hall of Mandaluyong. We are always happy when hearing from you. Please provide you with the best public service you can desire, please let us know if there are other areas and aspects that you want us to improve for greater public satisfaction.

LASTING NG TEEK (7) NING BINTING BASIT NA INHAYTIN SA NIMERA, I PMAKAMABABA (MIND KINATA-SITA) AT I PMAKAMATAG (GERRANG KINATA-SITA)

Provide rating by placing check in the corresponding square 1 (lowest) (Very Poor) and 6 (highest) (Very Good).

	Very Good (6)	Good (5)	Fair (4)	Poor (3)	Very Poor (1)
1. QUALITY OF SERVICE (Pinao-ang)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. KALIDAD NG SERBIHYONG BINSAY (Service Quality/Service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. MAAALAP NA PASIBERA NG SERBISO (Avaliability of the service/avail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. PROPESYONALISMO AT PAKYAMAGALAN (Employee Professionalism and courtesy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. KALIGMAM SA TANGGAPAN (COURTESY of the office)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

000001
000001

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

Mandaluyong City Citizen's Charter

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

Mandaluyong City Citizen's Charter

	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
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 mins.	

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.		

Mandaluyong City Citizen's Charter

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;
	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. Edgardo Ramoso; Mr. Leo Urmeneta
TOTAL		None	10-20 mins.	

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:	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. School Registration Card/Class Card	Respective School
4. Any valid I.D.	

Mandaluyong City Citizen's Charter

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 mins.	

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		

Mandaluyong City Citizen's Charter

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

<p>OFFICE CONTACT INFORMATION</p>	<p>HON. BENJAMIN S. ABALOS City Mayor</p> <p>Office Location: 4F Office of the Mayor, Executive Building</p> <p>Tel. Nos. 8532-4492 • 8531-0194 • 8532-2224 8532-2332</p> <p>Trunkline: 8532-5001 Local: 501, 502, 503</p> <p>Email: citymayor@mandaluyong.gov.ph</p>
<p>How to send feedback or complaint</p>	<p>Accomplish the Customer Feedback Form available in the office visited or at the main entrance of City Government of Mandaluyong and drop in the designated drop box.</p> <p>Send your feedback thru online: https://s.surveyplanet.com/3v28o0w7 or scan the QR Code:</p>  <p>You may also call 8534-1662 or 0917-88MANDA (8862692)</p>
<p>How feedback/complaint are processed</p>	<p>Feedbacks are collected everyday and monitored by the Feedback Management Committee (FMC).</p> <p>Complaints received are forwarded to the Office of the FMC for appropriate action.</p> <p>The office concerned will be required to submit a reply within 3 working days upon receipt of the complaint.</p> <p>The FMC Secretariat will closely coordinate with the client.</p>

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	• Firearm ₱150.00 • PNP, AFP, Coast Guard and BFP ₱50.00	10 minutes	RJ Concepcion; Joey Abrigo; Atty. Don Jon Alano
2. Undergo brief interview conducted by Admin. Officer	2.1 The Admin Officer will interview the client for the purpose or request	• Local Employment ₱50.00 • Travel Abroad ₱50.00		
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	• Identification ₱50.00 • Certificate to Marry an AFP Officer ₱50.00		

Mandaluyong City Citizen's Charter

4. Releasing. Check Mayor's Clearance for possible correction				
TOTAL			10 minutes	

2. 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; Joey Abrigo; Atty. Don Jon Alano
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	

3. ISSUANCE OF PARADE, MOTORCADE, RACE GAMES AND POLITICAL RALLIES PERMIT

Provision of permit within 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		Approved Stamp from CDRRMO, TPMD and PNP		
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; Joey Abrigo; Atty. Don Jon Alano
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 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		Approved stamp from C3, TPMD & PNP		
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; Joey Abrigo; Atty. Don Jon Alano
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

<p>OFFICE CONTACT INFORMATION</p>	<p>ERNESTO E. VICTORINO City Administrator</p> <p>Office Location: 5F Executive Building</p> <p>Tel. Nos. 8534-8970</p> <p>Trunkline: 8532-5001 Local: 555, 660</p> <p>Email: city.administrator@mandaluyong.gov.ph</p>
<p>How to send feedback or complaint</p>	<p>Accomplish the Customer Feedback Form available in the office visited or at the main entrance of City Government of Mandaluyong and drop in the designated drop box.</p> <p>Send your feedback thru online: https://s.surveypplanet.com/3v28o0w7 or scan the QR Code:</p>  <p>You may also call 8534-1662 or 0917-88MANDA (8862692)</p>
<p>How feedback/complaint are processed</p>	<p>Feedbacks are collected everyday and monitored by the Feedback Management Committee (FMC).</p> <p>Complaints received are forwarded to the Office of the FMC for appropriate action.</p> <p>The office concerned will be required to submit a reply within 3 working days upon receipt of the complaint.</p> <p>The FMC Secretariat will closely coordinate with the client.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

ABOUT THE OFFICE

The Business Permits and Licensing Department 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	
FOR NEW BUSINESS:	
1. Original and one (1) photocopy of the following:	
1.1 Business Name Registration	
1.1.1 Department of Trade and Industry(DTI) for single proprietorship,	- Department of Trade and Industry (DTI) for Single Proprietorship
1.1.2 Securities and Exchange Commission (SEC), Registration for Corporation and Partnership,	- Securities and Exchange Commission (SEC) for Corporation and Partnership
1.1.3 Cooperative Development Authority (CDA) for Cooperatives.	- Cooperative Development Authority (CDA) for Cooperatives.
1.2 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
1.3 Photo copy of Building Permit and/or Occupancy Permit issued by the Building Official.	- Engineering Department
1.4 Two (2) pictures of establishment showing left and right neighbors and the other one showing the interior of establishment on photo paper.	- Taxpayers/Applicants
1.5 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)
1.6 Comprehensive General Liability (CGL) Insurance if warranted.	- Insurance Company
1.7 Two (2) valid I.D.s of business owner/ corporate president or any official as well as an authorization letter.	- Taxpayers/Applicants
1.8 Memorandum of Agreement (MOA) for regulated businesses, amusement and gaming establishments and others.	- Business Permits and Licensing Department (BPLD)
1.9 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)
1.10 Certification from the Welfareville Commission (WELCOM) and Waiver of No- opposition for businesses situated within the Welfareville Compound, Addition Hills.	- Welfareville Commission (WELCOM) - Business Permits and Licensing Department (BPLD)
FOR BUSINESS RENEWAL:	
2. Original and one (1) photocopy of the following:	
2.1 Previous year Mayor's Permit and Official Receipts (O.R.)	- Taxpayers / Applicants
2.2. 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
2.3 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)
2.4 Comprehensive General Liability (CGL) Insurance if warranted.	- Insurance Company
2.5 Two (2) valid I.D.s of business owner/ corporate president or any official as well as an authorization letter.	- Taxpayer's / Applicants
2.6 Memorandum of Agreement (MOA) for regulated businesses, amusement and gaming establishments and others.	- Business Permits and Licensing Department (BPLD)
2.7 SEC Certificate of No. Derogatory Record	- Securities and Exchange Commission (SEC)
2.8 Certification from the Welfareville Commission (WELCOM)	- Welfareville Commission (WELCOM)
Waiver of No-opposition for businesses situated within the Welfareville Compound, Addition Hills.	- Business Permits and Licensing Department (BPLD)
2.9 Other documentary requirements from National Government Agencies (NGA)	- Concerned National Government Agencies (NGA)
	DOLE Local Employment, Manpower, Recruitment and Janitorial DMW Overseas Employment DOT Travel Agencies FDA Drugstore and Pharmaceutical Dealer DOE LPG Dealer SOSIA Supervisory Office for Security and Investigation Agencies CB Banks, Pawnshops, Money Changer, Money Remittance and Foreign Exchange Dealer DOH Rehabilitation Center PCAB Contractor PAGCOR Gaming Establishment PEZA BPO And others

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File and submit applications together with complete requirements for printing of TOP.	Printing of TOP	-	5 minutes	<p>EVALUATORS: ELEONOR PEDRO; ROLDAN LIM; MARK SULAYAO; ANTONIO DOLOVINO; RYAN NILO CLARO</p> <p>ON SITE: HENRY CONSULTA; NEPTALI PEDRO; LUIS CANONIZADO JR.; RENE GONZALES; WILLIAM RAMOS; FRANCIS REGALA; GENARO ACOSTA; LELAND RAMOS; ANGELO PUGA; RHONIEL MARTINEZ; FRANKLIN DANKIN</p> <p>BACKROOM PERSONNEL: REGINALD RED; ALFRED JAUCIAN; FERNANDO LEAL; VALENTINE JAMES EITO; NIKKIE MANSUETO; RAMON MANALASTAS;</p> <p>BILLING COMPUTER ENCODER: CAROL SANTOS; LUZVIMINDA LAGAMAYO; JHOANA TABILE; MARY ANN DADIVAS; MARYROSE MARTINEZ; ARLENE SANTOS; PORCHABETH VILLANUEVA</p>
2. Pay at the Treasury Department	Received Payment	Based on the City Revenue Code (Kindly refer at the Digital monitor located at the ground floor)		
3. Claim at the Mayor's Permit at the BPLD Office	Issue Mayor's Permit		5 minutes	<p>RELEASING OF MAYOR'S PERMIT: THERESA VALERIO; VALENTIN PRINCIPE; JAIME GAMBOA III; RIO OLADIVE; BIEJAY GREY ZAÑO</p> <p>SIGNATORY OF MOA RYAN NILO CLARO</p> <p>SECRETARIAT LONEY COMANDAO; ROLANDO AMARANTO; HARRY VILLAFLORES; LYNN ANIM; ANDRES KEY;</p> <p>Approval and sole signatory of the Mayor's Permit is the BPLD Chief, CATHERINE DE LEON-ARCE</p>
TOTAL			10 minutes	

ONLINE BUSINESS PERMITS APPLICATION

CLIENT STEPS (ONLINE APPLICATION)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End to end Process Register at online.mandaluyong.gov.ph	Evaluation of uploaded documents	Based on the City Revenue Code (Kindly refer at the Digital monitor located at the ground floor)	5 minutes	<p>ONLINE EVALUATORS: ELEONOR PEDRO; ROLDAN LIM; MARK SULAYAO; ARISTOTLE GATDULA; REYNALDO EITO JR.; ROBERT TORRES</p>
2. Pay online				
3. Print E-Mayors Permit				

2. APPLICATION FOR INDIVIDUAL WORKING/OCCUPATIONAL PERMIT

Office or Division:	Business Permits and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2C – Government to Business
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	Jocelyn Manalang, Ferrie Anne Villamor; Grace Vidallo; John Kyle Cayan
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.	P50.00	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		P50.00	3 minutes	

OTHER SERVICES:


Certification:

- No Business
- Retirement of Business
- Indigency
- Change of address, area, ownership, status and others.
- Verification of other government agencies like BIR, SSS, HDMF, Ombudsman, Embassies, etc.

Special Permits:

- Exhibits
- Events
- Advance Screening of movies

FEEDBACK AND COMPLAINTS MECHANISM

OFFICE CONTACT INFORMATION	<p>CATHERINE DE LEON ARCE Head</p> <p>Office Location: Ground Floor, Executive Building</p> <p>Tel. Nos. 8535-7357/8532-4437</p> <p>Trunkline: 8532-5001 Local: 509-510</p> <p>Email: bplo@mandaluyong.gov.ph bplo_mandaluyong@yahoo.com</p>
How to send feedback or complaint	<p>Accomplish the Customer Feedback Form available in the office visited or at the main entrance of City Government of Mandaluyong and drop in the designated drop box.</p> <p>Send your feedback thru online: https://s.surveypplanet.com/3v28o0w7 or scan the QR Code:</p> 
	<p>You may also call 8534-1662 or 0917-88MANDA (8862692)</p>
How feedback/complaint are processed	<p>Feedbacks are collected everyday and monitored by the Feedback Management Committee (FMC).</p> <p>Complaints received are forwarded to the Office of the FMC for appropriate action.</p> <p>The office concerned will be required to submit a reply within 3 working days upon receipt of the complaint.</p> <p>The FMC Secretariat will closely coordinate with the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

BUSINESS PERMITS AND LICENSING DEPARTMENT

ABOUT THE OFFICE

The Business Permits and Licensing Department 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
FOR NEW BUSINESS:		
1. Original and one (1) photocopy of the following:		
1.1 Business Name Registration 1.1.1 Department of Trade and Industry(DTI) for single proprietorship, 1.1.2 Securities and Exchange Commission (SEC), Registration for Corporation and Partnership, 1.1.3 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.
1.2 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
1.3 Photo copy of Building Permit and/ or Occupancy Permit issued by the Building Official.		- Engineering Department
1.4 Two (2) pictures of establishment showing left and right neighbors and the other one showing the interior of establishment on photo paper.		- Taxpayers/Applicants

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1.5 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)
1.6 Comprehensive General Liability (CGL) Insurance if warranted.	- Insurance Company
1.7 Two (2) valid I.D.s of business owner/ corporate president or any official as well as an authorization letter.	- Taxpayers/Applicants
1.8 Memorandum of Agreement (MOA) for regulated businesses, amusement and gaming establishments and others.	- Business Permits and Licensing Department (BPLD)
1.9 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)
1.10 Certification from the Welfareville Commission (WELCOM) and Waiver of No- opposition for businesses situated within the Welfareville Compound, Addition Hills.	- Welfareville Commission (WELCOM) - Business Permits and Licensing Department (BPLD)
FOR BUSINESS RENEWAL:	
2. Original and one (1) photocopy of the following:	
2.1 Previous year Mayor's Permit and Official Receipts (O.R.)	- Taxpayers / Applicants
2.2. 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
2.3 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)
2.4 Comprehensive General Liability (CGL) Insurance if warranted.	- Insurance Company
2.5 Two (2) valid I.D.s of business owner/ corporate president or any official as well as an authorization letter.	- Taxpayer's / Applicants

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<p>2.6 Memorandum of Agreement (MOA) for regulated businesses, amusement and gaming establishments and others.</p>	<p>- Business Permits and Licensing Department (BPLD)</p>
<p>2.7 SEC Certificate of No. Derogatory Record</p>	<p>- Securities and Exchange Commission (SEC)</p>
<p>2.8 Certification from the Welfareville Commission (WELCOM)</p> <p>Waiver of No-opposition for businesses situated within the Welfareville Compound, Addition Hills.</p>	<p>- Welfareville Commission (WELCOM)</p> <p>- Business Permits and Licensing Department (BPLD)</p>
<p>2.9 Other documentary requirements from National Government Agencies (NGA)</p>	<p>- Concerned National Government Agencies (NGA)</p> <p>DOLE Local Employment, Manpower, Recruitment and Janitorial</p> <p>DMW Overseas Employment</p> <p>DOT Travel Agencies</p> <p>FDA Drugstore and Pharmaceutical Dealer</p> <p>DOE LPG Dealer</p> <p>SOSIA Supervisory Office for Security and Investigation Agencies</p> <p>CB Banks, Pawnshops, Money Changer, Money Remittance and Foreign Exchange Dealer</p> <p>DOH Rehabilitation Center</p> <p>PCAB Contractor</p> <p>PAGCOR Gaming Establishment</p> <p>PEZA BPO</p> <p>And others</p>

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File and submit applications together with complete requirements for printing of TOP.	Printing of TOP	-	5 minutes	<p>EVALUATORS: ELEONOR PEDRO; ROLDAN LIM; MARK SULAYAO; ANTONIO DOLOVINO; RYAN NILO CLARO</p> <p>ON SITE: HENRY CONSULTA; NEPTALI PEDRO; LUIS CANONIZADO JR.; RENE GONZALES; WILLIAM RAMOS; FRANCIS REGALA; GENARO ACOSTA; LELAND RAMOS; ANGELO PUGA; RHONIEL MARTINEZ; FRANKLIN DANKIN</p>
				<p>BACKROOM PERSONNEL: REGINALD RED; ALFRED JAUCIAN; FERNANDO LEAL; VALENTINE JAMES EITO; NIKKIE MANSUETO; RAMON MANALASTAS;</p>

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				<p>BILLING COMPUTER ENCODER: CAROL SANTOS; LUZVIMINDA LAGAMAYO; JHOANA TABILE; MARY ANN DADIVAS; MARYROSE MARTINEZ; ARLENE SANTOS; PORCHABETH VILLANUEVA</p>
2. Pay at the Treasury Department	Received Payment	Based on the City Revenue Code (Kindly refer at the Digital monitor located at the ground floor)		
3. Claim at the Mayor's Permit at the BPLD Office	Issue Mayor's Permit		5 minutes	<p>RELEASING OF MAYOR'S PERMIT: THERESA VALERIO; VALENTIN PRINCIPE; JAIME GAMBOA III; RIO OLADIVE; BIEJAY GREY ZANO</p> <p>SIGNATORY OF MOA RYAN NILO CLARO</p>

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				<p>SECRETARIAT LONEY COMANDAO; ROLANDO AMARANTO; HARRY VILLAFLORES; LYNN ANIM; ANDRES KEY;</p> <p>Approval and sole signatory of the Mayor's Permit is the BPLD Chief, CATHERINE DE LEON-ARCE</p>
TOTAL			10 minutes	

ONLINE BUSINESS PERMITS APPLICATION

CLIENT STEPS (ONLINE APPLICATION)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End to end Process Register at online. mandaluyong.gov.ph	Evaluation of uploaded documents	Based on the City Revenue Code (Kindly refer at the Digital monitor located at the ground floor)	5 minutes	<p>ONLINE EVALUATORS: ELEONOR PEDRO; ROLDAN LIM; MARK SULAYAO; ARISTOTLE GATDULA; REYNALDO EITO JR.; ROBERT TORRES</p>
2. Pay online				
3. Print E-Mayors Permit				

2. APPLICATION FOR INDIVIDUAL WORKING/OCCUPATIONAL PERMIT

Office or Division:	Business Permits and Licensing Department (BPLD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Business			
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	Jocelyn Manalang, Ferrie Anne Villamor; Grace Vidallo; John Kyle Cayan
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.	P50.00	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		P50.00	3 minutes	

OTHER SERVICES:

Certification:

- No Business
- Retirement of Business
- Indigency
- Change of address, area, ownership, status and others.
- Verification of other government agencies like BIR, SSS, HDMF, Ombudsman, Embassies, etc.

Special Permits:

- Exhibits
- Events
- Advance Screening of movies

FEEDBACK AND COMPLAINTS MECHANISM

<p>OFFICE CONTACT INFORMATION</p>	<p>CATHERINE DE LEON ARCE Head</p> <p>Office Location: Ground Floor, Executive Building</p> <p>Tel. Nos. 8535-7357/8532-4437</p> <p>Trunkline: 8532-5001 Local: 509-510</p> <p>Email: bplo@mandaluyong.gov.ph bplo_mandaluyong@yahoo.com</p>
<p>How to send feedback or complaint</p>	<p>Accomplish the Customer Feedback Form available in the office visited or at the main entrance of City Government of Mandaluyong and drop in the designated drop box.</p> <p>Send your feedback thru online: https://s.surveyplanet.com/3v28o0w7 or scan the QR Code:</p> <div data-bbox="460 735 656 932" data-label="Image"> </div> <p>You may also call 8534-1662 or 0917-88MANDA (8862692)</p>
<p>How feedback/complaint are processed</p>	<p>Feedbacks are collected everyday and monitored by the Feedback Management Committee (FMC).</p> <p>Complaints received are forwarded to the Office of the FMC for appropriate action.</p> <p>The office concerned will be required to submit a reply within 3 working days upon receipt of the complaint.</p> <p>The FMC Secretariat will closely coordinate with the client.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

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, p 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 a n d 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 CONSTRUCTION PERMIT

Construction permits are secured prior to the construction, alteration, renovation, repair, conversion, demolition or addition of any building or structure within the City of Mandaluyong.

A. BUILDING PERMIT

i. Classification: Simple Permit Application

- a. Pertains to structures with a maximum floor area of 1500 sq. m.
- b. Single dwelling residential building which are not more than three (3) storey high.
- c. Commercial buildings which are not more than two (2) storey high
- d. Interior renovations inside a building which already has a building permit and certificate of occupancy
- e. Warehouse of not more than two (2) storey high which is not for the storage of hazardous or combustible materials

ii. Classification: Complex Permit Application

Those which do not fall or pertain to simple structures as defined in simple permit application.

iii. Classification: Highly Technical Permit Application

B. ANCILLARY PERMITS

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

C. ACCESSORY PERMITS

- i. Demolition Permit
- ii. Fencing Permit
- iii. Ground Preparation & Excavation Permit
- iv. Installation of Accelerograph

A. Issuance of Building Permit

Office or Division:	City Engineering and Building Official Department Services	
Classification:	Highly Technical	
Type of Transaction:	G2B, G2C, & G2G	
Who may avail:	Any person, firm or corporation including government agencies who wants to construct, alter, renovate, demolish or add any building or structure within the City of Mandaluyong.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR NEW & RENOVATION:		
1. Three (3) copies of completely filled up & Notarized Unified Application Form for Building Permit signed by owner/applicant and signed & sealed over the printed names of the duly licensed Civil Engineer or Architect	City Engineering and Building Official Department Owner/Applicant	
2. Two (2) copies of completely filled up Ancillary/ Accessory Permit/s signed by owner/applicant and signed & sealed over the printed names of the duly licensed and registered professional	Owner/Applicant	
3. Two (2) photocopies of dated (PRC I.D.) and current (PTR) of all professionals (affixed with 3 original specimen signature and professional's seal)	Owner/Applicant	
Applicant is the registered owner of the lot:		
4. Certified True Copy of Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT) within the last two (2) months	Registry of Deeds	
5. Tax Declaration and Current Real Property Tax Receipt	City Land Tax and City Assessors Department	
Applicant is not the registered owner of the lot, in addition to the above:		
6. Duly notarized copy of the Contract of Lease, Award Notice/Certification, or Deed of Absolute Sale	Owner/Applicant	
7. Five (5) sets of design plans, survey plans, specifications and other documents prepared, signed and sealed over the printed names of the duly licensed and registered professionals & signed by owner/applicant (Architectural, Civil / Structural, Electrical, Sanitary/Plumbing, Mechanical, Electronics, Fire Protection, Geodetic and Signage Documents)	Owner/Applicant	

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8. Photocopy of owner's/applicant's valid ID (preferably government issued ID)	Owner/Applicant
9. Secretary's Certificate for the Authorized Signatory (for corporation)	Owner/Applicant
10. Special Power of Attorney for the Authorized Representative	Owner/Applicant
11. Four (4) copies of Notarized Bill of Material (BOM) / Cost Estimate signed by owner/applicant and signed & sealed by a duly licensed Civil Engineer or Architect	Owner/Applicant
12. Construction Safety and Health Program (CSHP) approval from	DOLE Office
13. Construction Tax	City Business Permit and Licensing Office
14. Comprehensive Public Liability Insurance	Accredited Insurance
15. Group Personal Accident Insurance	Accredited Insurance
16. One (1) logbook for construction activities & One (1) brown envelope for documents filing	Owner/Applicant
Additional Requirements (whenever necessary):	
17. Barangay Clearance for Construction /Renovation	Barangay Chairman (location of Project)
18. Home Owners Association Clearance (if applicable)	HOA
19. Locational Clearance (if applicable)	City Planning and Development Office - Zoning Division
20. Copy of Local Zoning Board of Adjustment and Appeals (LZBAA) (if applicable)	Local Zoning Board of Adjustment and Appeals (Legal Dept.)
21. Copy of Issued Building Permit & Issued Certificate of Occupancy of Existing Structure (front & back for renovation/ extension / addition/ alteration)	Owner/Applicant
22. Green Building Pre-Compliance Certificate (if applicable)	City Planning and Development Office - Green Building Office
23. Environmental Compliance Certificate (ECC)	DENR
24. Height Clearance	CAAP
25. Seismic Accelerograph & Provision of Batas Pambansa 344 (Accessibility Law)	Owner/Applicant

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26. Development Permit	Department of Human Settlements and Urban Development (DHSUD)
27. Site Development Permit (for Subdivision/ Townhouses development)	Sangguniang Panlungsod
29. MMDA Clearance / DPWH Clearance / MCBC Clearance	MMDA / DPWH & MCBC
30. Boring and Load Test	DPWH Accredited Boring Company
FOR SIMPLE BUILDING PERMIT (interior renovation inside Malls)	
1. Proof of Ownership and/or right to build to property - Leased Contract or Mall Certification (from lessor)	Owner/Applicant
2. Secretary's Certificate / Authority to sign / Special Power of Attorney Authorization Letter	Owner/Applicant
3. 1 set of Duly accomplished application form (Building and Ancillary & Accessory)	City Engineering and Building Official Department Owner/Applicant
4. Five (5) sets of design plans, survey plans, specifications and other documents prepared, signed and sealed over the printed names of the duly licensed and registered professionals & signed by owner/applicant (Architectural, Civil / Structural, Electrical, Sanitary/Plumbing, Mechanical, Electronics, Fire Protection, Geodetic and Signage Documents)	Owner/Applicant
5. 4 sets Specifications signed and sealed by duly Licensed Professionals	Owner/Applicant
6. 2 sets Structural Design, Computation and Seismic Analysis signed and sealed by Structural/ Civil Engineer	Owner/Applicant
7. 4 sets Bill of Materials and Cost Estimates signed and sealed by Licensed and Registered Engineers/ Architects	Owner/Applicant
8. Sanitary/Plumbing plans with specifications, Design analysis / Detail of Septic Tank and Isometric Drawing	Owner/Applicant
9. Electrical Plans with Specifications/Riser Diagram / load Schedule and floor Area Computation	Owner/Applicant
10. Photo copy of PRC, ID, PTR & UAP-IAPOA of designer professional with 3 specimen signature and dry sealed	Owner/Applicant

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11. LogBook	Owner/Applicant
12. DOLE Construction Safety and Health	DOLE Office
16. Clearances/ certificate from other agencies (if applicable) Green Building, Local Zoning, DPWH	From agency /offices stated
17. Construction Tax	City Business Permit and Licensing Office
18. Comprehensive Public Liability Accident Insurance / Group Personal Accident Insurance	Accredited Insurance Company

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Filing</p> <p>Submit duly accomplished application forms and complete set of requirements</p>	1.1 Receive, evaluate documents and verify with the checklist of requirements	None	30 minutes	<p>Receiving Officers: Engr. Dennis Holgado Engr. Macgyver Noche</p>
	1.2 Make an endorsement letter for Fire Safety Evaluation Certificate and Designate a Technical personnel for assignment & inspection	None	10 minutes	<p>Endorsement Officers: Ms. Daisy Garcia Ms. Melanie Castro</p>
	1.3 Submitted plans will be evaluated by the assigned technical personnel	None	10 minutes	<p>Line & Grade Inspectors: Engr. Dennis Holgado Mr. Andrei Arabit</p>
	1.4 Site Inspection	None	180 minutes	<p>Building Inspectors: Engr. Roy Galang Engr. Roberlito Santos Engr. Enrico Yangco Engr. Dennis Holgado Engr. Karen Quirante Engr. Jan Ahmel Alimuin Engr. Macgyver Noche Arch. Reynaldo Bolleser Mr. Andrei Arabit Mr. Leo Cruz</p>
	1.5 Final evaluation and recommendation	None	180 minutes	
	1.6 Assessment of Fees	None	10 minutes	
	1.7 Process Order of Payment	Please refer to table of fees	10 minutes	

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				<p>Electrical / Electronics Inspectors: Engr. Enrico Yangco Engr. Ryan Diaz Engr. Jayson Delas Alas Ms. Sophia Riñosa Mr. Teodoro Saltarin Jr Mr. Jerome Dimain Mr. Friend Bayani Mr. Reynaldo Testa Mr. Rodolfo Penus</p> <p>Mechanical Inspectors: Engr. Rheden Pulusan Engr. Raffy Gavillangoso</p> <p>Sanitary / Plumbing Inspectors: Engr. Jan Ahmel Alimuin Arch. Arriane Cena</p> <p>Assigned Inspectors</p> <p>Asst. Building Official Engr. Mary Jane L. Dela Cruz</p> <p>Department Head Engr. Crisanto W. Roxas</p> <p>Encoders Mr. Jhonnied Co Mr. Paolo Genguyon</p>
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<p>2. Payment</p> <p>Get Order of Payment and Pay the necessary fees</p>		<p>As stated in the Order of Payment</p>	<p>10 minutes</p>	<p>Cashier</p>
<p>3. Secure Permit</p> <p>Submit Official Receipt and Secure Permit</p>	<p>3.1 Encoding of Permit</p>		<p>10 minutes</p>	<p>Encoders: Mr. Jhonned Co Mr. Paolo Genguyon</p>
	<p>3.2 Issuance of Permit</p>		<p>30 minutes</p>	<p>Assigned Inspectors</p>
	<p>3.3 Releasing of Permit</p>		<p>10 minutes</p>	<p>Department Head: Engr. Crisanto W. Roxas</p> <p>Releasing Personnel: Mr. Anthony John Arrietta Ms. Melanie Castro</p>
<p>TOTAL</p>			<p>530 minutes</p>	

B. Ancillary Permits

i.i Issuance Of Stand Alone Mechanical Permit to Install (PTI)

Office or Division:	City Engineering and Building Official Department Services	
Classification:	Highly Technical	
Type of Transaction:	G2B, G2C, & G2G	
Who may avail:	Any person, firm or corporation including government agencies who wants to install machineries or legalized installed machineries within the City of Mandaluyong	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Five (5) Sets of Mechanical Plans Signed and Sealed by a Professional Mechanical Engineer and signed by the Owner (The minimum size of the Mechanical Plan shall be 508mm x 762mm (20" x 30") in 5 blue/white prints.)		Owner / Applicant
2. Duly accomplished Mechanical Permit Form Signed and Sealed by a Professional Mechanical Engineer and signed by the Owner		Owner / Applicant
3. Photocopy of Contractor's Tax		Owner / Applicant
4. Original copy of valid PRC ID & PTR		Owner / Applicant
5. Basis of Design, Specifications, Bill of Materials		Owner / Applicant
Additional Requirements for Air condition and Ventilation:		
1. Air condition, ventilation plan with complete specifications, equipment schedule and heat load computation		Owner / Applicant
Additional Requirements for Refrigeration, Ice-making, freezer, chiller:		
1. Equipment capacity and specifications		Owner / Applicant
Additional Requirements for Ductwork installations:		
1. Ductwork installations indicating duct sizes, dampers, control, filters, fire proofing, acoustic and thermal insulation, and capacities		Owner / Applicant
Additional Requirements for Piping system:		
1. Piping system showing: Assembly of pipes on racks and supports, terminal to terminal valves, fittings, sizes, and color coding.		Owner / Applicant
Additional Requirements for Automatic Fire Protection Systems:		
1. Automatic Fire Protection Systems shall include riser diagrams, tapping points, locations of inspector tests and drain sites, fire extinguisher, fire hose cabinet, as well as hydraulic calculations, design computation		Owner / Applicant

Additional Requirements for Gas pipe, Fire suppression systems	
1. Detailed plan for gas pipe, fire suppression systems, schedule and specifications	
Additional Requirements for use of Liquefied Petroleum Gas & other Gas works	
1. Affidavit of Undertaking	
Additional Requirements for Boilers and Pressure Vessels	
1. Designed plan of boilers and pressure vessels with foundations regardless of ratings, with dimensions on elevations, cross and longitudinal sections.	
2. Specification of shell, tube sheet, flue tubes or water tubes shall be indicated.	
3. Detail of girth, all openings and joints appear with computations for heating surface and bursting pressure	
Additional Requirements for Elevator, Escalator, Walkalator, Dumbwaiter	
1. Elevator, Escalator, Walkalator, Dumbwaiter plan including design computation and specifications	
Additional Requirements for Internal Combustion Engine or Generator	
1. Internal Combustion Engine or Generator plan including design foundation, computation and engine specifications	
Additional Requirements for Gondola	
1. Installation/Operation Methodology, Manual	
2. Operator's Certificate & Insurance	
3. Gondola Plan with complete specifications, Site Development Plan, types of motor and capacity	
Additional Requirements for Tower Crane	
1. Tower Crane Plan with complete design computation and specifications. Site Development Plan, showing the sailing radius, site coverage, sweep or travel, types of motor and capacity.	
2. Construction Safety & Health Program	
3. Installation/Operation Methodology, Manual	

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing Submit duly accomplished application forms and complete set of requirements	1.1 Receive, evaluate documents and verify with the checklist of requirements	None	30 minutes	Receiving Officers: Ms. Evelyn Torres Engr. Rheden Pulusan Engr. Raffy Gavillangoso
	1.2 Evaluation of submitted plans by technical personnel assigned per discipline	None	380 minutes	Engr. Matthew Nogoy
	1.3 Site Inspection	None	240mins	Mechanical Inspectors: Engr. Rheden Pulusan Engr. Raffy Gavillangoso Engr. Matthew Nogoy
	1.4 Final evaluation and recommendation	None	120 minutes	
	1.5 Assessment of Fees	Please refer to Schedule of fees	15 minutes	
	1.6 Process Order of Payment	None	10 minutes	Encoders Ms. Evelyn Torres Mechanical Div. Chief Engr. Gerardo Salandanan Department Head Engr. Crisanto W. Roxas
2. Payment Get Order of Payment and Pay the necessary fees		As stated in the Order of Payment	15 minutes	Cashier

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<p>3. Secure Permit</p> <p>Submit Official Receipt and Secure Permit/s</p>	<p>3.1 Encoding of Permit/s</p>		<p>10 minutes</p>	<p>Encoders Ms. Evelyn Torres</p>
	<p>3.2 Issuance of Permit/s</p>		<p>30 minutes</p>	<p>Mechanical Div. Chief Engr. Gerardo Salandanan</p> <p>Department Head Engr. Crisanto W. Roxas</p>
	<p>3.3 Releasing of Permit/s</p>		<p>10 minutes</p>	<p>Releasing Personnel Ms. Evelyn Torres</p>
<p>TOTAL</p>			<p>840 minutes</p>	

i.ii Issuance of Certificate of Operation or Permit to Operate (PTO)

Office or Division:	City Engineering and Building Official Department Services			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C, & G2G			
Who may avail:	Any person, firm or corporation including government agencies who wants to use and operate machineries or legalized the operation of machineries within the City of Mandaluyong			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Mechanical Plan and as-built plan			Owner / Applicant	
2. Mechanical completion form			Office of the Building Official	
3. Photocopy of approved mechanical permit			Owner / Applicant	
4. Original copy of valid PRC ID & PTR			Owner / Applicant	
5. Signed and sealed certificate from Professional Mechanical Engineer			Owner / Applicant	
6. Air balancing schedule result			Owner / Applicant	
7. Original Leak test result			Owner / Applicant	
8. Original Load test result.			Owner / Applicant	
9. Third Party Load Test			Owner / Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing Submit duly accomplished application forms and complete set of requirements	1.1 Receive, evaluate documents and verify with the checklist of requirements	None	30 minutes	Receiving Officers: Engr. Rheden Pulusan Engr. Raffy Gavillangoso Engr. Matthew Nogoy Ms. Evelyn Torres
	1.2 Evaluation of submitted plans by technical personnel assigned per discipline	None	240 minutes	Mechanical Inspectors Engr. Rheden Pulusan Engr. Raffy Gavilangoso Engr. Matthew Nogoy

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	1.3 Site Inspection	None	180 minutes	
	1.4 Final evaluation and recommendation	None	120 minutes	
	1.5 Assessment of Fees	Please refer to Schedule of fees	15 minutes	
	1.6 Process Order of Payment	None	10 minutes	<p>Encoders Ms. Evelyn Torres</p> <p>Mechanical Div. Chief Engr. Gerardo Salandanan</p> <p>Department Head Engr. Crisanto W. Roxas</p>
2. Payment		As stated in the Order of Payment	15 minutes	Cashier
Get Order of Payment and Pay the necessary fees				
3. Secure Permit	3.1 Encoding of Permit/s		10 minutes	<p>Encoders Ms. Evelyn Torres</p>
Submit Official Receipt and Secure Permit/s				
	3.2 Issuance of Permit/s		30 minutes	<p>Mechanical Div. Chief Engr. Gerardo Salandanan</p> <p>Department Head Engr. Crisanto W. Roxas</p>
	3.3 Releasing of Permit/s		10 minutes	<p>Releasing Personnel Ms. Evelyn Torres</p>
	TOTAL		660 minutes	

**ii. Issuance of Electrical or Wiring Permits; and
Issuance of Certificate of Final Electrical Inspection
Issuance of Electronics Permit and/or Electronics Certificate;**

Office or Division:	City Engineering and Building Official Department Services	
Classification:	Highly Technical	
Type of Transaction:	G2B, G2C, & G2G	
Who may avail:	Any person, firm or corporation including government agencies who wants to install (2) New Electrical connection, Additional, Separation, Reconnection, Relocation, Remodeling of existing Electrical Installation or for energization of temporary construction facility Service Entrance (without Building Permit Application); (2) to get a New Permanent Electrical connection, Additional, Reconnection of Service Facilities for newly constructed Structure /Building, within the City of Mandaluyong (with Building Permit Application); and (3) electronic equipment or the legalization, operation and usage of such equipment within the City of Mandaluyong.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR ELECTRICAL OR WIRING PERMITS (For Additional, Separation, Reconnection, Relocation, Remodeling of existing Electrical Installation and New Electrical connection):		
1. Certified True copy of Transfer Certificate Title TCT	Owner / Applicant	
2. Current Real Property Tax Receipt	Owner / Applicant	
3. Duly accomplished Electrical Permit Form Signed and Sealed by a Professional Electrical Engineer and signed by the Owner	Owner / Applicant	
4. Electrical Plan / Load Schedule Signed and Sealed by a Professional Electrical Engineer	Owner / Applicant	
5. Original copy of valid PRC ID & PTR	Owner / Applicant	
6. Yellow Card (Survey Report)	Meralco	
7. Previous Meralco Bill (Statement of Account)	Owner / Applicant	
FOR ELECTRICAL PERMIT:		
1. Photocopy of Approved Building and Electrical Permit	Owner / Applicant	
2. Photocopy of Approved Electrical Plans	Owner / Applicant	
3. Original copy of valid PRC ID & PTR	Owner / Applicant	
4. Yellow Card (for Electrical Permit)	Meralco, Owner / Applicant	
FOR CERTIFICATE OF FINAL ELECTRICAL INSPECTION:		
5. Photocopy of the approved Wiring Permit	Owner / Applicant	

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6. Certificate of Occupancy		Owner / Applicant		
7. Yellow Card (CFEI)		Meralco, Owner / Applicant		
FOR ELECTRONICS PERMIT AND/OR ELECTRONICS CERTIFICATE				
1. 5 sets of Auxiliary Plans Signed and Sealed by a Licensed Electronics Engineer <ul style="list-style-type: none"> • Auxiliary Plans must include <ul style="list-style-type: none"> a. Location Map b. Legends and Symbols c. General Notes d. Layout Plans e. Single/ Riser Diagram f. Technical Specifications • Auxiliary System must include <ul style="list-style-type: none"> a. Fire Detection and Alarm System b. Telephone and Data Systems c. Cable Television (CATV System) d. Closed Circuit Television Security System e. PA/BGM System 		Owner / Applicant		
2. Duly accomplished Auxiliary Permit Form Signed and Sealed by a Professional Electronics and Communication Engineer		Owner / Applicant		
3. Photocopy of latest PTR, PRC license and IECEP Membership ID		Owner / Applicant		
4. Cost Estimates		Owner / Applicant		
5. Photocopy of Fire Safety Evaluation Checklist		Owner / Applicant		
6. Indoor and Outdoor Layout and Mounting Details and Equipment Room Details		Owner / Applicant		
7. DOH Radiation Clearance		Owner / Applicant		
8. CAAP Height Clearance		Owner / Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing Submit duly accomplished application forms and complete set of requirements	1.1 Receive, evaluate documents and verify with the checklist of requirements	None	15 minutes	Receiving Officers All Electrical Inspectors

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	1.2 Evaluation of submitted plans by technical personnel assigned per discipline	none	360 minutes	Electrical Inspectors: Engr. Enrico Yangco Engr. Ryan Diaz Engr. Jayson Delas Alas Teodoro Saltarin Jr Jerome Dimain Rodolfo Penus Reynante R. Testa Friend Bayani
	1.3 Site Inspection	none	240 minutes	
	1.4 Final evaluation and recommendation	none	120 minutes	
	1.5 Assessment of Fees	Please refer to Schedule of fees	15 minutes	
	1.6 Process Order of Payment	none	10 minutes	Encoders: Ms. Mary Jane Medina Mr. Joseph Romero Electrical Div. Chief Engr. Ronaldo Cerrudo Department Head Engr. Crisanto W. Roxas
2. Payment Get Order of Payment and Pay the necessary fees		As stated in the Order of Payment	15 minutes	Cashier

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3. Secure Permit Submit Official Receipt and Secure Permit	3.1 Encoding of Electrical Permit		10	Encoders: Ms. Mary Jane Medina Mr. Joseph Romero
	3.2 Issuance of Permit		30	Assigned Inspector Department Head Engr. Crisanto W. Roxas
	3.3 Releasing of Permit		10	Releasing Personnel: Ms. Mary Jane Medina Mr. Joseph Romero Ms. Cynthia Arrieta
TOTAL			825 minutes	

iii. Issuance of Sanitary and Plumbing Permit

Office or Division:	City Engineering and Building Official Department Services			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2B, G2C, & G2G			
Who may avail:	Any person, firm or corporation including government agencies who wants to install Deep Well, Water Purification Plants, Water Collection and Distribution Systems, Reservoir, Drainage and Water Systems, Sewage / Water Treatment plants, Malaria Control Structures and Sewage Disposal System within the City of Mandaluyong			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled Sanitary /Plumbing Application Form (including fixtures to be installed)			Owner / Applicant	
2. 5 Sets of Sanitary / Plumbing Plans signed and sealed by Licensed Sanitary Engineer or Registered Master Plumber			Owner / Applicant	
3. Photocopy of PTR / PRC of Design and In-Charge (Sanitary Engr. Or Registered Master Plumber)			Owner / Applicant	
4. Location Plan and Site Plan (minimum scale 1:2000) NOTE: Septic Tanks shall be located at least 1.5M from adjoining private property and complies to Annex E of RNPC			Owner / Applicant	
5. Detailed Plans and Layout			Owner / Applicant	
6. Design Analysis and Technical Specifications			Owner / Applicant	
7. Cost Estimates			Owner / Applicant	
8. For Commercial Establishments and Restaurants Provisions for Grease Trap and Grease Interceptor			Owner / Applicant	
9. Environmental Compliance Certificate			DENR	
10. Waste Water Discharge Permit			DENR	
11. Updated Fire Safety Inspection Certificate			Owner / Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing Submit complete set of requirement	1.1 Receive, evaluate documents and verify with the checklist of requirements	None	30 minutes	Receiving Officers Engr. Dennis Holgado Engr. Macgyver Noche

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	1.2 Check assigned Technical personnel for inspection	None	5 minutes	Encoders Mr. Jhonned Co Mr. Paolo Genguyon
	1.3 Evaluation of submitted plans by technical personnel assigned per discipline	None	180 minutes	Sanitary / Plumbing Inspectors Engr. Jan Ahmel Alimuin Arch. Arriane Cena
	1.4 Site Inspection	None	480 minutes	
	1.5 Final evaluation and recommendation	None	120 minutes	
	1.6 Assessment of Fees	Please refer to table of fees	15 minutes	
	1.7 Process Order of Payment	None	10 minutes	Encoders Mr. Jhonned Co Mr. Paolo Genguyon Asst. Building Official Engr. Mary Jane Dela Cruz Department Head Engr. Crisanto W. Roxas
2. Payment Get Order of Payment and Pay the necessary fees		As stated in the Order of Payment	10 minutes	Cashier

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3. Secure Permit	3.1 Encoding and Printing of Sanitary/Plumbing Permit	None	10mins	Encoders Mr. Jhonned Co Mr. Paolo Genguyon
	3.2 Issuance of Sanitary/Plumbing Permit	None	30mins	Assigned Inspector Department Head Engr. Crisanto W. Roxas
	3.3 Releasing of Sanitary/Plumbing Permit	None	10mins	Releasing Personnel Mr. Anthony John Arrieta Ms. Melanie Castro
TOTAL			900 minutes	

iv. i. Issuance of Electrical and Wiring Permit

Office or Division:	City Engineering and Building Official Department Services
Classification:	Complex, Highly Technical
Type of Transaction:	G2B, G2C, & G2G
Who may avail:	Any person, firm or corporation including government agencies who wants to install New Electrical connection, Additional, Separation, Reconnection, Relocation, Remodeling of existing Electrical Installation or for energization of temporary construction facility Service Entrance within Mandaluyong City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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For Additional, Separation, Reconnection, Relocation, Remodeling of existing Electrical Installation and New Electrical connection

1. Certified True copy of Transfer Certificate Title TCT	Owner / Applicant
2. Current Real Property Tax Receipt	Owner / Applicant
3. Duly accomplished Electrical Permit Form Signed and Sealed by a Professional Electrical Engineer and signed by the Owner	Owner / Applicant
4. Electrical Plan / Load Schedule Signed and Sealed by a Professional Electrical Engineer	Owner / Applicant
5. Original copy of valid PRC ID & PTR	Owner / Applicant
6. Yellow Card (Survey Report)	Meralco
7. Previous Meralco Bill (Statement of Account)	Owner / Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing A. Submit duly accomplished application forms and complete sets of requirements	1.1 Receive, evaluate documents and verify with the checklist of requirement	None	15 minutes	Receiving Officer All Electrical Inspector

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	1.2 Evaluation of submitted plans by technical personnel assigned per discipline	None	360 minutes	Electrical Inspectors Engr. Enrico Yangco Engr. Ryan Diaz Engr. Jayson Delas Alas Teodoro Saltarin Jr Jerome Dimain Rodolfo Penus Reynante R. Testa Friend Bayani
	1.3 Site Inspection	None	240 minutes	
	1.4 Final evaluation and recommendation	None	120 minutes	
	1.5 Assessment of Fees	Please refer to Schedule fees	15 minutes	
	1.6 Process Order of Payment	None	10 minutes	Encoder Ms. Mary Jane Medina Mr. Joseph Romero Electrical Div. Chief Engr. Ronaldo Cerrudo Department Head Engr. Crisanto W. Roxas
2. Payment Get Order of Payment and Pay the necessary fees		As stated in the Order of Payment	15 minutes	Cashier

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3. Secure Permit Submit Official Receipt and Secure Permit	3.1 Encoding of Electrical Permit	None	10 minutes	Encoder Ms. Mary Jane Medina Mr. Joseph Romero
	3.2 Issuance of Permit	None	30 minutes	Assigned Inspector Department Head Engr. Crisanto W. Roxas
	3.3 Releasing of Permit	None	10 minutes	Releasing Personnel Ms. Mary Jane Medina Mr. Joseph Romero Ms. Cynthia Arrieta
TOTAL			825 minutes	

iv. ii. Issuance of Certificate of Final Electrical Inspection

Office or Division:	City Engineering and Building Official Department Services			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2B, G2C, & G2G			
Who may avail:	Any person, firm or corporation including government agencies who wants to get a New Permanent Electrical connection, Additional, Separation, Reconnection of Service Facilities, within the City of Mandaluyong			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of the approved Wiring Permit			Owner / Applicant	
2. Certification of Completion for Electrical Works Signed and Sealed by either Registered Electrical Engineer or Registered Master Electrician.			Owner / Applicant	
3. Yellow Card			Meralco, Owner / Applicant	
Additional requirements for newly constructed Structure /Building				
4. Photocopy of Approved Building and Electrical Permit			Owner / Applicant	
5. Photocopy of Approved Electrical Plans			Owner / Applicant	
6. Original copy of valid PRC ID & PTR			Owner / Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing A. Submit duly accomplished application forms and complete sets of requirements	1.1 Receive, evaluate documents and verify with the checklist of requirement	None	15 minutes	Receiving Officer All Electrical Inspector
	1.2 Evaluation of submitted plans by technical personnel assigned	None	360 minutes	Electrical Inspectors Engr. Enrico Yangco Engr. Ryan Diaz Engr. Jayson Delas Alas Teodoro Saltarin Jr Jerome Dimain Rodolfo Penus Reynante R. Testa Friend Bayani

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	1.3 Site Inspection	None	240 minutes	
	1.4 Final evaluation and recommendation	None	120 minutes	
	1.5 Assessment of Fees	None	15 minutes	
	1.6 Process Order of Payment	None	10 minutes	<p>Encoder Ms. Mary Jane Medina Mr. Joseph Romero</p> <p>Electrical Div. Chief Engr. Ronaldo Cerrudo</p> <p>Department Head Engr. Crisanto W. Roxas</p>
2. Payment		As stated in the Order of Payment	15 minutes	Cashier
Get Order of Payment and Pay the necessary fees				
3. Secure Permit	3.1 Encoding of Final Electrical Permit	None	10 minutes	<p>Encoder Ms. Mary Jane Medina Mr. Joseph Romero</p>
Submit Official Receipt and Secure Permit				
	3.2 Issuance of Permit	None	30 minutes	<p>Assigned Inspector</p> <p>Department Head Engr. Crisanto W. Roxas</p>
	3.3 Releasing of Permit	None	10 minutes	<p>Releasing Personnel Ms. Mary Jane Medina Ms. Cynthia Arrieta Mr. Joseph Romero</p>
	TOTAL		825 minutes	

C. Accessory Permits

i. Demolition Permit

Office or Division:	City Engineering and Building Official Department Services
Classification:	Highly Technical
Type of Transaction:	G2B, G2C, & G2G
Who may avail:	Any person, firm or other Government Agencies who planned to demolish existing building or structure

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 1 pc. Certified True copy of Transfer Certificate Title TCT issued within the past 3 months		Registry of Deeds
2. 1 pc. Current Real Property Tax Receipt and Tax Declaration		City Assessors Office and Land Tax Office
3. 1 pc. Barangay Clearance for Demolition		Barangay Council of proposed project
4. 1 pc Homeowners Association Clearance (if applicable)		Homeowner's Association Office of the proposed project
5. Safety and/ Standard Procedure for Demolition/ Demolition Technology		Owner / Applicant
6. Picture of Structure to be demolished		Owner / Applicant
7. Floor Plan of structure		Owner / Applicant
8. List of Demolition Crew		Owner / Applicant
9. 1 pc DOLE Construction Safety and Health Program		DOLE Office
10. Comprehensive Public Liability Accident Insurance		Accredited Insurance Company
11. Group Personal Accident Insurance		Accredited Insurance Company
12. Construction Tax		Business Permit and Licensing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing Submit duly accomplished application forms and complete sets of requirements	1.1 Receive, evaluate documents and verify with the checklist of requirements	None	30 minutes	Receiving Officers Engr. Macgyver Noche Engr. Dennis Holgado

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	1.2 Assign/ Designate Technical Staff for Inspection	None	5 minutes	Demolition Inspectors Engr. Roy Galang Engr. Dennis Holgado Engr. Enrico Yangco
	1.3 Site Inspection	None	480 minutes	
	1.4 Final evaluation and recommendation	None	15 minutes	
	1.5 Assessment of Fees	Please refer to schedule of fees	10 minutes	
	1.6 Process Order of Payment	None	10 minutes	Encoders Mr. Jhonned Co Mr. Paolo Genguyon Asst. City Engineer Engr. Mary Jane dela Cruz Department Head Engr. Crisanto W. Roxas
2. Payment Get Order of Payment and Pay the necessary fees		As stated in the Order of Payment	15 minutes	Cashier
3. Secure Permit Submit Official receipt and Secure Permit	3.1 Encoding and Printing of Demolition Permit	None	10 minutes	Encoders Mr. Jhonned Co Mr. Paolo Genguyon
	3.2 Issuance of Demolition Permit	None	30 minutes	Assigned Inspector Asst. City Engineer Engr. Mary Jane dela Cruz Department Head Engr. Crisanto W. Roxas

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	3.3 Releasing of Demolition Permit	None	10 minutes	Releasing Personnel Mr. Anthony John Arrietta Ms. Melanie Castro
TOTAL			615 minutes	

C. Accessory Permits**ii. Fencing Permit and Permit to Install Accelerograph**

Office or Division:	City Engineering and Building Official Department Services
Classification:	Highly Technical
Type of Transaction:	G2B, G2C, & G2G
Who may avail:	Any person, firm or other Government Agencies who planned to apply for fencing permit and to install accelerograph
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR FENCING PERMIT	
1. Proof of Ownership and/or right to build to property - Certified True copy of Transfer Certificate Title TCT issued within the last 2 months - Secretary's Certificate / Authority to sign / Special Power of Attorney Authorization Letter	Owner / Applicant
2. Current Real Property Tax Receipt and Tax Declaration	Assessor's Office and Land Tax Office
3. Barangay Clearance/s	Barangay Chairman
4. DOLE Construction Safety and Health Program	DOLE Office
5. Comprehensive Liability Insurance and Personal Accident Policy	Owner/ Applicant, Business Permits and Licensing Dept.
6. 1 set of Duly accomplished application form (Building and Ancillary Plans)	City Engineering and Building Official Department
7. 5 sets Design Plans signed by the Owner/ Applicant and Signed and Sealed by the duly Licensed Engineer/ Architect (Architectural, Structural, Electrical, Mechanical, Sanitary/Plumbing, Electronics) Scale not less than 1:100mts	Owner / Applicant
8. 2 Sets Survey Plan / Lot Plan signed and sealed by duly licensed Geodetic Engineer	Owner / Applicant
9. 4 sets Specifications signed and sealed by duly Licensed Engineers	Owner / Applicant
10. 2 sets Structural Design, Computation and Seismic Analysis signed and sealed by Structural/ Civil Engineer	Owner / Applicant
11. 4 sets Bill of Materials and Cost Estimates signed and sealed by Engineers/Architects	Owner / Applicant
12. IAPOA of designer professional with 3 specimen signature and dry sealed	Owner / Applicant

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FOR PERMIT TO INSTALL ACCELEROGRAPH				
1. As-built Location of Seismic Instrument signed and sealed by a Structural Engineer			Owner / Applicant	
2. Signed and Sealed Certification of Structural Engineer			Owner / Applicant	
3. Photo copy of PRC, ID, PTR of professional with 3 specimen signature and dry sealed			Owner / Applicant	
4. Certification from Originating Country			Supplier of Seismic Instrument	
5. Certified DPWH compliance of Instrument			DPWH	
6. Instrument Specification			Supplier of Seismic Instrument	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing Submit duly accomplished application forms and complete set of requirements	1.1 Receive, evaluate documents and verify with the checklist of requirements	None	30 minutes	Receiving Officers Engr. Macgyver Noche Engr. Dennis Holgado
	1.2 Make an endorsement letter for Fire Safety Evaluation Certificate and Designate a Technical personnel for assignment & inspection	None	10 minutes	Endorsement Officers Ms. Daisy Garcia Ms. Melanie Castro
	1.3 Submitted plans will be evaluated by the assigned technical personnel	None	10 minutes	Line & Grade Inspectors Engr. Dennis Holgado Mr. Andrei Arabit

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	1.4 Site Inspection	None	180 minutes	<p>Building Inspectors Engr. Roy Galang Engr. Roberlito Santos Engr. Enrico Yangco Engr. Dennis Holgado Engr. Karen Quirante Engr. Jan Ahmel Alimuin Engr. Macgyver Noche Arch. Reynaldo Bolleser Mr. Andrei Arabit Mr. Leo Cruz</p> <p>Electrical / Electronics Inspectors Engr. Enrico Yangco Engr. Ryan Diaz Engr. Jayson Delas Alas Ms. Sophia Riñosa Mr. Teodoro Saltarin Jr Mr. Jerome Dimain Mr. Friend Bayani Mr. Reynaldo Testa Mr. Rodolfo Penus</p> <p>Mechanical Inspectors Engr. Rheden Pulusan Engr. Raffy Gavillangoso</p> <p>Sanitary / Plumbing Inspectors Engr. Jan Ahmel Alimuin Arch. Arriane Cena</p>
	1.5 Final evaluation and recommendation	None	180 minutes	
	1.6 Assessment of Fees	None	30 minutes	

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	1.7 Process Order of Payment	Please refer to table of fees	30 minutes	<p>Assigned Inspectors</p> <p>Asst. Building Official Engr. Mary Jane L. Dela Cruz</p> <p>Department Head Engr. Crisanto W. Roxas</p> <p>Encoders Mr. Jhonnied Co Mr. Paolo Genguyon</p>
2. Payment Get Order of Payment and Pay the necessary fees		As stated in the Order of Payment	10 minutes	Cashier
3. Secure Permit Submit Official Receipt and Secure Permit	3.1 Encoding of Permit	None	10 minutes	<p>Encoders Mr. Jhonnied Co Mr. Paolo Genguyon</p>
	3.2 Issuance of Permit	None	30 minutes	<p>Assigned Inspectors</p> <p>Department Head Engr. Crisanto W. Roxas</p>
	3.3 Releasing of Permit	None	10 minutes	<p>Releasing Personnel Mr. Anthony John Arrietta Ms. Melanie Castro</p>
TOTAL			530 minutes	

C. Accessory Permits**iii. i. Issuance of Excavation Permit (Ground Preparation)**

Office or Division:	City Engineering and Building Official Department Services	
Classification:	Highly Technical	
Type of Transaction:	G2B, G2C, & G2G	
Who may avail:	Any person, firm, and government agencies who planned to erect building that requires excavation of the ground prior to its construction.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Filled out form of checklist		Office of the Building Official
2. Foundation Plan and elevation		Owner / Applicant (Contractor)
3. Analysis with Slope protection methodology		Owner/ Applicant (Contractor)
4. 1 pc. Certified True copy of Transfer Certificate Title TCT (updated for the last 2 months)		Registry of Deeds
5. 1 pc. Current Real Property Tax Receipt and Tax Declaration		Assessor's Office and Land Tax Office
6. Comprehensive Liability Insurance and Personal Accident Policy		Owner/ Applicant, Business Permits and Licensing Dept.
7. 1 Copy Barangay Clearance/s		Barangay Chairman of proposed project
8. DENR – ECC		DENR Office
9. 1 pc DOLE Construction Safety and Health Program		DOLE Office
10. Boring Test		Third Party Soil Preparation Company
11. Contractor's tax		Business Permit and Licensing Department (BPLD)

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Filing</p> <p>A. Submit duly accomplished excavation application forms and complete set of requirements</p>	<p>1.1 Evaluate documents and verify with the checklist of requirements. If compliance, receive application & give back the attached claim stub</p>	<p>None</p>	<p>30 minutes</p>	<p>Receiving Officers Engr. Dennis Holgado Engr. Macgyver Noche</p> <p>Encoders Mr. Jhonnied Co Mr. Paolo Genguyon</p>
	<p>1.2 Assign/ Designate Technical personnel for inspection</p>	<p>None</p>	<p>5 minutes</p>	<p>Endorsement Officers Ms. Daisy Garcia Ms. Melanie Castro</p>
	<p>1.3 Evaluate the documents as to technical standards and requirements.</p>	<p>None</p>	<p>360 minutes</p>	<p>Building Inspectors Engr. Roy Galang Engr. Roberlito Santos Engr. Enrico Yangco Engr. Dennis Holgado Engr. Karen Quirante Engr. Jan Ahmel Alimuin Mr. Andrei Arabit Mr. Leo Cruz Engr. Macgyver Noche Arch. Reynaldo Bolleser</p>
	<p>1.4 Conduct Site Inspection</p>	<p>None</p>	<p>240 minutes</p>	<p>Assigned Inspector</p>
	<p>1.5 Final evaluation and recommendation</p>	<p>None</p>	<p>Complex (2 days) Highly Technical (7 days) 180 minutes</p>	<p>Assigned Inspector</p>

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	1.6 Assessment of Fees	Please refer to schedule fees	15 minutes	Assigned Inspector
	1.7 Process Order of Payment	None	30 minutes	Assigned Inspector Asst. City Dept. Head Engr. Mary Jane Dela Cruz Department Head Engr. Crisanto W. Roxas Encoders Mr. Jhonnied Co Mr. Paolo Genguyon
2. Payment Get Order of Payment and Pay the necessary fees		As stated in the Order of Payment	15 minutes	Cashier
3. Secure Permit Submit Official Receipt and Secure Permit	3.1 Encoding of Permit	None	5 minutes	Encoders Mr. Jhonnied Co Mr. Paolo Genguyon
	3.2 Issuance of Permit	None	15 minutes	Assigned Building Inspector Department Head Engr. Crisanto W. Roxas
	3.3 Releasing of Permit	None	5 minutes	Releasing Personnel Mr. Anthony John Arrietta Ms. Melanie Castro
	TOTAL		900 minutes	

C. Accessory Permits**iii. ii. Issuance of Excavation Permit on Public Domain**

Office or Division:	City Engineering and Building Official Department Services	
Classification:	Highly Technical	
Type of Transaction:	G2B, G2C, & G2G	
Who may avail:	Utility Companies and Private entities who will excavate on the Public Domain (Sidewalk, Streets, Alleys, and the like)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR CITY ROADS		
1. Letter of Intent (include name and address of Contractor, if under Contract)	Owner / Applicant	
2. Sketch/Map showing the exact location of proposed excavation.	Owner / Applicant	
3. Program of Works (POWs)	Owner/ Applicant	
4. Timetable of the proposed work in the form of Bar / Gantt Chart or PERT-CPM chart showing the duration of excavation and restoration work activities	Owner/ Applicant	
5. Signed and Sealed Approved Plans containing typical section and specifications, type and total area of pavement to be excavated, type and extent of works to be undertaken.	Owner/ Applicant	
6. Copy of PRC ID and PTR with three Specimen signature of Professionals	Owner/ Applicant	
7. Secretary's Certificate for the Authorized Secretary (for Corporation) or Special Power of Attorney for the Authorized Representative (for Sole Proprietorship	Owner/ Applicant	
8. Barangay Clearance/s	Office of the Barangay Chairman of the proposed project	
9. Homeowner Association Clearance (if available)	Homeowner Association	
10. City Traffic and Parking Management Department (CTPMD) Clearance.	City Traffic and Parking Management Department (CTPMD) - Receiving Section	
11. Contractor's tax (if by contract)		
12. Building Permit if there is new construction/renovation on the property. (For Water Service Connection)	Office of the Barangay Chairman of the proposed project	

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13. Consent of Resident for Pole to be installed that is not between the property line. (Pole installation only)		Affected lot property owner		
14. One (1) Brown Envelope		Owner/ Applicant		
ADDITIONAL REQUIREMENTS FOR NATIONAL ROAD				
1. Department of Public Works and Highways (DPWH) Excavation Permit		Department of Public Works and Highways 1st Metro		
2. Metro Manila Development Authority (MMDA) Clearance, Except Telecommunication Companies to be applied after LGU Permit acquisition)		Metro Manila Development Authority (MMDA Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing Submit duly accomplished excavation application forms and complete set of requirements	1.1 Receive, evaluate documents and verify with the checklist of requirements	None	30 minutes	Receiving Officer Engr. Dennis Holgado Engr. Macgyver Noche Encoders Mr. Jhonnied Co Mr. Paolo Genguyon
	1.2 Evaluate the documents as to technical standards and requirements. 1.2.1. If there are no findings, contact the applicant for the conduct of a joint site investigation. 1.2.2 If there are findings, contact the applicant for the compliance.	None	120 minutes	Excavation Inspectors Engr. Karen Quirante Engr. Jonathan Novales

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	1.3 Conduct site investigation jointly with the applicant.	none	240mins For (1-5 poles) (For Open and Trenchless excavation with max. length of 1,000m) (For opening of Manholes)	Designated Inspector and Technical Representative of applicant that can decide if there will be changes on the proposed location of excavation
	1.4 Assessment and approval of permit fees, charges and restoration deposit and contact the client for payment for pick-up of the Order of Payment the following day.	Please refer to Refer to Sec. 208 of PD 1096 Schedule of fees	15 minutes	Assigned Inspector Asst. City Engineer Engr. Rolly P. Danila Department Head Engr. Crisanto W. Roxas
2. Payment Get Order of Payment and Pay the necessary fees		As stated in the Order of Payment	15 minutes	Cashier
3. Secure Permit Submit Official Receipt and Secure Permit	3.1 Encoding of Permit	None	5 minutes	Encoders Mr. Jhonned Co Mr. Paolo Genguyon
	3.2 Issuance of Permit	None	15 minutes	Assigned Excavation Inspector Department Head Engr. Crisanto W. Roxas
	3.3 Releasing of Permit	None	5 minutes	Releasing Personnel Mr. Anthony John Arrieta Ms. Melanie F. Castro
TOTAL			445 minutes	

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FEEDBACK AND COMPLAINTS MECHANISM

<p>OFFICE CONTACT INFORMATION</p>	<p>ENGR. CRISANTO ROXAS City Engineer</p> <p>Office Location: 5F Executive Building Tel. Nos. 8532-4431 Trunkline: 8532-5001 local 515, 516</p> <p>Email: engineering@mandaluyong.gov.ph</p>
<p>How to send feedback or complaint</p>	<p>Accomplish the Customer Feedback Form available in the office visited or at the main entrance of City Government of Mandaluyong and drop in the designated drop box.</p> <p>Send your feedback thru online: https://s.surveypplanet.com/3v28o0w7 or scan the QR Code:</p> <div data-bbox="468 727 666 928" data-label="Image"> </div> <p>You may also call 8534-1662 or 0917-88MANDA (8862692)</p>
<p>How feedback/complaint are processed</p>	<p>Feedbacks are collected everyday and monitored by the Feedback Management Committee (FMC).</p> <p>Complaints received are forwarded to the Office of the FMC for appropriate action.</p> <p>The office concerned will be required to submit a reply within 3 working days upon receipt of the complaint.</p> <p>The FMC Secretariat will closely coordinate with the client.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

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:	City Planning and Development Department – Zoning Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
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)	City Planning & Development Department – Zoning Division
	2. Photocopy of the following documents: (whichever is applicable) <ul style="list-style-type: none"> a. Certified true copy of Transfer Certificate of Title (TCT) / Condominium Certificate of Title (CCT) b. Tax Declaration c. Barangay Clearance d. Consent from immediate neighbors residing within the fifty (50) meter radius, (For business located in R2, R3A, R3B and MD1 zones) e. Clearance from Homeowners Association duly registered by the HLURB, (for business located in R1 zone) 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) 	<ul style="list-style-type: none"> a. Registry of Deeds b. City Assessor's Office c. City Hall Complex / Barangay d. Neighbors e. Homeowners Association f. Lessor

<p>g. Environmental Compliance Certificate (ECC) pursuant to Article XI, Section 34 of City Ordinance No. 664, S-2017</p> <p>h. Sangguniang Panlungsod Resolution for Cell Site (if located in Residential Zone)</p>		<p>g. Department of Environment and Natural Resources</p> <p>h. Sangguniang Panlungsod</p>		
<p>3. Colored picture of business establishment location (inside and outside views)</p>		<p>To be provided by the Owner / Applicant</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to CPDD</p> <p>> Secure Application Form</p>	<p>1.1. Review and check project activity details and its exact location in the zoning map</p>	<p>See Reference of Fees</p>	<p>5 minutes</p>	<p>Frontline Personnel / Evaluator</p>
	<p>1.2. Encode data in Zoning Applicants' Record</p>			
<p>2. Proceed to the CPDD</p> <p>> Fill-out and submit the application form together with other requirements</p>	<p>2.1. Check and receive the application form including other requirements</p>		<p>5 minutes</p>	
	<p>2.2. Encode data in Data Bank & Application Status Record</p>			
	<p>2.3. Pre-evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted documents) and prepares evaluation report</p>	<p>1 hour (on schedule)</p>		

	2.4. Conduct on-site inspection (Optional) to verify actual activity and exact location for zone classification and prepares site inspection report	None	1 hour (on schedule)	Evaluator
	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		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)	3.1. Issue duly signed order of payment		See Reference of Fees	5 Minutes
The applicant must pay the computed fees prior to release of Locational Clearance	3.2. Update data in Application Status Record			
4. Pay applicable fees and claim Official Receipt (OR)	4.1. Receive payment		15 Minutes	City Treasurer
	4.2. Issue official receipt			

<p>5. Submit Official Receipt</p> <p>Applicant must submit a photocopy of the OR</p>	<p>5.1. Receive official receipt</p> <p>5.2. Prepare duly signed Locational Clearance</p>	<p>None</p>	<p>5 Minutes</p>	<p>Frontline Personnel / Evaluator</p>
<p>6. Receive duly signed Locational Clearance</p>	<p>6.1. Release duly signed Locational Clearance</p> <p>6.2. Encode approved Clearance into the Data Bank and update the Application Status Record</p>	<p>None</p>	<p>5 Minutes</p>	<p>Frontline Personnel / Evaluator</p>
<p style="text-align: right;">TOTAL</p>		<p>None</p>	<p>3-5 hours</p>	

**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:	City Planning and Development Department – Zoning Division	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
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)	City Planning & Development Department – 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) b. Tax Declaration c. Survey plan of the lot(s) as described in TCT with location map d. Barangay Clearance e. Consent from immediate neighbors residing within the fifty (50) meter radius, (For construction/renovation located in R2, R3A, R3B and MD1 zones) f. Clearance from Homeowners Association duly registered by the HLURB, (for construction/renovation located in R1 zone) 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)	a. Registry of Deeds b. City Assessor’s Office c. To be provided by the Owner / Applicant d. City Hall Complex / Barangay e. Neighbors f. Homeowners Association g. Lessor

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

	2.2. Encode data in Application Status Record	See Reference of Fees		
	2.3. Pre evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted plans) and prepare evaluation report		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			Zoning Division Head
	2.7. Review, approval and signing of clearance		15 Minutes	Zoning Administrator

<p>3. Claim duly signed Order of Payment (OP)</p> <ul style="list-style-type: none"> • The applicant must pay the computed fees prior to release of Locational Clearance. 	<p>3.1. Issue duly signed order of payment</p> <p>3.2. Update data in Application Status Record</p>	<p>See Reference of Fees</p>	5 Minutes	Frontline Personnel / Evaluator
<p>4. Pay applicable fees and claim Official Receipt (OR).</p>	<p>4.1. Receive payment</p> <p>4.2. Issue official receipt</p>		15 Minutes	City Treasurer
<p>5. Submit Official Receipt</p> <ul style="list-style-type: none"> • Applicant must submit a photocopy of the Official Receipt. 	<p>5.1. Receive official receipt</p> <p>5.2. Prepare duly signed Locational Clearance</p>		5 Minutes	Frontline Personnel / Evaluator
<p>6. Receive duly signed Locational Clearance</p>	<p>6.1. Release duly signed Locational Clearance</p> <p>6.2. Encode approved Clearance into the Data Bank and update the Application Status Record</p>		5 Minutes	Frontline Personnel / Evaluator
	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:	City Planning and Development Department – 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)		City Planning & Development Department – 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
h. Environmental Compliance Certificate (ECC) pursuant to Article XI, Section 34 of City Ordinance No. 664, S-2017		h. Department of Environment and Natural Resources

i. Height Clearance from CAAP j. DOH Clearance k. Sangguniang Panlungsod Resolution for Cell Site (if located in Residential Zone) l. Green Building Pre-Compliance Certificate (GBPCC), (for a project covered by Ordinance No. 709, S-2018 or its latest version)		i. Civil Aviation Authority of the Phils. j. Department of Health k. Sangguniang Panlungsod l. CPDD – Green Building Division		
3. 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 / Applicant		
3. 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 / Applicant		
5. Colored picture of proposed project site		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	See Reference of Fees	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		10 minutes	

	2.2. Encode data in Application Status Record	See Reference of Fees		
	2.3. Pre-evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted plans) and prepare evaluation report		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) • The applicant must pay the computed fees prior to release of Locational Clearance.	3.1. Issue duly signed order of payment 3.2. Update data in Application Status Record		5 Minutes	Frontline Personnel / Evaluator

4. Pay applicable fees and claim Official Receipt (OR).	4.1. Receive payment		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		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)			City Planning & Development Department – 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	See References of Fees	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	See Reference of Fees		
	2.3. Pre-evaluate documents, identify zone classification, check conformity to land use, compute floor areas (based on submitted plans) and prepare evaluation report		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	See Reference of Fees	5 Minutes	Frontline Personnel / Evaluator
	3.2. Update data in Application Status Record		5 Minutes	Frontline Personnel / Evaluator
4. Pay applicable fees and claim Official Receipt (OR)	4.1. Receive payment		15 minutes	City Treasurer
5. Submit official receipt • Applicant must submit a photocopy of the OR	5.1. Receive official receipt		5 minutes	Frontline Personnel / Evaluator
	5.2. Prepare duly signed Zoning Certificate		5 minutes	Frontline Personnel / Evaluator
6. Receive duly signed Zoning Certificate.	6.1. Release duly signed Zoning Certificate		5 minutes	
	6.2. Encode approved Clearance into the Data Bank and update the Application Status Record		5 minutes	Frontline Personnel / Evaluator
	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:	City Planning and Development Department – Zoning Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
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)	City Planning & Development Department – Zoning Division	
2. Six (6) sets of Architectural Plans, (duly signed and sealed by licensed Architect/Engineer) <ul style="list-style-type: none"> 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 	

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	3 hours	Evaluator	
	2.4. Conduct on-site inspection (Optional) to verify exact location for zone classification and prepare site inspection report			

	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		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. 6.2. Encode approved Certificate into the Data Bank and update the Application Status Record.	None	5 minutes	Frontline Personnel / Evaluator
TOTAL		See Reference of Fees	30 minutes & 5 hours	

PURSUANT TO ARTICLE XII, SECTION 38, OF THE CITY ORDINANCE NO. 664, S-2017:

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.

G. Development Charges**See Article VIII****PURSUANT TO CITY ORDINANCE NOS. 914 AND 926, S-2023**

TYPE OF FEE	RATE OF FEES (pesos)
Document Security Seal Fee	70.00

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:	Green Building Division
Classification:	Highly Technical Application
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	CITY PLANNING AND DEVELOPMENT DEPARTMENT (CPDD)
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 Secure Checklist of Requirements and Application Form.	1. Issue Checklist of Requirements and Application Form		15 minutes	Green Building Evaluators: Ar. / RMP. Mary Joyce Tampinco RMP. Christian Angelo Solero RMP. Dorina Dayon Mr. Vic Angel Belen Ms. Romyna Mae Galang Mr. Robert Lagarto
2. Proceed to the CPDD: Submit Duly accomplished application form and complete sets of requirements reiterated in the checklist.	2. Evaluates submitted documents: Check all Documentary requirements, if all documents is complete, Evaluation for the said project will commence.		7-10 Working Days 1 Working Day	Arch. Abraham Raposon, Jr. (Division Chief) Engr. Gaspar Alcazar (Assistant Dept. Head II)

	<p>2.1. Review of Documents:</p> <p>Review and Evaluates compliance and correctness of Green Building measures. (Technical discussion)</p>			
<p>3. Claim duly signed Order of Payment</p> <p>The applicant must pay the computed fees to the cashier.</p>	<p>3. Claim duly signed Order of Payment</p> <p>GB Evaluator will Inform the client to pick up their Order of Payment</p>		30 minutes	<p>Ar. / RMP. Mary Joyce Tampinco RMP. Christian Angelo Solero RMP. Dorina Dayon</p>
<p>4. The applicant must provide / submit copies of Official Receipt (OR) to GB evaluator.</p>	<p>4. The GB evaluator received the said OR and prepares GBPCC and other documents</p>	<p>See Reference of Fees Below</p>	5 minutes	<p>Ar. / RMP. Mary Joyce Tampinco RMP. Christian Angelo Solero RMP. Dorina Dayon Mr. Vic Angel Belen Ms. Romyna Mae Galang Mr. Robert Lagarto</p>
<p>5. Approval</p>	<p>5. Review and sign GBPCC</p>		1 Working Day	<p>Engr. Armando Comandao (Department Head)</p>
<p>6. The applicant will claim the Duly signed GBPCC and other documents</p>	<p>6. Releasing of GBPCC</p> <p>GB Evaluator will informed the client to claim their GBPCC and other plans and documents.</p>		1 Working Day	<p>Ar. / RMP. Mary Joyce Tampinco RMP. Christian Angelo Solero RMP. Dorina Dayon Mr. Vic Angel Belen Ms. Romyna Mae Galang Mr. Robert Lagarto</p>

GREEN BUILDING FEES. The rate of filing and processing of fees for the Green Building are as follows:

TYPE OF TRANSACTION	GREEN BUILDING PRE- COMPLIANCE CERTIFICATE
	RATE OF FEES (Php)
A. FILING/APPLICATION FEE	₱ 150.00
B. PROCESSING FEE	
1. RESIDENTIAL	
a. Residential	3.00 per sq.m. of TFA
b. Utilized for commercial/gain purposes	5.25 per sq.m. of TFA
2. COMMERCIAL/MERCANTILE/OFFICE/ HOTEL/RECREATIONAL	5.25 per sq.m. of TFA
3. INSTITUTIONAL	
a. School	3.75 per sq.m. of TFA
b. Hospital	3.75 per sq.m. of TFA
c. Religious	3.75 per sq.m. of TFA
4. MIXED-USE	5.25 per sq.m. of TFA
5. PARKING BUILDING	5.25 per sq.m. of TFA
6. RENOVATION/RETROFITTING	Corresponding prescribed rate for items 1–3 above
7. ALL GOVERNMENT PROJECTS	Free of charge pursuant to Section 209 of the NBC
C. CERTIFICATE	₱ 75.00
D. DOCUMENT SECURITY SEAL (Pursuant to Ordinance No. 914, S-2023)	₱ 70.00
E. SURCHARGE	A surcharge of one hundred percent (100%) of the total Green Building fees but not less than Two Thousand Pesos (P2,000.00) 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.

6. GREEN BUILDING COMPLIANCE CERTIFICATE (GBCC)

This Certificate is issued by the City Planning and Development Department – 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 the Ordinance No. 709, S-2018, 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 Applications	
Type of Transaction:	G2C - Government to Public	
Who may avail:	Certificate of Occupancy Permit / Partial Occupancy Applicant	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
11. Duly accomplished Green Building Compliance Application Form and Compliance Checklist of Requirements	CITY PLANNING AND DEVELOPMENT DEPARTMENT (CPDD)	
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 TEAM & 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 TEAM & 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 TEAM & 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 TEAM & 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 TEAM & REPRESENTATIVE		
17. PDF files of ALL items above, provide a soft copy in CD/USB format (1 copy)		OWNER'S AUTHORIZED TECHNICAL TEAM & REPRESENTATIVE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CPDD: Secure Checklist of Requirements and Application Form.	Issue Checklist of Requirements and Application Form		15 minutes	
2 Proceed to the CPDD: Submit duly accomplished application form and complete sets of requirements reiterated in the checklist.	2. Evaluate submitted documents: Check all Documentary requirements, if all documents are complete, Evaluation for the said project will start. (Prepares Evaluation report, Technical discussion) 2.1 Site Inspection & Validation of actual compliance GB Evaluator will informed the client for site inspection date schedule. 2.2 Review of Documents: Review and Evaluates compliance and correctness of Green Building measures		5-10 Working Days 1 working day 1 working day	Green Building Evaluator: Ar. / RMP. Mary Joyce Tampinco RMP. Christian Angelo Solero RMP. Dorina Dayon Mr. Vic Angel Belen Ms. Romyna Mae Galang Mr. Robert Lagarto

<p>3. Claim duly signed Order of Payment</p> <p>The applicant must pay the computed fees to the cashier.</p>	<p>3. Issue duly signed Order of Payment</p>		<p>1 Working Day</p>	<p>Arch. Abraham Raposon, Jr. (Division Chief)</p> <p>Engr. Gaspar Alcazar (Assistant Dept. Head II)</p>
<p>4. The applicant must provide / submit copies of Official Receipt (OR) to GB evaluator.</p>	<p>4. The GB evaluator received the said OR and prepares Green Building Compliance Certificate (GBCC) / Acknowledgement of Extent of Compliance (AEC) and other documents.</p>	<p>See Reference of Fees Below</p>	<p>30 minutes</p>	<p>Ar. / RMP. Mary Joyce Tampinco RMP. Christian Angelo Solero RMP. Dorina Dayon Mr. Vic Angel Belen Ms. Romyna Mae Galang Mr. Robert Lagarto</p>
	<p>5. Approval Review and sign GBCC / AEC</p>		<p>1 Working Day</p>	<p>Engr. Armando Comandao (Department Head)</p>
<p>6. The applicant will claim the duly signed GBCC/AEC and other Documents.</p>	<p>6. Releasing of GBCC / AEC</p> <p>GB Evaluator will inform the client to claim their GBCC and other plans and documents.</p>		<p>1 Working Day</p>	<p>Ar. / RMP. Mary Joyce Tampinco RMP. Christian Angelo Solero RMP. Dorina Dayon Mr. Vic Angel Belen Ms. Romyna Mae Galang Mr. Robert Lagarto</p>


GREEN BUILDING FEES. The rate of filing and processing of fees for the Green Building Certificate are as follows:

TYPE OF TRANSACTION	GREEN BUILDING COMPLIANCE CERTIFICATE
	RATE OF FEES (Php)
A. FILING/APPLICATION FEE	₱ 50.00
B. PROCESSING FEE	
8. RESIDENTIAL	
a. Residential	1.00 per sq.m. of TFA
b. Utilized for commercial/ gain purposes	1.75 per sq.m. of TFA
9. COMMERCIAL/ MERCANTILE/ OFFICE/HOTEL/ RECREATIONAL	1.75 per sq.m. of TFA
10. INSTITUTIONAL	
a. School	1.25 per sq.m. of TFA
b. Hospital	1.25 per sq.m. of TFA
c. Religious	1.25 per sq.m. of TFA
11. MIXED-USE	1.75 per sq.m. of TFA
12. PARKING BUILDING	1.75 per sq.m. of TFA
13. RENOVATION/ RETROFITTING	Corresponding prescribed rate for items 1–3 above
14. ALL GOVERNMENT PROJECTS	Free of charge pursuant to Section 209 of the NBC
C. CERTIFICATE	₱ 25.00
D. GREEN BUILDING SEAL	₱ 12,000.00
E. DOCUMENT SECURITY SEAL <i>(Pursuant to Ordinance No. 914, S-2023)</i>	₱ 70.00
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

All office transaction or request delegated to a Division shall be acted upon by their supervisor or assigned staff not longer than three (3) working days in the case of simple transactions and seven (7) working days in the case of complex transactions from the date the request and/or complete application or request was received.

FEEDBACK AND COMPLAINTS MECHANISM

OFFICE CONTACT INFORMATION	<p>ENGR. ARMANDO T. COMANDAO Head</p> <p>Office Location: 5th Floor, Executive Building</p> <p>Tel. Nos. 8477-8565 Trunkline: 8532-5001 Local: 512-513</p> <p>Email: cityplanning@mandaluyong.gov.ph planning.add@mandaluyong.gov.ph planning.selupd@mandaluyong.gov.ph greenbuilding@mandaluyong.gov.ph</p>
How to send feedback or complaint	<p>Accomplish the Customer Feedback Form available in the office visited or at the main entrance of City Government of Mandaluyong and drop in the designated drop box.</p> <p>Send your feedback thru online: https://s.surveypplanet.com/3v28o0w7 or scan the QR Code:</p> <div style="text-align: center;">  </div> <p>You may also call 8534-1662 or 0917-88MANDA (8862692)</p>
How feedback/complaint are processed	<p>Feedbacks are collected everyday and monitored by the Feedback Management Committee (FMC).</p> <p>Complaints received are forwarded to the Office of the FMC for appropriate action.</p> <p>The office concerned will be required to submit a reply within 3 working days upon receipt of the complaint.</p> <p>The FMC Secretariat will closely coordinate with the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

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 Cañezos
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)	

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)	to be issued by their respective Embassy in the Philippines)
If Divorced , Divorce Certificate/Decree Passport, Original and Xerox	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\duy 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	P1,000.00 Correction of Clerical Error (CCE) P3,000.00 for Change of First name (CFN)	Two (2) to Three (3) months depending on the release of the decision from the Philippine Statistics Authority	Jerry Gavarra Raymund Fazon Ryan Michael Javiel Javier
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	Fifteen (15) days for annulments granted by Family Courts in the City of Mandaluyong	Rowena F. Arcangel
		P50.00 Certificate of Registration		
		P50.00 Certificate of Authenticity	Twenty (20) days for decisions from Family Courts outside the City of Mandaluyong	
	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

OFFICE CONTACT INFORMATION	ATTY. GABRIEL P. CORTON City Registrar Office Location: Ground Floor, Executive Building Tel. Nos. 88533-2821 Trunkline: 8532-5001 Local: 511 Email: city.registrar@mandaluyong.gov.ph
How to send feedback or complaint	Accomplish the Customer Feedback Form available in the office visited or at the main entrance of City Government of Mandaluyong and drop in the designated drop box. Send your feedback thru online: https://s.surveypplanet.com/3v28o0w7 or scan the QR Code:  You may also call 8534-1662 or 0917-88MANDA (8862692)
How feedback/complaint are processed	Feedbacks are collected everyday and monitored by the Feedback Management Committee (FMC). Complaints received are forwarded to the Office of the FMC for appropriate action. The office concerned will be required to submit a reply within 3 working days upon receipt of the complaint. The FMC Secretariat will closely coordinate with the client.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

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		Certificat ions, certified true/ xeroxed copies and verifica tions are all amounting to P 50.00 fee (as per City Ordinance No. 416, S-2008) Transfer of ownership, segrega tions, consoli dation (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		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 Magaan Approval: Gener Sison; Juliet Ereso Releasing: Maricel Llaneta; Ariel Nuestro
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				
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		

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. WENA 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	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
How feedbacks are processed	Send to the Receiving Officer and forwarded to MS. MILA LAGARAN
How to file a complaint	Write a letter of complaint letter address to: MS. MILA LAGARAN OIC, City Social Welfare and Development Department
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 Admin Aide I Legal Department
2. Notarization of Documents.	2.1 Review documents and IDs presented.		5 minute	Admin Aide I Legal Department 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.		2 to 3 days	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

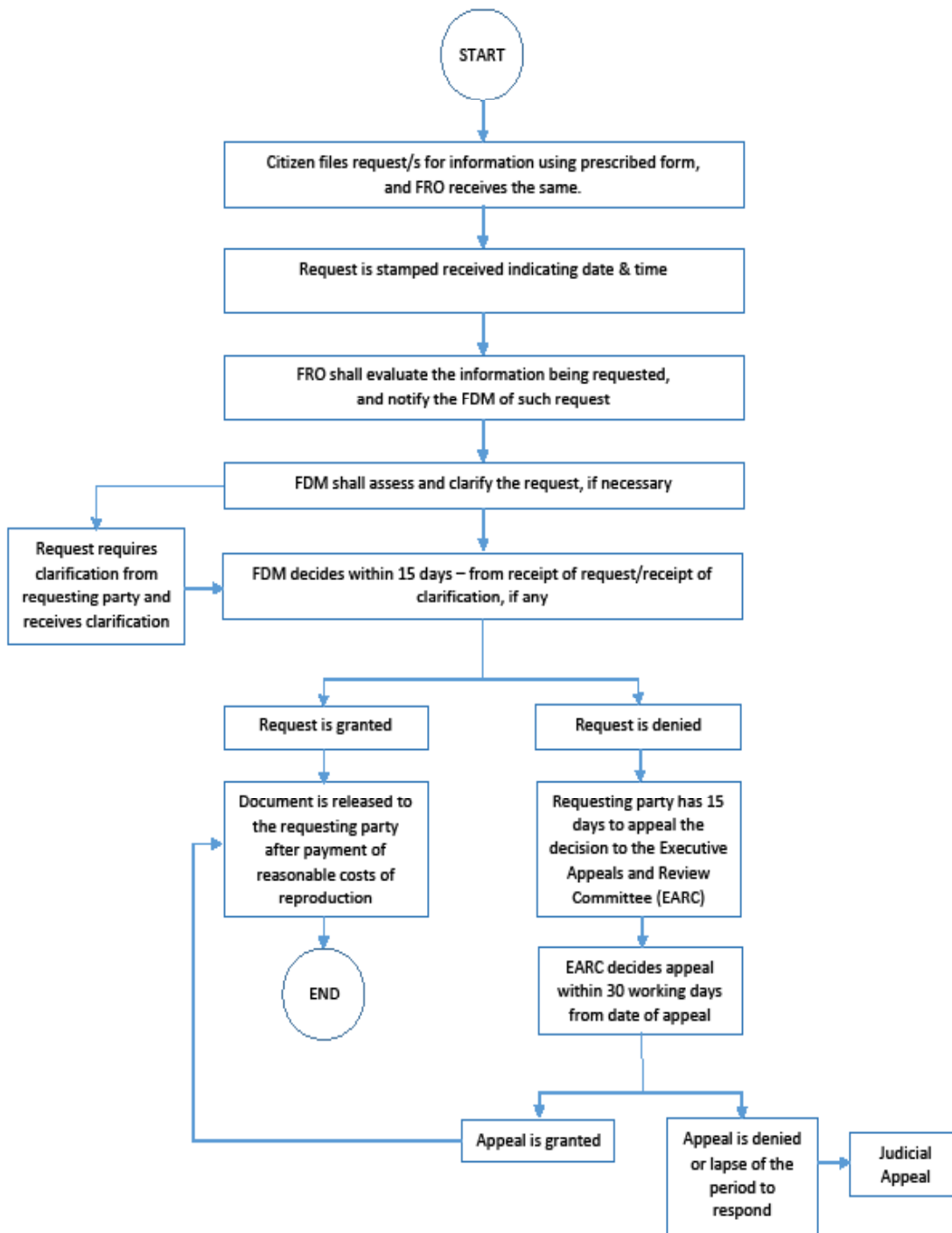
5. Review of Legal advise.	5.1 Review / Revised draft of Legal advise.		2 to 3 days	Assigned Lawyers
6. Signing of Legal advise.	6.1 Affixing signature on final documents.		1 day	All concerned Lawyers
7. Release of the Memorandum of Agreement and Contracts.	7.1 Issue and Release Memorandum of Agreement 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.

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/ RENEWAL 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) Fecalysis (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: Angeles Apad (Lab. Clerk) Lydia Consumo (Lab. Clerk) Rosita Labutap (Lab. Aide) Eduardo Chua (Job. Order)

<p>3. Write your name on the specimen bottle</p>	<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) 2. Fecalalysis (2 hours) 3. CBC (2 hours) 4. Platelet Count (2 hours) 5. Blood Typing (30 minutes) 6.HIV,HEPA B, Syphilis (1hour) 7.Dengue (1hour) 8.Pregnancy test (1hour)</p>	<p>Medical Technologists: Elena Aliwalas Cristina Pio Roda Germaine Esmeralda And other Med. Tech on rotation.</p> <p>Lab. Aides: Novie Santos Noeme Fajardo And other lab. Aides on rotation.</p>
<p>4. For Hepa B, syphilis, HIV (pregnant women)</p>	<p>Counseling form</p>	<p>Free</p>	<p>For Pmct releasing of result will be forwarded to the requesting health center</p>	<p>Elena Aliwalas Benette ogayon</p>
<p>4.1 Get the result after 2 (two) hours after submission of specimen.</p>	<p>4.1 Result will be released as soon as the examination has been done.</p>			
<p>5. Show/ present 1 (one) valid I.D. or cedula to claim the result at the RELEASING AREA.</p>	<p>5.1 Result will be released after checking if the I.D. matches with the name written on the result form.</p>		<p>Specimen will be released after 2 hours upon submission.</p>	<p>Medical Technologists and Laboratory Aides on rotation.</p>

<p>6. For sputum exam: we use genexpert machine in examining the specimen, submit first morning quality sputum specimen</p>	<p>6.1 Specimen will be received at the RECEIVING AREA with the doctor's request and completed laboratory request form.</p>	<p>FREE</p>	<p>Results will be released after 5 day.</p>	<p>Rosevi Jalova; Rosemarie Guerrero; Zita Brillantes; DOH augmentation med. Tech</p>
<p>TOTAL</p>		<p>P280.00</p>	<p>11 hours & 30 minutes</p>	

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, Fecalysin 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 Fecalysin: 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 information sheet will be issued and to be filled up by the client			

	<p>1.3 The health information sheet will be returned by the client and will be encoded and for the issuance of the health card and Certificate of Attendance</p>			
	<p>1.4 The health card and Certificate of Attendance will be reviewed and counter signed by the doctors before the city health officer affix his signature.</p>			<p>DR. EMILY DETARO ASST. CITY HEALTH OFFICER DR. RHODORA F. LOPEZ DR. MARINETH BLUE PIELAGO DR. ARNOLD ABALOS CITY HEALTH OFFICER</p>

	<p>1.5 For clients with abnormal findings will be referred to Dr. Rodora F. Lopez for assessment and issuance of prescription of medications.</p>			
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. Water Test Results		DOH accredited water laboratoy		
6. 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; 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. Arnold C. Abalos)			
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. Arnold C. Abalos)			
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; 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 Apicolor dotic 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

				Mary Grace Estrada Rad. Tech Ella Mae Avila Rad. Tech Lemuel Elijah Flores Rad. Tech Maril Martinez Rad. Tech Krystal Joy Manzano Rad. Tech Roberto Asis-Clerk Jenny Casongsong-Clerk Carlito Rodolfo-Clerk Elaiza Llanes-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. ARNOLD C. ABALOS
How to file a complaint	Write a letter of complaint letter address to: DR. ARNOLD C. ABALOS 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:	ADMITTING SECTION			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Order Sheet		Emergency Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents admission order/request for admission to the Admitting Section	1.Receive and verify completeness of admission order and patient's personal/information. 2. Assesses Accommodation 3. Encodes patient information to the system database 4.Inform patient/relative regarding Hospital Rules and Regulations, Patient's Rights, Responsibilities, Philhealth Application and Data Privacy Act	This service is FREE of charge	10 mins.	ADMITTING PERSONNEL: Adornado, Irene Q. Almoite, Cattleya S. Bondoc, Flordeliza Dc. Boquiren, Alma S. Pascual, Jovito S. Rucero, Princess Raedale V. Vinuya, Grace J. Cañete, Lydia B. Ma, Shean Michael S. Rivera, Mary Ann I.

	<p>5. Signing of Consent for Admission</p> <p>6. Instruct patient / relative to proceed to Medical Social Service Office for PHIC-NBB verification application (for qualified patient)</p>			
<p>2. Proceed to MSW for PHIC-NBB for verification / application</p>	<p>1. Interview and assess patient for enrolment of qualified recipient of PHIC-NBB classification</p>		<p>5 mins.</p>	<p>MEDICAL SOCIAL WORKER:</p> <p>Campita, Norlyn Jean B. Cortez, Mina Gracia B. Reyes, Dianne Camille T. Estabillo, Yuri Anne G.</p>
<p>3. Proceed to Admitting Section</p>	<p>1. Process documentary requirements for admission</p> <p>2. Issues Hospital Cover Sheet and advise patient relative to proceed to Emergency Room Department</p>			

1. ACCOMPLISHING PATIENT RECORD – ADMISSION

Office or Division:	Mandaluyong City Medical Center Services			
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 Services			
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 Services			
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

<p>Upon the release of diagnostic examinations:</p> <p>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.</p>			5 minutes	Physicians on duty
TOTAL			10 minutes	

4. ULTRASOUND EXAMINATIONS

Office or Division:	Mandaluyong City Medical Center Services			
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 Services			
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 Services			
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 Services			
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: <ul style="list-style-type: none"> • 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

<p>2. Issue OK Slip for discharge upon completion of documents. Advise claimant to follow-up on the scheduled date for cheque releasing.</p>			1 minute	
<p>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.</p>			1 minute	MedTech on duty
TOTAL			4 minutes	

8. NEWBORN SCREENING SERVICES

Office or Division:	Mandaluyong City Medical Center Services			
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 Services			
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 Services			
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 <ul style="list-style-type: none"> • 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 Services			
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 Services			
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 <ul style="list-style-type: none"> • 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 Services			
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 Services			
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 Services			
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 Services			
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 Services			
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

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 Services			
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 Services			
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 Services			
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. MIGUEL-ITA RAVINA MS. CLARA BADOCDOC
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 BADOCDOC
TOTAL			5 minutes	

21. AVAILMENT OF 2D-ECHO PROCEDURE

Office or Division:	Mandaluyong City Medical Center Services			
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 Services			
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 BADOCDOC
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 Services			
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 Services			
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 Sangguniang Panlungsod enacts Ordinances, approves Resolutions, and appropriates funds for the general welfare of the City and its inhabitants. The Sangguniang Panlungsod Secretariat is the repository and custodian of all local legislative records. The Secretary to the Sangguniang Panlungsod is tasked with keeping the journal of all ordinances and resolutions enacted by the Council, and the journal of the proceedings of the sessions/hearings/meetings.

1.APPLICATION FOR THE FOLLOWING:

- A.) BINGO – ELECTRONIC OR TRADITIONAL
- B.) ON-LINE GAMING/RONO (RESOLUTION OF NO OBJECTION)
- C.) CORPORATE FRANCHISE

2. REQUEST FOR:

- D.) I.T ACCREDITATION/DECLARATION OR PEZA ENDORSEMENT
- E.) SITE DEVELOPMENT PERMIT
- F.) MOVIE TICKET SURCHARGE
- G.) TAX CONDONATION/EXEMPTION/INCENTIVE/REDUCTION AND/OR WAIVER

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/Vice Mayor stating the purpose for the request				
2. Board Resolution giving authority to the representative				
3. List of other required pertinent documents (Please approach the attending clerk)		Sangguniang Panlungsod Secretariat Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the receiving clerk	a. The Secretary to the City Council will indorse the request to the Majority Leader to look into and decide whether or not to include it on the agenda of the next session	None	1-2 days	Chona Celeste or the person in-charge for the day; Sanggunian Secretary

	b. The request will be referred to the appropriate committee for study	None	1 day	City Council
2. Wait for the invitation to a hearing if deemed necessary or for whatever action is given on the request	c. The committee in-charge may either call for a committee/ public hearing/s and/or shall craft corresponding measure		1-2 weeks	Committee Chairman, Sanggunian Secretary
3. Wait for the decision of the Council by way of an Ordinance or a Resolution	d. The Council may enact an ordinance or adopt a resolution for the approval of the City Mayor		3 weeks-more than a month	Sanggunian Secretary, Councilors, Vice Mayor
	TOTAL	None		

3. APPLICATION FOR NGO ACCREDITATION

Office or Division:	Sanggunian Panlungsod
Classification:	Highly Technical
Type of Transaction:	Government to NGO
Who may avail:	Non-Government Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1.Request letter addressed to the Vice Mayor with the following supporting documents:</p> <ol style="list-style-type: none"> 1.Letter of Application 2.Duly Accomplished Application Form for Accreditation 3.Duly approved Board Resolution signifying intention for accreditation for the purpose of representation in a local special body 4.Certificate of Registration or existing valid Certificate of Accreditation from any NGA (or in the case of IPOs, certification issued by NCIP) 5.List of current Officers <p>Additional Requirements for CSOs in operation for at least one (1) year</p> <ol style="list-style-type: none"> 6.Barangay Certificate of Location of Office/CSO 7.Minutes of the Annual Meetings of the immediately preceding year as certified by the organization's board secretary or Certification from the Board Secretary certifying the annual meeting's conduct, including the date, location, attendees, and agenda 8.Annual Accomplishment Report for the immediately preceding year 9.Financial Statement, at the minimum, signed by the executive officers of the Organization, of the immediately preceding year, and indicating therein other information such as revenue, expenses and the source(s) of funds 	<p>Vice Mayor's Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all the needed requirements to the receiving clerk at the Office of the Vice Mayor</p> <p>2. Wait for the result of the application by way of a Resolution</p>	<p>1. The Office of the Vice Mayor will assess and check submitted documents of application</p> <p>2. The application will be endorsed to the Office of the Sanggunian Secretariat for inclusion in the Calendar of Business for the next earliest schedule of the Council Session</p> <p>3. The Council will adopt a Resolution signifying the accreditation/ recognition of the NGO</p>	None	1-2 weeks	Vice Mayor Sanggunian Secretary, Councilors,

	4. The Original copy of the Approved Resolution and corresponding original copy of the CERTIFICATION will be issued by the Office of the Vice Mayor to the concerned parties			
	TOTAL			

4. FILING OF COMPLAINTS OR ADMINISTRATIVE CASES

The easiest way to avail the service:

Office or Division:	Sanggunian Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G).			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified Complaint and Notarized Affidavit/s of Witness/es attaching therewith all other supporting document/s and evidence/s				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the pertinent documents to the receiving clerk	1. The Secretary to the City Council will check whether the submitted complaint is a "Verified Complaint" and subsequently calendar the same for the next earliest schedule of the Council Session, with the approval of the Majority Floor Leader	None	30-90 days	1.Sanggunian Secretary

2. Wait for the invitation to the hearing to be called	2. The Members of the City Council will review the merit of the complaint; and if there is, it will be referred to an Adhoc Committee	None		2. City Council
3. Wait for the result of the investigation or decision of the Council through an approved Resolution	3. The chosen Adhoc Committee will study the case and set a hearing or series of hearings to hear both parties in order to render a decision by way of a Resolution			3. Adhoc Committee Members
	4. The decision of the Committee will be presented to the August Body in the form of a Resolution for concurrence, adoption and approval			4. Adhoc Committee Members/ City Council
TOTAL		None	30-90 days	

5. REQUEST FOR/PURCHASE OF:

A.) COPY OF APPROVED ORDINANCES OR RESOLUTIONS

B.) CERTIFICATIONS

C.) BOOK OF ORDINANCES

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 addressed to the Secretary of the Sangguniang Panlungsod				
2. Valid I.D. or any proof of identity				
3. Corresponding fee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Receiving Clerk	1. After receiving the request, the Receiving Clerk will issue an "Order of Payment" to pay the necessary fee to the Cashier	Php 3.00 per page of photocopy (L), Php 2.00 per page of photocopy (S)	1-5 minutes	Chona Celeste/ Sanggunian Secretary
2. Wait for the Order of Payment to be issued by the Receiving Clerk	2. The requested document/s will be issued	Php 50.00 for the first page/copy, and Php 5.00 for the succeeding page/s of Certified True Copy	1-5 minutes	

3. Pay to the Cashier at the Treasurer's Office the corresponding fee		Php50.00 per Certification	Depending on the volume of taxpayers doing transaction at the Cashier	
4. Return to SP and present the Official Receipt and get the requested documents		Php500.00/ Book of Ordinance	2 minutes	
TOTAL		None		

FEEDBACK AND COMPLAINTS MECHANISM

How to send Feedback	<ol style="list-style-type: none">1. Through our drop box located at our office front desk2. Through our e-mail: sp.mandaluyongcity@gmail.com3. Through our social media:<ol style="list-style-type: none">a. Website: www.mandaluyong.gov.phb. Facebook: www.facebook.com/spmandaluyong
How feedbacks are processed	A regular monthly staff meeting is scheduled/ conducted for evaluation and assessment of our tasks, performance, accomplishments and any feedbacks coming from our clients

FILIPINO VERSION:

Paano makakapagbigay ng mga puna, sumbong o reklamo

- 1) Sa pamamagitan ng aming drop box na matatagpuan sa aming tanggapan.
- 2) Sa pamamagitan ng aming e-mail: sp.mandaluyongcity@gmail.com
- 3) Sa pamamagitan ng social media
 - a) Website: mandaluyong.gov.ph
 - b) Facebook: www.facebook.com/spmandaluyong

Paano sinasagot ang puna, sumbong o reklamo

Nagsasagawa ng regular na buwanang pagpupulong para sa pagsusuri, pagtatasa ng aming mga gawain, pagpapatupad ng aming tungkulin at mga puna o sumbong galing sa aming mga pinagsisilbihan.

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 Department			
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. Affidavit		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.	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	Sherilyn F. Santos Jerome G. Redrino
	2.2 Encoding and Printing of Certification of Waiver	This service is FREE of charge	4 minute	Sherilyn F. Santos Jerome G. Redrino
	2.3 Signing of Approved Certificate	This service is FREE of charge	1 minute	Atty. Sherwin S. Enriquez Dept. Head II
3. Claim Certificate and Waiver	3.1 Release Certificate & Affidavit	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	1 minute	Joan Dalman; Catherine De Leon

IF FULLY PAID				
5. Present pertinent documents to the Receiving	5.1 Assess applicants status and requirements.	This service is FREE of charge	10 minutes	Project Coordinator
6. Request for Certificate of Full Payments	6.1 Verify Payments	This service is FREE of charge	5 minutes	Project Coordinator
	6.2 Prepare Certificate of Full Payments	This service is FREE of charge	10 minutes	Project Coordinator
	6.3 Signing of approved request for the office of the City Treasurer.	This service is FREE of charge	5 minutes	Atty. Sherwin S. Enriquez Dept. Head II
	6.4 Endorsement of request to the		5 minutes	Project Coordinator
	6.5 Releasing of Certificate of Full		Next Day	Project Coordinator
TOTAL			48 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	

IF FULLY PAID				
5. Present pertinent documents to the Receiving	5.1 Assess applicants status and requirements.	This service is FREE of charge	10 minutes	Project Coordinator
6. Request for Certificate of Full Payments	6.1 Verify Payments	This service is FREE of charge	5 minutes	Project Coordinator
	6.2 Prepare Certificate of Full Payments	This service is FREE of charge	10 minutes	Project Coordinator
	6.3 Signing of approved request for the office of the City Treasurer.	This service is FREE of charge	5 minutes	Atty. Sherwin S. Enriquez Dept. Head II
	6.4 Endorsement of request to the		5 minutes	Project Coordinator
	6.5 Releasing of Certificate of Full		Next Day	Project Coordinator
TOTAL			65 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
	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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 Department is tasked to organize and implement activities/projects that enhance cultural awareness among the citizenry. The department plays a vital role in promoting tourism in the city.

The department 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; 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; 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; 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	Elmer A. Santos 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	Elmer A. Santos 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	Elmer A. Santos 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	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	Person-in-Charge City Gymnasium

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
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	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	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 / kulturalturism01550@gmail.com
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. NOLAN V. ANGELES
How to file a complaint	Write a letter of complaint letter address to: MR. NOLAN V. 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 three (3) sections:

- (a) Office of Administrative and Training;
- (b) Office Research and Planning; and
- (c) 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, Supplier/Supplicant		
2. Blank DVD-R (if needed)		2. Client, Supplier/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/Supplicant		
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/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. 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 CDRRMO,	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

<p>5. Releasing of the Requested CCTV Footage</p>	<p>5.1 Inform the Requesting Party of the Status of Request which may include the Date and Time for Releasing</p> <p>NOTE: The footage will only be released to the Investigator of the Case</p>	<p>No Fees to be Collected</p>	<p>depends on the availability of the investigator of the case or the releasing personnel</p>	<p>Arlene De Castro</p>
<p>TOTAL</p>		<p>None</p>	<p>3 minutes</p>	

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) 85332200 (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:	Public Order and Safety Division			
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 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 TPMD also has special operational function to combat colorum vehicles and other ordinance violations of public utility drivers and transport groups.

The Support Services Division - which safe keeps all documents and records pertaining to traffic violations and acts as the “Redemption Office” of the Ordinance Violation Receipts issued by the traffic enforcers and other enforcement units. Provide administrative services to all the division of the Bureau (see Ordinance No. 743, S-2019 p. 66 – p.67);

The Tricycle and pedicab Regulatory Division - which oversees all tricycle operations including the issuance of Franchises and utility plates (see Ordinance No, 743, S-2019 p, 66);

The Traffic Enforcement Division - which is primarily in charge with the enforcement of traffic ordinances through its traffic enforcers and the ones directly in charge in controlling and maintaining the traffic situation in the City (see Ordinance No. 743, S-2019 p. 66);

The Traffic Engineering Division - acts as a “Markings & Traffic Signs Installation & Maintenance” which is in charge of the maintenance of the traffic signs and street/pavement markings which are very useful in improving the safety and efficiency of both pedestrian and vehicular traffic. When traffic signals are appropriately installed, they may be beneficial in increasing the capacity of traffic handling on the road and help in the reduction of road accidents (see Ordinance No. 743, S-2019 p. 65); and

The Transportation Planning Division - which is in charge of the technical inputs into the preparation and updating of the City’s Land Use Plan. Update and analyze the public transport routes and services. Coordinating and Appearing in the hearings of the Land Transportation Franchising. Coordination with the City Planning Department and formulate and advocate programs that will promote and encourage walking and trips by public transport and higher-capacity modes (see Ordinance No. 743 5-2019 p.65).

The CTPMD likewise has administrative supervision overall enforcers of the different operations units - ASBU, ASEU, ASTF, TED, and TRO and impose disciplinary sanctions for improper or irregular apprehensions of enforcers. Finally, the CTPMD has special functions to combat colorum vehicles, and other ordinance violations of public utility driver and transport group.

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)				
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
<p>1. Proceed to Window #1 and present the OVR for assessment. “NO DISCOUNT POLICY”</p> <p>See in 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.</p>	<p>Accept and check if the attachment (driver’s lincense, temporary and towing apprehension ticket) are submitted already by the traffic enforcer.</p>	<p>Schedule of Fines and Penalties - Ordinance No. 743, S-2019</p>	<p>5-8 minutes</p>	<p>Yen, Louie & Chat</p>

<p>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.</p>				
<p>2. OVR will be checked if: submitted and encoded already</p> <ul style="list-style-type: none"> - Submitted - Encoded <ul style="list-style-type: none"> • You will be advised of the penalty to pay for corresponding violation(s). • Order of Payment (OP) will be issued to you. 			5-8 minutes	Yen, Louie & Chat

<p>3. Proceed to the cashier at the Executive Building (ground floor, right side) for payment by present the Order of Payment (OP).</p>	<p>3.1 IN THE FUTURE WE IMPLEMENT: A. LTO-MMDA System Interconnectivity Project aiming for a "data-sharing" between the MMDA's data system and the LTO's Transport Management System (LTMS) together with local government unit. B. Implementation of single Ticketing System and may pay website of MMDA, LTO and our system.</p>			
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<p>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. Other cases:</p> <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 <p>NOTE: Please print your name, date and signature at the back of blue copy of (OVR) to acknowledge receipt of item.</p>	<p>5.1 An Official Receipt (OR) will be issued to you</p>		<p>3-5 minutes</p>	<p>Window 2 or 3 Ralph</p>
TOTAL			<p>8-13 minutes</p>	

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) <ul style="list-style-type: none"> • Together with the requirements • Encoding 			2-3 minutes	Liza, Joy, Jovy and Ana
2. Window 1 for Order of Payment (OP)			1-2 minutes	Yen, Joy, Jovy, Ana
3. Proceed to the cashier at the Executive Building (ground floor, right side) for payment by present the Order of Payment (OP). <ul style="list-style-type: none"> • An Official Receipt (OR) will be issued to you. 			5-10 minutes	Cash Division Cashier Window 1-10
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
1. Proceed to the complaint desk “NO DISCOUNT POLICY” <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 			2-3 minutes	May vary how long the complainant written in a Pro-porma complaint sheet Liza, Joy, Jovy and Ana

<p>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 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 wavier 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>				
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<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>				
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<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</p>				
<p>2. Your complaint will be filed and you will be advised for your schedule of adjudication.</p>			<p>Depends on Legal Department</p>	
TOTAL			<p>2-3 minutes</p>	

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 / ctpmd09@yahoo.com
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	Ronald Caviles; Joyce Caleon; Ma. Lilia Magalong; Maria Delia Capobres; Rosalinda Mira; Edgar Gelotin; John Ranny Atencio
3. Applicant will be issued a Community Tax Certificate by the collector.			5 minutes or less	
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	Dondon Avila; Nilo Nazu; Noamie Katigbak; Francisco Sacdalan; Amalia Tulin; Roberto Reyes; Mary Ann Luna; Marco Bumathnong;
3. Issuance of Official Receipt			1 minute	Krizia Valeza; Claire Bautista; Virgilio Recuenco
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	Dondon Avila; Nilo Nazu; Noamie Katigbak; Francisco Sacdalan; Amalia Tulin; Roberto Reyes; Mary Ann Luna; Marco Bumatnong;
3. Issuance of Official Receipt			1 minute	Krizia Valeza; Claire Bautista; Virgilio Recuenco
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	Maura Antonio; Marinelle Santos; Marites Concepcion; Rosalie Dela Vega; Maribel Ventura; Oliver Llaneta; Josefina Tolentino
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	Dondon Avila; Nilo Nazu; Noamie Katigbak; Francisco Sacdalan; Amalia Tulin; Roberto Reyes; Mary Ann Luna; Marco Bumatnong; Krizia Valeza; Claire Bautista; Virgilio Recuenco
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	Dondon Avila; Nilo Nazu; Noamie Katigbak; Francisco Sacdalan; Amalia Tulin; Roberto Reyes; Mary Ann Luna; Marco Bumatnong; Krizia Valeza; Claire Bautista; Virgilio Recuenco
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			

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

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 ODINANCE 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

		Ind'I/Mfg Establish ments Wastes: Mini- Dump truck P7,000.00 10 Wheeler Truck P10,000.00		
		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:	City office to Barangay			
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	

MANDALUYONG 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 Mandaluyong Educational Services Office.

Office or Division:	Mandaluyong 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 either scholar or grantee status	This service is FREE of charge	5 minutes	Engr. Melody Imelda "Pinky" Umali

3. Submission of approved application	3.1 Successful students who passed the interviews and assessment will give the second set of application form signed to by the scholarship office	This service is FREE of charge	1 minutes	Mary Ann Polo
TOTAL		None	12 minutes	

2. RENEWAL OF SCHOLARSHIP GRANTS

Students who have been accepted as scholars/grantees of the Mandaluyong 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:	Mandaluyong 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

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.

APPLICATION FOR TRAINING

The service pertains to the enrolment and registration of client to a certain training program by the Mandaluyong Manpower and Technical-Vocational Training (MMTVTC) covering the mode of pandemic period.

Office or Division:	Mandaluyong Manpower and Technical-Vocational Training Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All individuals who wants to be TVET learners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form MIS 03-01 (ver.2020) - 1 copy		MMTVTC - Office of the Registrar		
Birth Certificate / Marriage Contract (if married and for female applicants only) - 1 photocopy		Philippine Statistics Authority (PSA)		
High School Diploma or ALS Certificate (for FBS Course) - 1 photocopy		Last School Graduated or Attended / Applicant		
High School Diploma or ALS Certificate (NC II) under Tourism Sector OR Transcript of Records - College (for Events Management Course only) - 1 photocopy each		TESDA, Last School Graduated or Attended / Applicant		
Latest Barangay Clearance (1 original copy) or Voter's ID - 1 photocopy		Barangay Office / Comelec		
Photocopy of Vaccine Card (2 Doses) or Vaccine Booster Card - 1 photocopy		Applicant		
2 pieces Passport Size Photo - White Background		Applicant		
Chest X-ray Result (for SMAW course only) - 1 original copy		Hospital / Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and Fill-out the Application Form and Admiission Slip	1.1. Receive the requirements and filled-out Application Form and Admission Slip	None	5 minutes	Enrollment Processing Officer Registrar's Office

	<p>1.2. Check the documents / requirements</p> <p>a. If in accordance with the requirements, sign the Admission slip, and gives the Enrollment Feedback / Evaluation form</p> <p>b. If incomplete requirements or data on application form, return the Application form and advice applicant to complete the requirements and accomplish the Application form</p>			
2. Pay the miscellaneous fee	<p>2.1. Receive the miscellaneous fee and sign the Admission Slip</p> <p>2.2. Instruct applicant to fill out Enrollment feedback / evaluation form</p>	Php 150	1 minute	Finance Officer Finance Office

3. Accomplish the Customer Feedback Form and submit to the Finance Officer	1.1.Receive the accomplished Customer Feedback form 1.2.Return the signed Admission Slip to the applicant	None	2 minutes	Finance Officer Finance Office
TOTAL			8 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. MARIA MAJELLA DG. TAMPINGCO
How to file a complaint	Write a letter of complaint letter address to: MS. MARIA MAJELLA DG. TAMPINGCO 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 Department (PESO) is a non-fee charging multi-service provider institutionalized in pursuant to Republic Act 10691, otherwise known as the Amended PESO Act of 1999.

The office ensures the prompt, timely, efficient and gender sensitive delivery of employment service and provision of information on other Department of Labor and Employment (DOLE) programs in the city.

A PESO is a local service facility which provides job referral and matching assistance to local jobseekers exploring employment opportunities and to prospective employers alike in search of manpower.

CORE FUNCTIONS:

1. Employment and Migration Services

- Job Referral and Placement
- Job Vacancy Solicitation
- Monitoring of referred and placed applicants
- Mega Job Fair
- Special Program for Employment of Students - LGU (SPES-LGU)
- Special Program for Employment of Students - Private (SPES-Private)
- Worker's Hiring Infrastructure Program (WHIP)
- Government Internship Program
- JobStart Philippines Program
- OFW Helpdesk
- Registration of OFWs to be member of People Organization for Mandaluyong OFW (POMO) and Mandaluyong OFW Family Circle (MOFC)

2. Labor Market Services

- Labor Force Statistics
- Provision of timely relevant and accurate information on the current labor market such as in-demand jobs and skills
- Labor Supply and Demand
- Labor Market Analysis
- PESO Information System (PEIS)
- Applicants Skills Registry Database
- Employers' Database
- HR Summit
- Kasambahay Help Desk

3. Career Guidance/Employment Counselling & Entrepreneurship

- Career Guidance Activity
- Employment Coaching Activity
- Conduct of Labor Education for Graduating Students (LEGS)
- Entrepreneurship Seminar for Graduating Students
- Jobsfit program
- Anti-illegal Recruitment (AIR) Activity
- Solo Parent Livelihood Program
- Persons with Disabilities and Senior Citizens Livelihood Program
- Disadvantaged Workers Livelihood Activity
- Tulong Panghanapbuhay sa Ating Disadvantaged Workers (TUPAD)
- Student Entrepreneurship Cup
- OFW Socio-Economic Reintegration Program
- Recovering Drug Dependent Livelihood Program
- Persons Deprived of Liberty (PDLs) Livelihood

4.Labor Relations Services

- Social Dialogue
- Labor Management Education
- Capacity Building Training Workshop
- Blood Letting
- Sports Activity
- Tripartite Council
- Conciliation and Mediation of Labor Dispute

Other Employment Activities:

- Barangay Employment Service Desk (BESD)
- Passport on Wheels
- First Time Jobseekers Assistance

PESO Clients:

- Jobseekers
- Employers and Enterprises
- Planners and Researchers
- Other persons who seek the service of PESO:
 - Training Institutions
 - NGOs and foundation
 - Labor Market Information users
 - Persons with disabilities (PWDs)
 - Migrant Workers Overseas Filipino Workers (OFWs)
 - Displaced workers
 - Students
 - Out-of-school youth
 - Senior Citizens

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:	Direct Companies & Manpower Agencies Local & Abroad			
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:				
PhilJobNet Proof of Accreditation (1 photocopy)		Department of Labor and Employment (DOLE) https://philjobnet.gov.ph/signup.aspx		
Private Employment Agency (PEA) License (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. Secure 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	Action Officer PESO

<p>2. Submit the accomplished ER Form with the required documents as DOLE compliance for PESO registration</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 i complete 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>None</p>	<p>10 minutes</p>	<p>Action Officer PESO</p>
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	<p>2.2 Approve/disapprove affiliation</p> <p>2.2.1 Prepare Certificate of Affiliation</p> <ul style="list-style-type: none"> • Certificate of Affiliation signed by PESO Manager 	None	10 minutes	<p>Department Head PESO</p> <p>LMI Clerk PESO</p> <p>Department Head PESO</p>
3. Attend orientation on rules and regulation in the conduct of Local Recruitment Activity (In-House Job Fair) and other information	<p>3.1 Orient employer</p> <ul style="list-style-type: none"> • Monthly job vacancies solicitation • Monthly report of placed/hired jobseekers • Renewal of Certificate of No Pending Case every 6 months • Yearly renewal of employer registration 	None	10 minutes	Action Officer PESO
4. Claim the Certificate of Affiliation	4.1 Issue the Certificate of Affiliation	None	1 minutes	Action Officer PESO
5. Request schedule for In-House Job fair (optional)	5.1 Check and plot schedule to PESO Calendar	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 / Bio Data with picture (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 visitor's logbook	None	1 minute	Action Officer PESO
2. Present resume and secure National Skills Registration (NSRP) form	2.1 Check resume and provide NSRP form			
3. Fill-out NSRP Form and submit to Action Officer	3.1 Receive and verify filled-out NSRO Form and resume	None	5 minutes	Action Officer PESO
	3.2 Forward resume to the Referral and Placement Officer for job matching	None	2 minutes	Action Officer PESO and Referral & Placement Officer PESO

4. Interview with the employer	4.1 Endorse applicant to employer for interview if the client matches the required criteria.	None	5 minutes	Referral & Placement Officer PESO
	4.2 Prepare referral letter if necessary • Referral letter sign by PESO Manager	None	5 minutes	LMI Staff Department Head PESO
5. Secure Referral Letter	5.1 Issuance of referral letter • Orientation of applicant by Placement Staff	None	2 minutes	Referral & Placement Staff PESO
	5.2 Encode NSRP Form to PEIS System and e-Gaps			LMI Staff PESO
TOTAL		None	20 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 numbers 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. Prepare and submit the letter of intent requesting for the facilitation of Jobsfit Program and Labor Education for Graduating Students to be conducted in public & private school indicating the date and time, addressed to: Hon. Benjamin S. Abalos City Mayor Thru: PESO Manager	1.1 Receive the original Letter of Intent	None	1 minute	Career and Employment Coaching Officer PESO
2. Receive the approval of the conduct of Jobsfit Program and Labor Education for Graduating Students requested	2.1 Coordinate to the school the approval of the conduct of the activity thru call or email		5 minutes	

	2.2 Preparation of presentation and planning of the activity	None	15 minutes	Career and Employment Coaching Officer PESO Department Head PESO
3. Prepares the venue and attendance of the participants	3.1 Implementation of the Jobsfit Program and Labor Education for Graduating Students in public & private school	None	4 hours	Career and Employment Coaching Officer PESO Department Head PESO
4. Provides Certificate of Recognition/ Appreciation to PESO	4.1 Receives the Certificate of Recognition/ Appreciation			
TOTAL		None	4 hours & 21 minutes	

4. LABOR MARKET SERVICES (LABOR-SUPPLY DEMAND)

Labor Market Information 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:	Complex			
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 end of the month, LMI Officer forward the system generated City Labor/Supply Demand profile to Department of Labor and Employment NCR PAPAMA-MARISAN Field Office which consists of:	None	5 minutes	LMI Officer and Department Head PESO

	<ul style="list-style-type: none"> • PSOC Major Group number of: <ul style="list-style-type: none"> -Managers, Supervisory -Professionals -Technicians and associate professional -Clerical Support Workers -Service and sales workers -Craft and related trades workers -Plant and machine operators and assemblers -Elementary occupations -Special Occupations 			
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<p>For G2C / G2B</p> <p>1. Review the Labor Market Information profile</p>	<p>1.1 Information dissemination consist of:</p> <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 	<p>None</p>	<p>5 minutes</p>	<p>LMI Officer / Department Head PESO</p>
<p>TOTAL</p>		<p>None</p>	<p>10 minutes</p>	

5. CONCILIATION AND MEDIATION OF LABOR DISPUTE

CONCILIATION-MEDIATION IS A MODE OF DISPUTE SETTLEMENT THAT BRINGS TOGETHER TWO DISPUTING PARTIES TO NEGOTIATE AND SETTLE THEIR DIFFERENCES. IT IS A PROCESS OF RATIONAL AND ORDERLY DISCUSSION OF DIFFERENCES BETWEEN THE PARTIES TO A DISPUTE UNDER THE GUIDANCE OF A CONCILIATOR-MEDIATOR.

Office or Division:	Public Employment Services Department – Labor Affairs Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any private worker/employee or employer who files a request for assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Complaint form 2.Minutes form of dispute settlement		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approach Officer-in-Charge	1.1 Interview/consultation	None	15 minutes	Person-in-Charge
2.Fill-out complaint form and submit to the Person-in-Charge	2.1 Evaluate the request and assist the requesting party	None	15 minutes	Person-in-Charge
	2.2 Invite employer and employee/s for conference for possible settlement		1 day	Person-in-Charge
	2.3 Conduct Conciliation & Mediation with sign agreement of both parties		1 hour	Person-in-Charge Department Head PESO

	2.4 Endorsed to Department of Labor and Employment if none settlement is possible	None	1 day	Person-in-Charge
TOTAL		None	2 days and 1½ hour	

6. OTHER EMPLOYMENT RELATED SERVICES

OTHER PROGRAMS/ACTIVITIES DEVELOPED BY DOLE TO ENHANCE PROVISION OF EMPLOYMENT ASSISTANCE TO PESO CLIENTS, PARTICULARLY FOR SPECIAL GROUPS OF DISADVANTAGED WORKERS SUCH AS PERSONS WITH DISABILITIES (PWDS) AND DISPLACED WORKERS.

- JOBSTART PHILIPPINES PROGRAM
- SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)
- GOVERNMENT INTERNSHIP PROGRAM
- OFW HELP DESK
- LIVELIHOOD PROGRAM
- EMERGENCY EMPLOYMENT (TULONG PANGHANAPBUHAY PARA SA DISADVANTAGED WORKER)
- STUDENT ENTREPRENEURSHIP ACTIVITY
- FIRST TIME JOBSEEKERS
- KASAMBAHAY HELPDESK

Office or Division:	Public Employment Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	School (Public and Private)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Resume / bio-data with picture (1 original copy)		Applicant		
2.Government issued ID (1 photocopy with 3 specimen signature)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1 Provide visitor's log book	None	1 minute	Action Officer PESO
2. Secure National Skills Registration (NSRP) form	2.1 Provide NSRP form	None	1 minute	Action Officer PESO
3. Submit duly accomplished NSRP Form together with documentary requirements	3.1 Receive the duly accomplished NSRP Form • Validate the applicant's NSRP form	None	5 minutes	Action Officer PESO

	<p>3.2 Assist applicants and endorse to focal person</p> <ul style="list-style-type: none"> • Interview and checking of documentary requirements 			Action Officer PESO
4. Orient applicant/s	4.1 Orient applicants on the programs/ services		10 minutes	Focal Person PESO
	4.2 Approval of PESO Manager for the service/s to be given to applicant		3 minutes	Department Head PESO
	4.3 Encode NSRP Form to PEIS System and e-Gaps7			LMI Staff PESO
TOTAL		None	20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Accomplish the feedback form/QR Code 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 624 / 8532-2606.</p> <p>Visit and talk to the PESO Officer of the day.</p>
How feedbacks are processed	<p>Every day, survey/feedback boxes are collected for the opening and gathering of feedback forms.</p> <p>Feedbacks are encoded to Mandaluyong Survey Planet System.</p> <p>Results of the feedback are transmitted by the Mandaluyong Public Information Office thru a report for the information and appropriate action.</p>
How to file a complaint	<p>Accomplish the feedback form available in offices/main entrances of City Government of Mandaluyong building and drop in the drop box.</p> <p>Email at pesomandaluyong@gmail.com. Call the PESO office 8532-5001 loc 624 / 8532-2606.</p>
How complaints are processed	<p>Complaints received are forwarded to the relevant person for appropriate action. 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) PCC: 8888 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 - 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

<p>B. For Mortuary Assistance</p> <ul style="list-style-type: none"> - Claimant to surrender the Original Senior citizens ID of the decease. - 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 	<p>-in the possession of the Senior Cltizen</p> <p>Civil Registry 2nd Flr.Exec. Blue Bldg.Cityhall Grounds</p>
<p>C. For Loss Senior Citizens ID</p> <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 	<p>Office for Senior Citizens Affairs (OSCA)</p>
<p>D. For Social Pension</p> <ul style="list-style-type: none"> 1 Photocopy of Senior ID (back to back) 2 approach OSCA staff for Social pension Interview 	<p>Assist OSCA can provide photocopy for free Social Pension Interviewer at OSCA</p>
<p>E. For Birthday Gift</p> <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 	<p>OSCA will encode the data automatically</p>
<p>F. For the use of Senior Citizens Center</p> <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 	<p>Neptali A. Gonzales (NAG) Senior Citizens Integrated Center located at Welfareville Compound, Acacia Lane Extension Barangay Addition Hills, beside DOH near ABIS School,</p>

G. For Mandaleño Centenarians Incentives - 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. 506, S-2012 - Ordinance No. 478, S-2011 - 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 Camil Carreon Judge Jimenez Virna Prialde Luisito Bautista

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	Jun Lim Sonie Bayanin Dick Dela Cruz Luisito Bautista
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	Sonie Bayanin Pinky Santos Judge Jimenez Jethro Rambano
4. Approach OSCA staff Social Pension Interviewer	4.1 Initial Interview for DSWD Social Pension for indigent seniors.	None	10-15 Minutes	Maryland Marcia Kathy Macaspac Jun Lim Alice Nonong
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	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	Engene Torres Pinky Santos Camil Carreon Menchie Dela Cruz Alpha Corcuera

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	Judege Jimenez Jethro Rambano Engene Torres Criselda Santiago 27 Senior Asso. Barangay Presidents
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	Sonie Bayanin Camil Carreon Pinky Santos 27 Senior Asso. Barangay Presidents
9. Accomplishment Report for every Barangay Senior Citizens Association	9.1 Assist Senior Citizens Association in every Barangay	None	3-5 Minutes	Engene Torres Pinky Santos Judge Jimenez Jethro Rambano Gehan Cañete Leonila Olivo
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	Criselda Santiago Judge Jimenez Jethro Rambano Gehan Cañete Leonila Olivo
TOTAL			41-64 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and have it received at OSCA: Tel. No. (02) 8654-7028 / 8363-8741 (02) 8532-5001 connecting to all Departments Email: osca@mandaluyong.gov.ph
How feedbacks are processed	Feedback requiring answers are forwarded to OSCA HEAD MR. FRANCISCO O. ESTEBAN.
How to file a complaint	Answer the client Complaint Form to be submitted to OSCA. Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evidence
How complaints are processed	Complaints requiring answers are immediately processed

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
	<p>1. For Apparent Disability, Medical Certificate indicating the Disability; or School Assessment from Licensed Special Education Teacher duly signed by the Principal.</p> <p>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.</p>	Licensed Private or Government Physician
	2. 3 pieces 2x2 and 2 pieces 1x1 Recent ID pictures	
	3. Blood Type Result	City Health Laboratory
	<p>4. Voter's ID or Voter's Registration (Proof of Residency)</p> <p>If the client/applicant is NOT of voting age, it will be the Voter's ID of his/her parents or caregiver</p>	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
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		5-15 minutes		Leandro Salvador; Myrna Orayan; Antonina Sotto; Johnny Buncio; Alex Lago

<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>			<p>15-20 minutes</p> <p>30-45 minutes</p> <p>5 minutes</p>	<p>Alex Lago; Norma Pasion; Johnny Buncio</p> <p>Alex Lago; Norma Pasion; Lito Orayan</p> <p>Dennis Balan; Leandro Salvador</p>
<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>			<p>5 minutes</p>	<p>Antonina Sotto; Myrna Orayan</p>
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)

<p>3. Prescription Using the information gained from the assessment, a wheelchair pre-scriptioin is developed. The prescription details the selected wheelchair type, size, and modifications (if any)</p>			<p>5-15 minutes</p>	<p>Wennah Marquez; Angelito Orayan</p>
<p>4. Funding and Ordering Funding source is identified and wheelchair is ordered from supplier or from stock</p>			<p>30 minutes</p>	<p>Ms. Wennah Marquez</p>
<p>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.</p>			<p>30 minutes – 1 hour (depending on modifications)</p>	<p>Wennah Marquez Leandro Salvador Angelito Orayan Ariel Allorde</p>

<p>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.</p>			<p>15 minutes (Standard Wheelchair) 2 – 4 hours (Intermediate Wheelchair)</p>	<p>Wennah Marquez Intermediate Wheelchair Angelito Orayan Standard Wheelchair</p>
<p>7. User Training The Wheelchair Technician instructs the User and their caregivers on how to safely and effectively use and maintain the wheelchair.</p>			<p>15 minutes</p>	<p>Wennah Marquez Angelito Orayan</p>
<p>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.</p>			<p>15 minutes - 1 hour</p>	<p>Wennah Marquez Angelito Orayan</p>

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/ORTHOISIS

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

<p>5. Explain other requirements of tie up organization. Give instructions to client re schedule of assessment and directions in going to assessment venue.</p>			<p>5 – 10 minutes</p>	<p>Myrna Orayan Leandro Salvador Ariel Allorde</p>

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 certificate of residency	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 certificate of residency at the DSWD	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	Edwin A. Signo (CSWD)

4. Pass the ORIGINAL COPY of FORM B 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			

<p>7. Therapy/Tutorial Sessions/Classes</p>	<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>	<p>1-2 months depending on the availability of slot</p>	<p>Miss Jeanne Marie Angelica T. Nahial (Mandaluyong CARES -Project T.E.A.C.H.)</p>
TOTAL			minutes	

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 Additional Email: projectteachmandaluyong@ gmail.com
How feedbacks are processed	Send to the Receiving Officer and forwarded to JEANNE MARIE ANGELICA T. NAHIAL
How to file a complaint	Write a letter of complaint letter address to: JEANNE MARIE ANGELICA T. NAHIAL Head, Mandaluyong Cares - 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/0 & 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 a. For further case evaluation b. For outpatient counseling program with client and the family – MADAC Office	2.1 DOH	N/A	15 – 30 minutes	DOH Accredited Physician

<p>c. For outpatient/ community based and rehabilitation program – MADAC Office</p> <p>d. For confinement and treatment in any Rehab facility. (DOH-TRC)</p> <p>e. For confinement to mental institution</p>				
<p>3. Processing of Documents for Rehab</p>	<p>3.1 MADAC</p>	<p>N/A</p>	<p>1 – 3 Days</p>	<p>MADAC Staff</p>
<p>4. Orientation of the Family upon the receiver of Court order.</p> <p>Classification :</p> <p>DOH-TRC BICUTAN</p> <p>DOH-TRC TAGAYTAY</p> <p>DOH-TRC BATAAN</p>	<p>4.1 MADAC</p> <p>P15,000 pesos Monthly (for evaluation of social worker)</p> <p>P3,100 pesos Admission</p> <p>P2,200 pesos Monthly</p> <p>Classification F – Php 8,000</p> <p>P1 – Php 6,000 P2 – Php 4,000 P3 – Php 2,000 P4 – Php 800 I – Full Social Service (indigent)</p>	<p>N/A</p>		

<p>DOH-MEGA DATRC NUEVA ECIJA</p> <p><u>NON-GOVERNMENT ORG.</u></p> <p>H.O.P.E. House of Prayers Nampicuan, Nueva Ecija</p> <p><u>PRIVATE REHABILITATION</u></p> <p>CLDRC Magalang Pampanga</p> <p>Good Voyage Treatment Rehabilitation Center, Antipolo City</p>	<p>Full Social Services (indigent)</p> <p>FREE</p>			
<p>EDUCATION AND PREVENTION</p>				
<ol style="list-style-type: none"> 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. 		<p>N/A</p>	<p>As per Schedule</p>	<p>Fernando S. Satorre Head, Education and Prevention</p> <p>John Rae Dominguez, RN Nurse</p> <p>SHAINA MARIE YAMZON, RPm Psychometricial</p> <p>Chryza Mae Paguirigan, RPm Psychome- trician</p>

<p>1. Immersion – involves clients in relapse prevention program to find triggering problems through spiritual formation, socialization, sports activity and family day.</p> <p>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.</p> <p>3. Urine Collection – for follow-up drug test monitoring.</p>		<p>This service is FREE of charge</p>	<p>As per Schedule</p>	<p>Faustino O. Cruz Jr. Head, Rehab and Aftercare</p> <p>Michelle Santiago, Evelyn Corcuera, Neil Canonizado</p> <p>John Rae Dominguez, RN Nurse</p> <p>Shaina Marie Yamzon, RPm Psychometrical</p> <p>Chryza Mae Paguirigan, RPm Psychometrical</p>
TOTAL			<p>30-60 minutes, & 1-3 days</p>	

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 B. Schedule of cremation either fresh or bones C. Chapel for wake D. Burial of ash in Columbarium E. Exhumation	Securing the availability of Apartment Niches, Exclusive Lots, and cremation schedule		10 minutes	Grave Digger; Enrique De Leon; Joen Rille Misa; Leonardo Lozada; Danilo Romero; Jacinto Noche Cremator: Danilo Chua; Ernesto Razon; Ruben Dela Cruz
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.

CITY FUNERAL SERVICES OFFICE

ABOUT THE OFFICE

The **City Funeral Services** is the answer in giving decent Burial but low cost and reasonable price for a funeral service to bonafide residents of Mandaluyong who cannot afford to pay a high cost funeral service. The office provides inexpensive, economical and very affordable funeral service to the constituents of Mandaluyong.

Funeral service such as pick- up of cadaver, embalming, preparation of the cadaver, set-up for the wake until to its final disposition to burial.

Fees:

Php 4,000.00

Includes the following

- a. Pick up cadaver within the City only
- b. Embalming
- c. Preparation
- d. Chapel viewing for 3 days

Office or Division:	Funeral Services Office			
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. Inquiry thru phone or personal conversation in the office	1.1 Acknowledge and entertain whether resident or non-resident		2-3 minutes	Ma. Imelda Bajado; Zaldy Maquiling
2. Pick up cadaver			Depends where is the location for pick up the cadaver	Undertakers
3. Fill-up deceased information and			3- 5 minutes	Relatives of the deceased

4. presenting all documents needed	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		10 minutes	Funeral Secretary or authorized personnel of the office
5. Assessment of information and making order of payment	5.1 Issuance of Order of Payment upon presentation of requirements and waiver upon needed		8-10 minutes	Funeral Staff
	5.2 Preparation and embalming		Depends to the nature of the body of the cadaver	Embalmer
	5.3 Set-up of the cadaver for the wake		Depends where is the location for the wake	Undertaker
6. Payment to the cashier of treasury department			Depends to the office	Treasury cashier
7. Return the copy of the receipt before the day of internment				client
TOTAL			23-28 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8534-3165
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, Funeral Services Office
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	Joseph Jaramillo; Annabel Magsipoc
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	Joy Parro Jean Peñaranda; Annabel Magsipoc; Joseph Jaramillo
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 (UPAO)** 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 selfreliance 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 Urban Poor Organization in Mandaluyong City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to Mr. Gerundio A. Blanco (2 copies)		1. Applicant		
2. Barangay Clearance, indicate purpose for Manila Water or Meralco or any legal purposes (1 copy)		2. To the Barangay where the Local Urban Poor Asso. Registered		
3. Certification from Association and List of Association Officers (1 copy)		3. From Association President		
4. Photocopy of valid ID (1 copy)		4. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of request that indicates the intent/purpose needed like; Accreditation; DHSUD, PCUP-Presidential Commission for the Urban Poor, Sanggunian Panglunsod. Also requirements of 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. Submitted letter of request with a received stamped.	2.1 Informed the requesting party when the release of the said certification. 2.2 Issue of Certificate.	None	1 minute	Remedios S. Espiritu Admin Section
TOTAL		None	4 minutes	

2. REQUEST FOR LIVELIHOOD AND OTHER ASSISTANCE

Office or Division:	Urban Poor Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Informal Settlers Sector and Local Urban Poor Organization in Mandaluyong City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent addressed to Mr. Gerundio A. Blanco (2 copies)		1. Association President		
2. Barangay Clearance		2. To the Barangay where the Local Urban Poor Organization in registered		
3. Must be a Member of the Organizations				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of request that indicates the intent/ purpose needed like; <ul style="list-style-type: none"> > livelihood training and seminar > social protection > alternative learning system > submit to the UPAO office. 	1.1 Received, stamped the request letter. 1.2 Invite, coordinate for the Resource Persons from DOLE, PESO, LABOR, PCUP, Deped. (project based)	None	1 minute	Remedios S. Espiritu Admin Section

<p>2. Submit letter of intent/purpose and wait for the call of UPAO staff.</p>	<p>2.2 Contact the person and give the scheduled date and time of service.</p> <p>2.1 Invite and mobilize participants for the said program/ services requested</p> <p>2.3 Issue of Certification (if needed)</p>	<p>None</p>	<p>As per schedule</p>	<p>Salvador B. Condes Livelihood Section Head</p>
TOTAL		<p>None</p>	<p>1 minute - As Per schedule</p>	

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 Urban Poor Organization in Mandaluyong City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to Mr. Gerundio A. Blanco (2 copies)		1. Local Urban Poor Org./ Asso. President		
2. Barangay Clearance (1 copy)		2. To the Barangay where the Local Urban Poor Asso. Registered		
3. List of Officers of Association (1 copy)		3. Local Urban Poor Org./ Asso. President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of request signed by the Local Urban Poor President and the Brgy. Chairman Indicates the intent/ purpose - tagging - census - validation of the members of the asso. / organization.	1.1 Received, stamped the request letter by the officer of the day of UPAO	None	1 minute	Remedios S. Espiritu Admin Section
2. Submit to the UPAO	2.1 Calendar the activity. 2.2 Inform the HOA/ Organization Officers the date and time of Tagging Census Validation	None	As per schedule	Leo F. Marcos Census and Survey
	2.3 Prepare a letter address to the Brgy. Chairman concerned seeking for			

	<p>the assistance of the Brgy. Staff and Brgy. Tanod</p> <p>2.4 Implementation of TCV as scheduled</p> <p>2.5 Encoding of censused/ Validated ISFs from the census form 1A.</p> <p>2.6 Invite the officers of the Neighbourhood Asso. for final Validation / verification / checking the accuracy of the information gathered per household.</p> <p>2.7 Printing of the validated / profiled ISFs.</p> <p>2.8 Provide Copies for:</p> <p>a. Office of the City Mayor</p> <p>b. Local Urban Poor Org. President</p> <p>c. Brgy.Chairman</p>			
	TOTAL	None	1 minute - As Per schedule	

3. REQUEST FOR ORGANIZING OF LOCAL URBAN POOR ORGANIZATION

Office or Division:	Urban Poor Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Informal Settlers Sector and Local Urban Poor Organization in Mandaluyong City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to Mr. Gerundio A. Blanco (2 copies)		1. Local Urban Poor Org./ Asso. President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of request with the intent / purpose to have an organization / samahan	1.1 Meeting with the Brgy. Chairman regarding the intention of the community to have an organization / Samahang Magkakapit-bahay. 1.2 Advise the samahang MAGkakapit-bahay / Asso. Accredited to the Sangguniang Panglunsod, PCUP, DHSUD	None	as per schedule	Leo F. Marcos Census and Survey
2. Identification of area with ISFs -Private owned lot and Government owned lot	1.1 Meeting with the Brgy. Chairman in identifying areas with ISFs occupants and are not yet organized.	None	as per schedule	
	TOTAL	None	as per schedule	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 connecting to all Departments Email: manda.upao13@gmail
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. GERUNDO A. BLANCO Head, Urban Poor Affairs Office (UPAO)
How to file a complaint	Write a letter of complaint letter address to: MR. GERUNDO A. BLANCO Head, Urban Poor Affairs Office (UPAO)
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

KABAN NG HIYAS 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.LIBRARY INFORMATION RESOURCES AND SERVICES

Office or Division:	Kaban ng Hiyas Library Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All Categories			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Valid Identification Card or Vaccination Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to visitors Logbook. 2. Proceed to open shelves, Reference Section, Serials Section & Filipiniana Section for your research & studies. 3. Get 3 books at a time. 4. Books used for reading room only. 5. Return the book to the designated area.		This service is FREE of charge	30 seconds to 1 minutes	Aladdin Apologista Chito Dumas Anita Saligumba Dolores Bugtong Paulina Ramos
TOTAL		None	30 seconds to 1 minutes	

2. Internet Access

Office or Division:	Kaban ng Hiyas 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		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for time in at Internet Logbook.		This service is FREE of charge	30 seconds to 1 minute	Nonette Caballero Mariel Owete
2. May avail E-resources website for free.				
3. Register for free Printing				
TOTAL		None	30 seconds to 1 minute	

2. Venue for small meeting, seminar and workshop

Office or Division:	Kaban ng Hiyas Library Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All categories			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Request letter		Concerned offices, organization or individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Visitors Logbook. 2. Proceed to receiving section 3. Get receiving copy fo follow up.		This service is FREE of charge	30 seconds to 1 minute	Guard on duty (officer of the day) Anita Saligumba
TOTAL		None	30 seconds to 1 minute	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5001 local 557 Email: mandaluyong.library@gmail.com
How feedbacks are processed	Send to the Receiving Officer and forwarded to MS. MERCEDES M. CAPANANG
How to file a complaint	Write a letter of complaint letter address to: MS. MERCEDES M. CAPANANG - Officer -In- charges Kaban ng Hiyas Library
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. COED Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment at City Ordinance Enforcement Division (COED).	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, Ralph John Pader, Ronaldo Ancheta
2 Secure Order of Payment at the City Ordinance Enforcement Division.		2nd Of- fense P 1,000.00		
3 Payment of penalties at the City treasurer's office.		3rd Offense P 2,000.00		
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. FOR VIOLATION OF CRIMINAL LAW:

TO ALL RELATIVES OF INDIVIDUALS WHO WERE APPREHENDED FOR VIOLATION OF CRIMINAL LAWS KINDLY PROCEED TO CRIMINAL INVESTIGATION UNIT (CIU) OF MANDALUYONG CITY POLICE STATION. (INDIVIDUALS WHO WERE ARRESTED ARE TURNED-OVER TO CRIMINAL INVESTIGATION UNIT FOR PROPER DISPOSITION).

2. FOR ORDINANCE VIOLATION:

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

3. FOR TRAFFIC VIOLATION:

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. (TRAFFIC TICKETS WERE SUBMITTED TO TPMO).

3.1 RELEASE OF IMPOUNDED VEHICLE

THIS SERVICE IS FREE OF CHARGE

REQUIREMENTS:

- 1.ORDINANCE VIOLATION RECEIPT**
- 2.OR/CR ORIGINAL AND PHOTOCOPIES**
- 3.VALID ID**
- 4.VIOLATOR / OWNER OF THE IMPOUNDED VEHICLE**

EASIEST WAY TO AVAIL OF THE SERVICE:

STEPS	HOW FAST	KEY PERSONS
All requirements must be submitted to the duly assigned Desk Officer for verification.	3 minutes	Ms. Cherry Madrid Ms. Brigette Atienza Ms. Imelda Bijasa
Record the release of the vehicle in the log book and attach submitted documents.	3 minutes	Ms. Cherry Madrid Ms. Brigette Atienza Ms. Imelda Bijasa
Release the impounded vehicle to complete the process.	3 minutes	Ms. Cherry Madrid Ms. Brigette Atienza Ms. Imelda Bijasa

4. FOR BUSINESS PERMIT

KINDLY PROCEED DIRECTLY TO BUSINESS PERMIT AND LICENSE DEPARTMENT (BPLD) FOR THE PROCESSING OF BUSINESS PERMIT. INSPECTION OF ESTABLISHMENT WILL BE CONDUCTED AFTER SECURING THE BUSINESS PERMIT IN ADHERENCE TO EASE OF DOING BUSINESS and EFFICIENT GOVERNMENT SERVICE DELIVERY (EOD EGSD) Act of 2018.

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			
For complaints please call us at #8531-6886, email us at antivice2016@gmail.com or message us thru our facebook page and provide us with the following information. Full name, address and contact details. Details of complaints and evidence, if any.	Contact the following Contact the following PMSg Rizaldy M. Salvador Chief, TF Anti-Vice Mr. Christopher M. Bernardo Deputy Chief, TF Anti- Vice Mr.Candido C. Altamarino 1st Shift, Team Leader Mr. Warlito N. Bejec 2nd Shift, Team Leader Mr. Ramil B. Angeles 3rd Shift, Team Leader	Receive and record complaints.	Arlene L. Caringal Administrative Officer

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:	FIRE STATION/LONE DISTRICT FIRE OFFICE	
Classification:	SIMPLE TRANSACTION: THREE (3) WORKING DAYS COMPLEX TRANSACTION : SEVEN (7) WORKING DAYS	
Type of Transaction:	1. G2C – GOVERNMENT TO CITIZEN 2. G2B – GOVERNMENT TO BUSINESS ENTITY	
Who may avail:	OWNER , CONTRACTOR OR BUSINESS ENTITY	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished application form for FSEC/Unified Application Form (UAF)		1. Fire Station/ Lone District Fire Office
2. Documentary requirements Note: Documents refers to design plans, calculations and specifications signed and sealed by the designer/ contractor 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. - One (1) set of Estimate value of the building/structure/facilities (materials and labor cost) - Copy of valid PRC Professional licenses of all involved professionals		2. Contractor/Designer
3. Other Documents 3.1 Fire Safety Compliance Report (FSCR), if required 3.2 Fire Safety Clearance for welding, cutting, and other hot work operations (if required, shall be secured during construction) <input type="checkbox"/> Annual – for business establishments requiring almost daily repair or maintenance due to its nature of business or operations. <input type="checkbox"/> Per Project Duration – for new construction or renovation.		3.1 Engineer/Architect-of-Record and Fire Safety Practitioner 3.2 Fire Station/ Lone District Fire Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Issue a queuing number and application form and instruct the applicant to accomplish the form and the necessary required documents.		10 Minutes	Customer Relations Officer (CRO)
1. Accomplish the application form and submit the same with all the required documents stated in the form to CRO.	2. Check the completeness of the documents. 3. Record to the Official Log Book/Log Sheet the following: <input type="checkbox"/> Name of applicant; <input type="checkbox"/> Owner of the establishment; and <input type="checkbox"/> Time and date of application.			

	<p>“Note (1): For applications with complete documents, the Estimate value of the building/ structure/ facilities shall be endorsed to the Fire Code Assessor (FCA) for assessment of Fire Code Construction Tax”.</p> <p>“Note (2): In case of lacking documents, immediately return the submitted documents and issue FSEC Application Disapproval Form for compliance”</p>		<p>4. Compute the fire code fees/taxes. Example Computation for Fire Code Construction Tax (FCCT) Example 1) Given: Estimate value of the building/ structure/ facilities (material and labor)= Php 51,000,000 .00</p>	
<p>2. Wait for the queuing number to be called by the FCA for the release of OPS. Upon receipt of the OPS, proceed to payment window.</p>	<p>4. Compute the fire code fee taxes. Example Computation for Fire Code Construction Tax(FCCT) Example 1) Given: Estimate value of the building/ structure/facilities (material and labor)= Php 51,000,000 .00</p>			

	<p>FCCT = $0.1 / 100$ (Php 51,000.000.00) = Php 51,000.00 FCCT= Php 51,000.00 > Php 50,000.00 Hence, FCCT is equal to Php 50,000.00 ONLY</p> <p>Example 2) Given: Estimate value of the building/ structure/facilities (material and labor)= Php 51,000,000 .00</p> <p>$\frac{0.1}{100}$ (Php 25,000,000.00) = Php 25, 000.00</p> <p>FCCT = FCCT= Php 25,000.00 < Php 50,000.00 Hence, FCCT is equal to Php 25,000.00</p>	<p>1. Filling fee = Php 200.00 2. 0.10% of the verified estimated value of buildings/ structures or facilities to be erected, from the owner thereof, but not to exceed fifty thousand (PhP 50,000.00) pesos</p>	<p>10 Minutes</p>	<p>Fire Code Assessor (FCA)</p>
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	<p>“Note (1): In the event that there is substantial difference between the estimated value of the building/ structure/ or facilities as declared by the owner or applicant from the amount indicated in the application for the building permit, the FCA shall assess the FCCT in coordination with OBO, through sharing of information for the purposes of determining whichever is the higher value, which shall be the basis of assessment to be reflected in OPS (Ref: JMC No. 2018-01)”</p> <p>5. Call the applicant’s queuing number and issue the OPS to the applicant. Then, advice the applicant to proceed at the payment window.</p>			
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<p>3. Present the OPS and pay the corresponding Fire Code Fees indicated in the OPS.</p> <p>Upon receipt of the OR, proceed to releasing window to claim the stub by presenting the OR. Note: Releasing date and time of FSEC is indicated in the claim stub.</p>	<p>6. Receive the OPS together with payment.</p> <p>7. Issue the original copy of Official Receipt (OR), then compile the OPS together with the duplicate copy of OR.</p>		10 Minutes	Fire Code Collecting Agent (FCCA)
	<p>8. Check copy of OR and record in the Log book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Amount Paid <input type="checkbox"/> OR Number; and <input type="checkbox"/> Date of Payment then issue claim stub indicating the date of release of FSEC. 		5 Minutes	CRO
	<p>9. Endorse to the Chief Fire Safety Enforcement Section/Unit the application forms including the complete sets of documents.</p>			

	10. Upon receipt of all documents, assign Building Plan Evaluator (BPE) for the review/evaluation of plans and specifications.		15 Minutes	Chief Fire Safety Enforcement Section/Unit (Chief, FSES/ FSEU)
	11. Review/evaluate plans and specifications, accomplish Fire Safety Checklist (FSC) on building plans and recommend issuance of Fire Safety Evaluation Clearance (FSEC) or Notice of Disapproval (NOD) if non-compliant with the provisions of the Fire Code and its RIRR.		<p>SIMPLE TRANSACTION 1 ½ Working Days Maximum from the date of application</p> <p>COMPLEX TRANSACTION 5 ½ Working Days Maximum from the date of application</p>	Building Plan Evaluator (BPE)

	<p>12. Review/ evaluate the recommendations/ findings of the BPE and recommend to City/ Municipal Fire Marshal (CMFM) or District Fire Marshal (for Lone District) the issuance of FSEC if compliant or NOD if non-compliant with the provisions of the Fire Code and its RIRR.</p>		2 Hours	Chief, FSES/ FSEU
	<p>13. Make the final review/ evaluation on the recommendation of the Chief, FSES/ FSEU and sign the three (3) copies of FSEC and FSC on building plans if approved or NOD if disapproved.</p>		2 Hours	City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Office)

	<p><input type="checkbox"/> In both cases of approval or disapproval, all 3 sets of plans shall bear the name and signature of the Fire Marshal and shall be stamped either "APPROVED" or "DIS-APPROVED." It shall also indicate the checklist number and date; FSEC number and date, as the case maybe. (Ref: Streamlining Process for the Issuance of Building Permits and Certificate of Occupancy for Simple Structure Applications Manual)</p>			
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	<p><input type="checkbox"/> In both cases approval or disapproval, three (3) sets of Plans together with the FSC and the NOD will be forwarded to the OBO/C/ Municipal Engineer's Office (MEO) representative. One (1) copy of the NOD shall be kept by the Fire Station. (Ref: Streamlining Process for the Issuance of Building Permits and Certificate of Occupancy for Simple Structure Applications Manual)</p>			
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	<p>14. Endorse the application form together with the complete documents, FSC on building plans and FSEC or NOD to the CRO.</p>			
	<p>15. Record in the Official Logbook/ Log Sheet the following: For approved plans:</p> <ul style="list-style-type: none"> <input type="checkbox"/> FSEC and Fire Safety Checklist number; <input type="checkbox"/> Date of Approval; <input type="checkbox"/> Name of Applicant/ Owner; <input type="checkbox"/> Name of establishment; and <input type="checkbox"/> OR Number and amount paid. <p>For disapproved plans:</p> <ul style="list-style-type: none"> <input type="checkbox"/> NOD Number; and <input type="checkbox"/> Date of Disapproval. 		10 Minutes	CRO

	16. Provide duplicate copy of the FSC on building plans, FSEC or NOD to the designated Records Custodian.			
4. On the date of release indicated in the Claim Stub, present the Claim Stub to the releasing window, claim the FS EC/NOD and acknowledge receipt in the Official Logbook/ Log Sheet.	17. Release the FSEC or NOD as the case maybe, and other pertinent documents to applicant or authorized representative upon presentation of Claim Stub.		5 Minutes	CRO
	18. Endorse one (1) set of plan to the Office of the Building Official (OBO) as well as copy of FSEC, FSC on building plans or NOD as the case may be.			

2. FIRE SAFETY INSPECTION CERTIFICATE FOR OCCUPANCY (FSIC) APPLICATION FOR CERTIFICATION OF OCCUPANCY

Office or Division:	Fire Station/Lone District Fire Office	
Classification:	Simple Transaction: Three (3) working days Complex Transaction : Seven (7) working days	
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business Entity	
Who may avail:	OWNER, CONTRACTOR OR BUSINESS ENTITY	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Accomplished application form for FSIC	1. Fire Station/ Lone District Fire Office
	2. Documentary Requirements 2.1 Endorsement from the Office of Building Official (OBO) 2.2 Certificate of Completion 2.3 Certified true copy of assessment fee for securing Certificate of Occupancy from OBO	2.1 OBO 2.2.OBO 2.3 OBO
	3. Other Documents 3.1 As-built plan (if there are changes/modifications/alterations/amendments in the approved building plans)	3.1 Contractor/Designer 3.2 Contractor/Construction Manager and his/her Fire Safety Practitioner
	3.2 Fire Safety Compliance and Commissioning Report (FSCCR), if the buildings/facilities/structures are required to install any or combination of the following: 1) Wet standpipe system; 2) Automatic fire suppression system; and 3) Automatic fire detection and alarm system.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the application form and submit the same with all the required documents stated in the form to CRO.</p>	<p>1. Issue a queuing number and application form and instruct the applicant to accomplish the form and the necessary required documents.</p>		<p>10 Minutes</p>	<p>Customer Relations Officer (CRO)</p>
	<p>2. Check the completeness of the documents.</p> <p>3. Record to the Official Log Book/Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of applicant; <input type="checkbox"/> Owner of the establishment; and <input type="checkbox"/> Time and date of application. <p>“Note (1): Applications with complete documents shall be endorsed to the Fire Code Assessor (FCA) for the assessment of fire code fees”.</p>			

<p>2. Wait for the queuing number to be called by the FCA for the release of OPS.</p> <p>Upon receipt of the OPS, proceed to payment window.</p>	<p>3. Compute the fire code fees/ taxes.</p> <p>Example Computation for Fire Safety Inspection Fee (FSIF)</p> <p>Example 1) Given: Fees charge by the LGU / PEZA = Php 10,000.00</p> <p>FSIF = 15/100 (Php 10,000.00) = Php 1,500.00 FSIF= Php 1,500.00 > Php 500.00</p> <p>Hence, FSIF is equal to Php 1,500.00</p> <p>Example 2) Given: Fees charge by the LGU/ PEZA = Php 2,000.00 FSIF = 15/100 (Php 2,000.00) = Php 300.00 FSIF= Php300.00 < Php 500.00</p>	<p>15% of all fees charged by LGU but in no case shall be lower than Php500.00</p>	<p>10 Minutes</p>	<p>Fire Code Assessor (FCA)</p>
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	<p>Hence, FSIF is equal to Php 500.00</p> <p>“Note (1): If the assessment from BPLO/ other government agencies is zero, fire safety inspection fee is also zero, not php500.00”</p>			
	<p>5. Call the applicant’s queuing number and issue the OPS to the applicant. Then, advice the applicant to proceed at the payment window.</p>			
<p>3. Present the OPS and pay the corresponding Fire Code Fees indicated in the OPS. Upon receipt of the OR, proceed to releasing window to claim the stub by presenting the OR. Note: Releasing date and time of FSIC is indicated in the claim stub</p>	<p>6. Receive the OPS together with payment.</p> <p>7. Issue the original copy of Official Receipt (OR), then compile the OPS together with the duplicate copy of OR.</p>		10 Minutes	Fire Code Collecting Agent (FCCA)

	<p>8. Check copy of OR and record in the Log book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Amount Paid; <input type="checkbox"/> OR Number; and <input type="checkbox"/> Date of Payment then issue claim stub indicating the date of release of FSIC. 			
	<p>9. Endorse to the Chief Fire Safety Enforcement Section/Unit the application form for FSIC including the required documents.</p>			
	<p>10. Upon receipt of all documents, retrieve from the Record Custodian the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Approved Plans, <input type="checkbox"/> FSEC and Fire Safety Checklist on building plans; and 			

	11. Assign Fire Safety Inspector (FSI) and issue an Inspection Order (IO) duly signed by the Fire Marshal.		15 Minutes	Chief Fire Safety Section/ Unit (FSES/ FSEU)
4. Acknowledge the IO, and assist the FSI during the ocular inspection and actual testing of the passive and active fire protection. After Inspection, acknowledge the AIR bearing the name and signature of the owner or authorized representative.	12. Proceed to the establishment and request for the acknowledgement of the Inspection Order. 13. Conduct ocular fire safety inspection and prepare After Inspection Report (AIR). 14. Request for the acknowledgement of the After Inspection Report (AIR).		SIMPLE TRANSACTION 1 ½ working days Maximum from the date of application COMPLEX TRANSACTION 5 ½ working days Maximum from the date of application	

	<p>15. Submit After Inspection Report (AIR) and supporting documents to the Chief, FSES/ FSEU with appropriate findings/ recommendations and recommend issuance of FSIC or Notice of Disapproval (NOD) if non-compliant with the provisions of the Fire Code and its RIRR .</p> <p>“Note (1): If the building/ structure or facility is already occupied/ operational, Notice to Comply (NTC) shall be issued instead of NOD if there are deficiencies/ defects in relation to the Fire Code and its RIRR”.</p>			
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	<p>16. Review/ evaluate the recommendation/ findings of FSI and recommend to City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC, NOD or NTC as the case may be.</p>		2 Hours	Chief, FSES/ FSEU
	<p>17. Make the final review/ evaluation on the recommendation of the Chief, FSES/ FSEU and sign the three (3) copies of FSIC, NOD if not compliant or Notice to Comply (NTC) if operational but there are deficiencies/ defects in relation to the Fire Code and its RIRR during fire safety inspection</p>		2 Hours	City/ Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office)

	<p>18. Forward to the CRO the approved or disapproved application for FSIC together with the required documents.</p>			
	<p>19. Record in the Official Logbook/ Log Sheet the following: For compliant: <input type="checkbox"/> FSIC Number; <input type="checkbox"/> Date Approved; <input type="checkbox"/> Name of Applicant/ Owner; <input type="checkbox"/> Name of Establishment; <input type="checkbox"/> OR Number; and <input type="checkbox"/> Amount Paid. For non-compliant: <input type="checkbox"/> NOD/NTC Number; and <input type="checkbox"/> Date of Disapproval.</p>		10 Minutes	CRO

	<p>20. Provide to the Record Custodian the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Approved Plans; <input type="checkbox"/> FSIC/NOD/NTC (as the case maybe); <input type="checkbox"/> Previously retrieved FSEC and the Fire Safety Checklist; and <input type="checkbox"/> After Inspection Report (AIR) 			
<p>5. On the date of release, present the Claim Stub to the releasing window, claim the FSIC/NOD/NTC and acknowledge receipt in the Official Logbook/Log Sheet.</p>	<p>21. Release FSIC or NOD/NTC as the case may be, to applicant or authorized representative upon presentation of Claim Stub.</p> <p>22. Endorse to OBO the copy of FSIC/NOD/NTC as the case maybe.</p>		5 Minutes	
<p>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. (Ref: Rule 3 of the RIRR of RA 9514).</p>				

3. FIRE SAFETY INSPECTION CERTIFICATE (FSIC) APPLICATION FOR NEW BUSINESS PERMIT WITH VALID FSIC ISSUED DURING OCCUPANCY PERMIT STAGE

A document issued by the BFP as a pre-requisite for the issuance of Business or Mayor's Permit, Accreditation for Hospitals, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits and licenses being issued by other government agencies valid for one (1) year from the date of issuance unless revoked/cancelled. (Ref: Section 9.0.4.1)

Office or Division:	Fire Station/Lone District or Business One Stop Shop (BOSS)	
Classification:	<p>New Business with Valid FSIC issued during Occupancy Stage NOTE: (REF: Memorandum dated 07 December 2016 re: Guidelines in the Implementation Joint DILG, DTI and DICT Memorandum Circular No. 01-2016)</p> <p>The FSIC issued during the Certificate of Occupancy stage is already sufficient as basis for issuance of the FSIC for Business Permit, subject to the following conditions:</p> <ol style="list-style-type: none"> 1. The nature of occupancy of the issued FSIC for occupancy is the same with that of the intended purpose for business operation. 2. The Business Permit is filed within nine (9) months from the issuance of Certificate of Occupancy. 3. The location of the said business application shall be the same as what is indicated in the Certificate of Occupancy. 4. The owner/applicant shall execute an Undertaking that from the time the of application for Business Permit that there was no substantial changes made on the building/establishment from the time that it was issued with FSIC for Certificate of Occupancy; if there is violation during validation inspection, the Business Permit is deemed automatically REVOKED. 5. That the owner/applicant shall pay the appropriate Fire Safety Inspection Fee for Business Permit application. <p>Processing Time: One (1) working day</p>	
Type of Transaction:	<ol style="list-style-type: none"> 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
1.1 Application Form for FSIC; or		1.1 Fire Station/Lone District; or
1.2 Unified Application Form (UAF)		1.2 Business One Stop Shop (BOSS)

<p>2. Documentary Requirements</p> <p>2.1 Certified True Copy of Valid Certificate of Occupancy (if applied in Fire Station/Lone District)</p> <p>2.2 Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO)</p>		<p>2.1 Office of Building Official (OBO)</p> <p>2.2 BPLO @ BOSS</p>		
<p>3. Other Documents</p> <p>3.1 Affidavit of Undertaking that there was no substantial changes made on building/establishment, if necessary</p> <p>3.2 As-built plan (if there is changes/modifications/alterations amendments in the approved building plans)</p> <p>3.3 Copy of Fire Insurance, if an</p>		<p>3.1 Law Office</p> <p>3.2 Contractor/Designer</p> <p>3.3 Fire Insurance Company</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the application form and submit the same with all the required documents stated in the form to CRO.</p>	<p>1. Issue a queuing number and application form and instruct the applicant to accomplish the form and the necessary required documents.</p>		<p>10 Minutes</p>	<p>Customer Relations Officer (CRO)</p>
	<p>2. Check the completeness of the documents.</p> <p>3. Verify the validity of Certificate of Occupancy.</p>			

	<p>4. Record to the Official Log Book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of applicant; <input type="checkbox"/> Owner of the establishment; and <input type="checkbox"/> Time and date of application. <p>“Note (1): Applications with complete documents shall be endorsed to the Fire Code Assessor (FCA) for the assessment of fire code fees”.</p> <p>“Note (2): In case of lacking requirements, immediately return the submitted documents together with the FSIC Application Disapproval Form for subsequent compliance of the applicant”.</p>			
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<p>2. Wait for the queuing number to be called by the FCA for the release of OPS.</p> <p>Upon receipt of the OPS, proceed to payment window.</p>	<p>5. Compute the fire code fees/ taxes.</p> <p>Example Computation for Fire Safety Inspection Fee (FSIF)</p> <p>Example 1) Given: Fees charge by the LGU / PEZA = Php 10,000.00</p> <p>FSIF = 15/100 (Php 10,000.00) = Php 1,500.00 FSIF= Php 1,500.00 > Php 500.00 Hence, FSIF is equal to Php 1,500.00</p> <p>Example 2) Given: Fees charge by the LGU / PEZA =Php 2,000.00 FSIF = 15/100 (Php 2,000.00) = Php 300.00 FSIF= Php 300.00 < Php 500.00 Hence, FSIF is equal to Php 500.00</p>	<p>3.1: 15% of all fees charged by LGU but in no case shall be lower than Php500.00</p> <p>3.2: Other Fees</p>	<p>10 Minutes</p>	<p>Fire Code Assessor (FCA)</p>
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	<p>“NOTE (1): If the Assessment from BPLO Other Government Agencies is zero, Fire Safety Inspection Fee is Also Zero, not Php500.00”</p> <p>”NOTE (2): For BOSS, Local Government Units (LGUs) with existing Memorandum of Agreement (MOA) with the BFP, the Fire Code Fees shall be assessed by the LGU”.</p> <p>6. Call the applicant's queuing number and issue the OPS to the applicant. Then, advice the applicant to proceedat the payment window.</p>	<p>If applicable, compute the appropriate fees in accordance with Section 12.0.0.4 of the RIRR of RA 9514 (e.g. storage, conveyance, hotworks, etc)</p>		
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<p>3. Present the OPS and pay the corresponding Fire Code Fees indicated in the OPS.</p> <p>Upon receipt of the OR, proceed to releasing window to claim the FSIC</p>	<p>7. Receive the OPS together with payment.</p> <p>8. Issue the original copy of Official Receipt (OR), then compile the OPS together with the duplicate copy of OR.</p> <p>“Note (1): For BOSS, Local Government Units (LGUs) with existing Memorandum of Agreement (MOA) with the BFP, the Fire Code Fees shall be collected by the LGU”.</p> <p>9. Check copy of OR and record in the Log book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Amount Paid; <input type="checkbox"/> OR Number; and <input type="checkbox"/> Date of Payment 		10 Minutes	Fire Code Collecting Agent (FCCA)
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	10. Refer the application documents to Chief Fire Safety Enforcement Section/ Unit (FSES/ FSEU) for issuance of FSIC for New Business Permit		5 Minutes	CRO
	11. Review/ evaluate the referral of CRO and forward his/her recommendation to the City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office) for issuance of FSIC for Business Permit.		2 Hours	Chief, FSES/ FSEU
	12. Make the final review/ evaluation on the recommendation of the Chief FSES/ FSEU and sign three (3) copies of FSIC for Business Permit.		2 Hours	City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office)

	13. Forward to the CRO the FSIC for Business Permit together with the required documents.			
	14. Record in the Official Logbook/Log Sheet the following: <input type="checkbox"/> FSIC Number; <input type="checkbox"/> Date Approved and validity. 15. Provide duplicate copy of FSIC to the designated BFP Records Custodian.		10 Minutes	CRO
4. Acknowledge receipt in the Official Logbook/ Log Sheet.	16. Release FSIC to the applicant or authorized representative upon presentation of Claim Stub. 17. Endorse to BPLO the copy of FSIC.		5 Minutes	
“NOTE: FIRE SAFETY INSPECTION SHALL BE CONDUCTED THREE (3) MONTHS AFTER THE ISSUANCE OF FSIC FOR BUSINESS PERMIT”				

Fire Safety Maintenance Report (FSMR) - A written report prepared by the building owner or his/her authorized representative, registered business owner (tenant) or his/her authorized representative, or their building administrator and his/her fire safety practitioner. 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. (Ref: Rule 13 of the RIRR of RA 9514) Said report is required to private and public buildings, facilities and structures to be constructed, altered or modified, which by reason of their use, size and height are required to install any or combination of the following: 1) wet standpipe system; 2) automatic fire suppression system; and 3) automatic fire detection and alarm system (Ref: Section 9.0.3.1 of the RIRR of RA 9514)

4. FIRE SAFETY INSPECTION CERTIFICATE (FSIC) FOR NEW BUSINESS PERMIT WITHOUT VALID FSIC ISSUED DURING OCCUPANCY STAGE

A document issued by the BFP as a pre-requisite for the issuance of Business or Mayor's Permit, Accreditation for Hospitals, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits and licenses being issued by other government agencies valid for one (1) year from the date of issuance unless revoked/cancelled. (Ref: Section 9.0.4.1)

Office or Division:	Fire Station/Lone District or Business One Stop Shop (BOSS)	
Classification:	Fire Safety Inspection Certificate (FSIC) for New Business Permit without Valid FSIC Issued during Occupancy Stage Processing Time: Three (3) working day	
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
1.1 Application Form for FSIC; or 1.2 Unified Application Form (UAF)	1.1 Fire Station/Lone District; or 1.2 Business One Stop Shop (BOSS)	
2. Documentary Requirements 2.1 Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO)	2.1 BPLO @ BOSS	
3. Other Documents 3.1 Affidavit of Undertaking that there was no substantial changes made on building/establishment, if necessary 3.2 As-built plan (if there is changes/ modifications/ alterations/ amendments in the approved building plans) 3.3 Fire Safety Maintenance Report (FSMR), if the building/facilities structures are required to install any or combination of the following: 1) Wet standpipe system; 2) Automatic fire suppression system; and 3) Automatic fire detection and alarm system. 3.4 Copy of Fire Insurance, if any	3.1 Law Office 3.2 Contactor/Designer 3.3 Building Administrator and his/her Fire Safety Practitioner 3.4 Fire Insurance Company	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the application form and submit the same with all the required documents stated in the form to CRO.</p>	<p>1. Issue a queuing number and application form and instruct the applicant to accomplish the form and the necessary required documents.</p> <p>2. Check the completeness of the documents.</p> <p>3. Record to the Official Log Book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of applicant; <input type="checkbox"/> Owner of the establishment; and <input type="checkbox"/> Time and date of application <p>“Note (1): Applications with complete documents shall be endorsed to the Fire Code Assessor (FCA) for the assessment of fire code fees”</p>		<p>10 Minutes</p>	<p>CRO</p>

<p>“Note (1): Applications with complete documents shall be endorsed to the Fire Code Assessor (FCA) for the assessment of fire code fees”</p> <p>“Note (2): In case of lacking requirements, immediately return the submitted documents together with the FSIC Application Disapproval Form for subsequent compliance of the applicant”.</p>				
<p>2. Wait for the queuing number to be called by the FCA for the release of OPS.</p> <p>Upon receipt of the OPS, proceed to payment window.</p>	<p>4. Compute the fire code fees/ taxes.</p> <p>Example Computation for Fire Safety Inspection Fee (FSIF)</p> <p>Example 1) Given: Fees charge by the LGU / PEZA = Php 10,000.00</p> <p>FSIF = 15/100 (Php 10,000.00) = Php 1,500.00 FSIF= Php 1,500.00 > Php 500.00 Hence, FSIF is equal to Php 1,500.00</p>	<p>3.1: 15% of all fees charged by LGU but in no case shall be lower than Php500.00</p> <p>3.2: Other Fees If applicable, compute the appropriate fees in accordance with Section 12.0.0.4 of the RIRR of RA 9514</p>	<p>10 Minutes</p>	<p>Fire Code Assessor (FCA)</p>

	<p>Example 2) Given: Fees charge by the LGU / PEZA = Php 2,000.00 FSIF=15/100 (Php 2,000.00) = Php 300.00 FSIF= Php 300.00 < Php 500.00</p> <p>Hence, FSIF is equal to Php 500.00</p> <p>“Note (1): If the assessment from BPLO other government agencies is zero, fire safety inspection fee is also zero, not php500.00”</p> <p>“Note (2): For BOSS, Local Government Units (LGUs) with existing Memorandum of Agreement (MOA) with the BFP, the Fire Code Fees shall be assessed by the LGU”.</p>	<p>(e.g. storage, conve- yance, hotworks, etc)</p>		
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	<p>5. Call the applicant's queuing number and issue the OPS to the applicant. Then, advise the applicant to proceed at the payment window.</p>			
<p>3. Present the OPS and pay the corresponding Fire Code Fees indicated in the OPS.</p> <p>Upon receipt of the OR, proceed to releasing window to claim the stub by presenting the OR.</p> <p>Note: Releasing date and time of FSIC is indicated in the claim stub.</p>	<p>6. Receive the OPS together with payment.</p> <p>7. Issue the original copy of Official Receipt (OR), then compile the OPS together with the duplicate copy of OR.</p> <p>“Note (1): For BOSS, Local Government Units (LGUs) with existing Memorandum of Agreement (MOA) with the BFP, the Fire Code Fees shall be collected by the LGU”.</p>		10 Minutes	Fire Code Collecting Agent (FCCA)

	<p>8. Check copy of OR and record in the Log book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Amount Paid; <input type="checkbox"/> OR Number; and <input type="checkbox"/> Date of Payment then issue claim stub indicating the date of release of FSIC. <p>9. Endorse to the Chief Fire Safety Enforcement Section/Unit the application form for FSIC including the required documents.</p>		5 Minutes	CRO
	<p>10. Upon receipt of all the documents, schedule the fire safety inspection, assign Fire Safety Inspector (FSI) and issue an Inspection Order (IO) duly signed by the Fire Marshal.</p>		20 Minutes	Chief Fire Safety Enforcement Section/ Unit (FSES/FSEU)

	11. Proceed to the establishment and request for the acknowledgement of the Inspection Order.		Within one (1) Working day	Fire Safety Inspector (FSI)
4. Acknowledge the IO, and assist the FSI during the ocular inspection and actual testing of the passive and active fire protection. After Inspection, acknowledge the AIR bearing the name and signature of the owner or authorized representative.	12. Conduct ocular fire safety inspection and prepare After Inspection Report (AIR). 13. Request for the acknowledgement of the After Inspection Report (AIR).			

	<p>14. Submit After Inspection Report (AIR) and supporting documents to the Chief, FSES/ FSEU with appropriate findings/ recommendations and recommend issuance of FSIC for Business Permit or NTC if there are deficiencies/ defects in relation to the Fire Code and its RIRR.</p>			
	<p>15. Review/ evaluate the findings of FSI and recommend to the City/ Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC or NTC as the case maybe</p>		<p>3 Hours</p>	<p>Chief FSES/ FSEU</p>

	<p>16. Make the final review/ evaluation on the recommendation of the Chief, FSES/ FSEU and sign three (3) copies of FSIC (Business Permit) if compliant or NTC if there are deficiencies/ defects in relation to the Fire Code and its RIRR.</p> <p>17. Forward to the CRO the FSIC/NTC (if there are deficiencies/ defects in relation to the Fire Code and its RIRR.) together with the required documents.</p>		3 Hours	C/MFM or DFM (for Lone District Fire Office)
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	<p>18. Record in the Official Logbook/ Log Sheet the following:</p> <p>For compliant:</p> <ul style="list-style-type: none"> <input type="checkbox"/> FSIC Number; <input type="checkbox"/> Date Approved; <input type="checkbox"/> Name of Applicant/ Owner; <input type="checkbox"/> Name of Establishment; <input type="checkbox"/> OR Number; and <input type="checkbox"/> Amount Paid. <p>For non compliant:</p> <ul style="list-style-type: none"> <input type="checkbox"/> NTC Number; and <p>19. Provide copy of FSIC/ NTC as the case maybe, to the designated Records Custodian.</p>		10 Minutes	CRO
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<p>5. On the date of release, present the claim stub to the releasing window to claim the FSIC/NTC and acknowledge receipt by signing in the logbook/log sheet</p>	<p>20. Release FSIC/NTC as the case maybe, to applicant or authorized representative upon presentation of Claim Stub.</p> <p>21. Endorse to BPLO the copy of FSIC/ NTC as the case may be.</p>		<p>5 Minutes</p>	
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5. FIRE SAFETY INSPECTION CERTIFICATE (FSIC) APPLICATION FOR RENEWAL OF BUSINESS PERMIT

A document issued by the BFP as a pre-requisite for the issuance of Business or Mayor's Permit, Accreditation for Hospitals, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits and licenses being issued by other government agencies valid for one (1) year from the date of issuance unless revoked/cancelled. (Ref: Rule 3 of the RIRR of RA 9514).

Office or Division:	Fire Station/Lone District or Business One Stop Shop (BOSS)	
Classification:	Renewal of Business Included in the Positive List Processing Time – One (1) working day	
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business Entity	
Who may avail:	OWNER , CONTRACTOR OR BUSINESS ENTITY	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
3.5 Application Form for FSIC; or	1.1 Fire Station/Lone District; or	
3.6 Unified Application Form (UAF)	1.2 Business One Stop Shop (BOSS)	
4. Documentary Requirements	2.1BPLO @ BOSS	
4.1 Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO)		
5. Other Documents	5.1 Building Administrator and his/her Fire Safety Practitioner	
5.1 Fire Safety Maintenance Report (FSMR), if the building/facilities/structures are required to install any or combination of the following: 4) Wet standpipe system; 5) Automatic fire suppression system; and		

<p>6) Automatic fire detection and alarm system.</p> <p>3.2 Fire Safety Clearance for Welding, Cutting, and Other Hot Work Operations (If required, shall be secured during construction)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Annual – for business establishments requiring almost daily repair or maintenance due to its nature of business or operations. <input type="checkbox"/> Per Project Duration – for new construction or renovation. <p>3.3 Copy of Fire Insurance, if any</p>	<p>5.2 Fire Station/ Lone District Fire Office</p> <p>3.3 Fire Insurance Company</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PRE-RENEWAL PROCESS				
	<p>“NOTE (1): ADVANCE FIRE SAFETY INSPECTION SHALL BE CONDUCTED ONE (1) MONTH BEFORE THE EXPIRATION OF THE FSIC FOR BUSINESS PERMIT”</p> <p>1. Schedule the fire safety inspection, assign Fire Safety Inspector (FSI) and issue an Inspection Order (IO) duly signed by the Fire Marshal.</p>			
<p>1. Acknowledge the IO, and assist the FSI during the ocular inspection and actual testing of the passive and active fire protection.</p> <p>After Inspection, acknowledge the AIR bearing the name and signature of the owner or authorized representative.</p>	<p>2. Proceed to the establishment and request for the acknowledgment of the Inspection Order</p>		<p>Within one (1) day</p>	<p>Fire Safety Inspector (FSI)</p>

	<p>3. Conduct ocular fire safety inspection and prepare After Inspection Report (AIR).</p> <p>4. Request for the acknowledgement of the After Inspection Report (AIR).</p>			
	<p>5. Submit After Inspection Report (AIR) and supporting documents to the Chief, FSES/FSEU with appropriate findings/ recommendations and recommend issuance of FSIC or Notice to Comply (NTC) if there are deficiencies/ defects in relation to the Fire Code and its RIRR</p>			

	<p>6. Review/ evaluate the recommendation/ findings of FSI and recommend to City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC or NTC as the case may be.</p>		<p>3 Hours</p>	<p>Chief Fire Safety Enforcement Section/Unit (FSES/FSEU)</p>
	<p>7. Make the final review/ evaluation on the recommendation of the Chief FSES/ FSEU and include the establishment either in the Positive or Negative List.</p> <p>“Note (1): NEGATIVE LIST or POSITIVE LIST shall be submitted to the Local Government Unit (LGU) which shall serve as their basis to renew the business permits”</p>		<p>3 Hours</p>	<p>City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office)</p>

RENEWAL PROCESS

	<p>1. Issue a queuing number and application form and instruct the applicant to accomplish the form and the necessary required documents</p>			
<p>2. Accomplish the application form and submit the same with all the required documents stated in the form to CRO.</p>	<p>2. Check the completeness of the documents. 3. Verify if the establishment is included in the Positive List or Negative List. 4. Record to the Official Log Book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of applicant; <input type="checkbox"/> Owner of the establishment; and <input type="checkbox"/> Time and date of application. <p>“Note (1): Applications with complete documents shall be endorsed to the Fire Code Assessor (FCA) for the assessment of fire code fees.”</p>	<p style="text-align: center;">None</p>	<p style="text-align: center;">10 Minutes</p>	<p style="text-align: center;">CRO</p>

	<p>“Note (2): In case of lacking requirements, immediately return the submitted documents together with the FSIC Application Disapproval Form for subsequent compliance of the applicant”</p>			
<p>3. Wait for the queuing number to be called by the FCA for the release of OPS.</p> <p>Upon receipt of the OPS, proceed to payment window.</p>	<p>5. Compute the fire code fees/ taxes.</p> <p>Example Computation for Fire Safety Inspection Fee (FSIF)</p> <p>Example 1) Given: Fees charge by the LGU / PEZA = Php 10,000.00 FSIF = 15/100 Php 10,000.00) = Php 1,500.00 FSIF= Php 1,500.00 > Php 500.00 Hence, FSIF is equal to Php 1,500.00</p> <p>Example 2) Given: Fees charge by the LGU / PEZA =Php 2,000.00</p>	<p>3.1: 15% of all fees charged by LGU but in no case shall be lower than Php500.00</p> <p>3.2: Other Fees If applicable, compute the appropriate fees in accordance with Section 12.0.0.4 of the RIRR of RA 9514 (e.g. storage, conveyance, hotworks, etc)</p>	10 Minutes	Fire Code Assessor (FCA)

	<p>FSIF =15/100 (Php 2,000.00) = Php 300.00 FSIF= Php 300.00 < Php 500.00 Hence, FSIF is equal to Php 500.00</p> <p>“Note (1): If the assessment from BPLO/ other government agencies is zero, fire safety inspection fee is also zero, not php500.00”</p> <p>“Note (2): For BOSS, Local Government Units (LGUs) with existing Memorandum of Agreement (MOA) with the BFP, the Fire Code Fees shall be assessed by the LGU”.</p>			
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	<p>6. Call the applicant's queuing number and issue the OPS to the applicant. Then, advise the applicant to proceed at the payment window</p>			
<p>4. Present the OPS and pay the corresponding Fire Code Fees indicated in the OPS.</p> <p>Upon receipt of the OR, proceed to releasing window to claim the FSIC</p>	<p>7. Receive the OPS together with payment.</p> <p>8. Issue the original copy of Official Receipt (OR), then compile the OPS together with the duplicate copy of OR.</p> <p>“Note (1): For BOSS, Local Government Units (LGUs) with existing Memorandum of Agreement (MOA) with the BFP, the Fire Code Fees shall be collected by the LGU”</p>		10 Minutes	Fire Code Collecting Agent (FCCA)

	<p>9. Check copy of OR and record in the Log book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Amount Paid; <input type="checkbox"/> OR Number; and <input type="checkbox"/> Date of Payment <p>10. Refer the application documents to Chief Fire Safety Enforcement Section/Unit (FSES/FSEU) for issuance of FSIC (Renewal of Business Permit)</p>		5 Minutes	CRO
	<p>11. Review/ evaluate the referral of CRO and forward his/her recommendation to the City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office) for issuance of FSIC.</p>		45 Minutes	Chief Fire Safety Enforcement Section/Unit (FSES/FSEU)

	<p>12. Make the final review/ evaluation on the recommendations of the Chief, FSES/ FSEU and sign three (3) copies of FSIC for Business Permit.</p> <p>13. Forward to the CRO the FSIC for Business Permit together with the required documents.</p>		45 Minutes	City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office)
	<p>14. Record in the Official Logbook/Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> FSIC Number; and <input type="checkbox"/> Date Approved and validity 		10 Minutes	CRO
	<p>15. Provide duplicate copy of FSIC to the designated BFP Records Custodian.</p>			
<p>5. Acknowledge receipt by signing in the logbook/log sheet.</p>	<p>16. Release FSIC to the applicant or authorized representative upon presentation of Claim Stub.</p> <p>17. Endorse to BPLO the copy of FSIC</p>		5 Minutes	

Fire Safety Maintenance Report (FSMR) - A written report prepared by the building owner or his/her authorized representative, registered business owner (tenant) or his/her authorized representative, or their building administrator and his/her fire safety practitioner. 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. (Ref: Rule 13 of the RIRR of RA 9514) Said report is required to private and public buildings, facilities and structures to be constructed, altered or modified, which by reason of their use, size and height are required to install any or combination of the following: 1) wet standpipe system; 2) automatic fire suppression system; and 3) automatic fire detection and alarm system. (Ref: Section 9.0.3.1 of the RIRR of RA 9514)

5. FIRE SAFETY INSPECTION CERTIFICATE (FSIC) APPLICATION FOR RENEWAL OF BUSINESS PERMIT WITHOUT VALID FSIC OR EXPIRED FSIC / WITH EXISTING VIOLATION OF THE FIRE CODE / INCLUDED IN THE NEGATIVE LIST

A document issued by the BFP as a pre-requisite for the issuance of Business or Mayor's Permit, Accreditation for Hospitals, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits and licenses being issued by other government agencies valid for one (1) year from the date of issuance unless revoked/cancelled. (Ref: Rule 3 of the RIRR of RA 9514)

Office or Division:	Fire Station/Lone District or Business One Stop Shop (BOSS)	
Classification:	Renewal of Business Without Valid FSIC or Expired FSIC/ With Existing Violation of the Fire Code/ Included in the Negative List	
	Processing Time – Two (2) working days	
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business Entity	
Who may avail:	OWNER , CONTRACTOR OR BUSINESS ENTITY	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	3.1 Application Form for FSIC; or 3.2 Unified Application Form (UAF)	1.1 Fire Station/Lone District; or 1.2 Business One Stop Shop (BOSS)
	2. Documentary Requirements 2.1 Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO)	2.2BPLO @ BOSS
	3.Other Documents 3.1 Fire Safety Maintenance Report (FSMR), if the building/facilities/structures are required to install any or combination of the following: 1) Wet standpipe system; 2) Automatic fire suppression system; and 3) Automatic fire detection and alarm system. 3.2 Fire Safety Clearance for Welding, Cutting, and Other Hot Work Operations (If required, shall be secured during construction)	3.1 Building Administrator and his/her Fire Safety Practitioner 3.2 Fire Station/ Lone District Fire Office

Annual – for business establishments requiring almost daily repair or maintenance due to its nature of business or operations.
 Per Project Duration – for new construction or renovation.

3.3 Copy of Fire Insurance, if any

3.3 Fire Insurance Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PRE-RENEWAL PROCESS				
<p>1. Acknowledge the IO, and assist the FSI during the ocular inspection and actual testing of the passive and active fire protection. After Inspection, acknowledge the AIR bearing the name and signature of the owner or authorized representative.</p>	<p>“NOTE: RE-INSPECTION/ VALIDATION ON THE COMPLIANCE ON ISSUED NOTICE TO COMPLY (NTC)”</p> <p>1. Schedule the fire safety inspection, assign Fire Safety Inspector (FSI) and issue an Inspection Order (IO) duly signed by the Fire Marshal.</p> <p>2. Proceed to the establishment and request for the acknowledgement of the Inspection Order.</p>		<p>Within one (1) Working day</p>	<p>Fire Safety Inspector (FSI)</p>

	<p>3. Conduct ocular fire safety inspection and prepare After Inspection Report (AIR).</p> <p>4. Request for the acknowledgement of the After Inspection Report (AIR).</p> <p>5. Submit After Inspection Report (AIR) and supporting documents to the Chief, FSES/ FSEU with appropriate findings/ recommendations and recommend issuance of FSIC or Notice to Comply (NTCV) if there is= violation/s of the Fire Code.</p>			
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	<p>6. Review/evaluate the recommendation/ findings of FSI and recommend to City/Municipal Fire Marshal (C/ MFM) or District Fire Marshal (for Lone District Fire Office) the issuance of FSIC or NTCV as the case may be.</p>		<p>3 Hours</p>	<p>Chief Fire Safety Enforcement Section/Unit (FSES/FSEU)</p>
	<p>7. Make the final review/ evaluation on the recommendation of the Chief FSES/ FSEU and include the establishment either in the Positive or Negative List.</p> <p>“Note (1): NEGATIVE LIST or POSITIVE LIST shall be submitted to the Local Government Unit (LGU) which shall serve as their basis to renew the business permits”</p>			

RENEWAL PROCESS

	<p>1. Issue a queuing number and application form and instruct the applicant to accomplish the form and the necessary required documents</p>	None	10 Minutes	CRO
<p>2. Accomplish the application form and submit the same with all the required documents stated in the form to CRO</p>	<p>2. Check the completeness of the documents.</p> <p>3. Record to the Official Log Book/Log Sheet the following:</p> <ul style="list-style-type: none"> • Name of applicant; • Owner of the establishment; and • Time and date of application. <p>“Note (1): Applications with complete documents shall be endorsed to the Fire Code Assessor (FCA) for the assessment of fire code fees”</p>			

	<p>“Note (2): In case of lacking requirements, immediately return the submitted documents together with the FSIC Application Disapproval Form for subsequent compliance of the applicant”.</p> <p>“Note (3): Verify if the establishment is included in the Positive List or Negative List”</p>			
<p>3. Wait for the queuing number to be called by the FCA for the release of OPS.</p> <p>Upon receipt of the OPS, proceed to payment window.</p>	<p>4. Compute the fire code fees/ taxes (for application with complete documents and if establishment is included in the POSITIVE LIST or not included in the NEGATIVE LIST) Example Computation for Fire Safety Inspection Fee (FSIF)</p>	<p>3.1: 15% of all fees charged by LGU but in no case shall be lower than Php500.00</p>	<p>10 Minutes</p>	<p>Fire Code Assessor (FCA)</p>

	<p>Example 1) Given: Fees charge by the LGU / PEZA = Php 10,000.00 FSIF = $15/100$ (Php 10,000.00) = Php 1,500.00 FSIF= Php 1,500.00 > Php 500.00 Hence, FSIF is equal to Php 1,500.00</p> <p>Example 2) Given: Fees charge by the LGU / PEZA =Php 2,000.00 FSIF = $15/100$ (Php 2,000.00) = Php 300.00 FSIF= Php 300.00 < Php 500.00 Hence, FSIF is equal to Php 500.00</p> <p>“Note (1): if the assessment from BPLO/ other government agencies is zero, fire safety inspection fee is also zero, not php500.00”</p>	<p>3.2: Other Fees If applicable, compute the appropriate fees in accordance with Section 12.0.0.4 of the RIRR of RA 9514 (e.g. storage, conveyance, hotworks, etc)</p>		
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	<p>“Note (2): For BOSS, Local Government Units (LGUs) with existing Memorandum of Agreement (MOA) with the BFP, the Fire Code Fees shall be assessed by the LGU”.</p> <p>5. Call the applicant's queuing number and issue the OPS to the applicant. Then, advice the applicant to proceed at the payment window.</p>			
<p>4. Present the OPS and pay the corresponding Fire Code Fees indicated in the OPS.</p> <p>Upon receipt of the OR, proceed to releasing window to claim the FSIC.</p>	<p>6. Receive the OPS together with payment.</p> <p>7. Issue the original copy of Official Receipt (OR), then compile the OPS together with the duplicate copy of OR</p>		10 Minutes	Fire Code Collecting Agent (FCCA)

	<p>“Note (1): For BOSS, Local Government Units (LGUs) with existing Memorandum of Agreement (MOA) with the BFP, the Fire Code Fees shall be collected by the LGU”</p> <p>8. Check copy of OR and record in the Log book/ Log Sheet the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Amount Paid; <input type="checkbox"/> OR Number; and <input type="checkbox"/> Date of Payment <p>9. Refer the application documents to Chief Fire Safety Enforcement Section/Unit (FSES/FSEU) for issuance of FSIC (Renewal of Business Permit)</p>		5 Minutes	CRO
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	<p>10. Review/ evaluate the referral of CRO and forward his/her recommendation to the City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office) for issuance of FSIC.</p>		45 Minutes	Chief Fire Safety Enforcement Section/Unit (FSES/FSEU)
	<p>11. Make final review/ evaluation on the recommendations of the Chief, FSES/ FSEU and sign three (3) copies of FSIC for Business Permit.</p> <p>12. Forward to the CRO the FSIC for Business Permit together with the required documents.</p>		45 Minutes	City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (for Lone District Fire Office)
	<p>13. Record in the Official Logbook/Log Sheet the following:</p> <p><input type="checkbox"/> FSIC Number;</p> <p><input type="checkbox"/> Date Approved and validity.</p>			

	14. Provide duplicate copy of FSIC to the designated BFP Records Custodian.		10 Minutes	CRO
5. Acknowledge receipt by signing in the logbook/log sheet.	15. Release FSIC to the applicant or authorized representative upon presentation of Claim Stub. 16. Endorse to BPLO the copy of FSIC		5 Minutes	

Fire Safety Maintenance Report (FSMR) - A written report prepared by the building owner or his/her authorized representative, registered business owner (tenant) or his/her authorized representative, or their building administrator and his/her fire safety practitioner. 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. (Ref: Rule 13 of the RIRR of RA 9514) Said report is required to private and public buildings, facilities and structures to be constructed, altered or modified, which by reason of their use, size and height are required to install any or combination of the following: 1) wet standpipe system; 2) automatic fire suppression system; and 3) automatic fire detection and alarm system. (Ref: Section 9.0.3.1 of the RIRR of RA 9514)

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box SMS: 09088816565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph/ FB: https://facebook.com/civilserviegovph/
How feedbacks are processed	Send to the Receiving Officer and forwarded to
How to file a complaint	Write a letter of complaint letter address to: Head, City Ordinance Enforcement Division
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

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.	1.1 None 1.2 Violation Penalty	1 Minute	Ma. Rowena T. Armada Front Desk Staff Support Services Section COED Cashier (Treasury Department) Shirly May Rebono 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. TEODORO D. YANGCO JR.
How to file a complaint	Write a letter of complaint letter address to: MR. TEODORO D. YANGCO JR. Head, City Ordinance Enforcement Division
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

MANDALUYONG CITY GYMNASIUM

Mandaluyong City Gymnasium - Venue for Sports and Cultural activities. Accommodating Public and Private events.

Any private/public groups or individual are allowed to use the facilities to any sports and cultural activities. Public offices are free to use the place while the private are charged in a very minimal fees.

Private per hour charge:

- Sports event (Basketball/Volleyball) P300/hour
- Use of Electronic Scoreboard P100/Game
- Eents like Cultural shows/concerts or Sports Fest P2000/event

Office or Division:	Mandaluyong City Gymnasium			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter address to the Office of the Mayor. (If it is a Big Event)		Office of the Mayor approval is needed.		
2. Knowing if she slot is available. (For small events and sports activities)		Office of the City Gymnasium Administrator.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Knowing the available slot.	1.1. Look for the availability of schedule	None	3-5 minutes	Gym Administrator or the Officer of the day.
2. If Big Event. Letter request to the Mayors Office.	None	None	3-5 minutes	The Mayors Office information staff will receive their request.
3. Payment	3.1. Issuance of order of payment	Php 2,000 for the Big Events Php 300/ hour for the sports and small events	3-5 minutes	Gym Administrator/ Officer of the day
TOTAL			9-15 minutes	

**All fees must be paid to the City Treasurer's Office.
(Ground floor of the Executive Building)**

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Suggestion Box Tel. No. (02) 8532-5030 (02) 8532-5001 connecting to all Departments Email: gym@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to MR. MANUEL DC. AMPAYA
How to file a complaint	Write a letter of complaint letter address to: MR. MANUEL DC. AMPAYA Head, Mandaluyong City Gymnasium
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 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
<ol style="list-style-type: none"> 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	Suggestion Box Tel. No. (02) 8534-8970 (02) 8532-5001 connecting to all Departments Email: city.administrator@mandaluyong.gov.ph
How feedbacks are processed	Send to the Receiving Officer and forwarded to the City Administrator MR. ERNESTO E. VICTORINO
How to file a complaint	Write a letter of complaint letter address to: MR. ERNESTO E. VICTORINO Head, City Customer Service & Complaint Desk
How complaints are processed	Complaint letters are forwarded to the head of office for immediate action.

